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The process workflow to fix bugs fixed by SuperService production support team is being tweaked to avoid rework. The purpose of this document to make this process standard with in the team.

A dashboard has been set up in JIRA with four columns Open, In Progress, In Code Review, Resolved

This is going to be common process to resolve a bug.

1. Production support team should never work on issues reported just on email, a JIRA in necessary for work to begin.
   1. If a request is received via email, log a JIRA ticket, assign to Team Lead, and reply to the requestor asking that in the future they log via Jira.
2. A new bug is assigned to Team lead. It is visible in open bugs in Team lead's queue.
3. Team lead allocates is to a team member. It is visible in open bugs in developers queue
4. Dev moves the bug to In Progress. Dev looks at the bug to check if it is a bug or expected software behavior
   1. Sometimes customer service/QA report problems that my be a feature.
   2. Consult a team member/lead if in confusion.
      * If issue is a bug move to step 4.
      * If it is expected system behavior then speak to product managers, business analyst or your team lead (not via email). After consulting this can be marked "As Designed".
5. Dev tries to replicate the bug.
   1. If it cannot be replicated close the issue as "cannot be replicated"
      * "Not Replicated" should not be marked by developers if it cannot be immediately replicated.
      * Dev needs to communicate preferably in a skype chat, telecon or screen share to understand customer problem.
      * This may be outside of normal office hours some times due to time zone conflicts but dev's can have time in lieu if worked outside normal hours.
      * Using email's to troubleshoot can take much longer time, so it should be avoided.
   2. If it can be replicated but it is intermittent spend time to find how can replication be made better.
      * Refer to steps mentioned for "cannot be replicated".
   3. If easily replicated move to step 4.
6. Investigate root cause of the bug. Once root cause is found log it in comments & move to next step
7. Dev comes up with possible solutions & time estimates.
8. Discuss the solutions with team lead/ peer before implementing solution.
   1. After discussing the best solution they would need to start implementation
   2. Before starting implementation they should log time spent in investigation.
   3. Update the remaining time as per time estimates. It is difficult to put estimates to bugs but once root cause it found it is almost predictable.  
      Estimates should generally include time required to write unit tests & time spent for code reviews.  
      Time estimates has some advantages
      * Keeps customers happy & gives idea about time when fix would be available.
      * It will help us plan schedule bug releases better.
9. Once implementation is done move the issue to "Code Review" & assign to Team lead.
10. Team lead my decide to review themselves or allocate to some one else.
11. Reviewer starts reviewing code. The outcomes of review can be
    1. Code changes were good & no modifications are needed, mark it resolved.
    2. Code changes are required but correct type of solution. No need to reopen, assign it back to developer.
    3. The solution looks incorrect & needs total rework. Reopen & assign to developer.
12. After issue is Resolved, developer creates a branch build, moves it to "In Branch" & assigns it to QA Team Lead.
13. QA may re-open JIRA & it will go through the cycle again.

General Points

* For production support team Product management are primary customers. However the issues are reported from day to day basis by customer support team/installation team, so they are our secondary customers.
* It is important to give our customers visibility on progress by regularly updating comments on JIRA we work on. While comments can be technical, they should also explain the problems & solution in layman terms.
* Frequency of updates depends on the priority of jira. While we do not have any formal SLA on providing updates, generally accepted frequency for now.

| **Priority** | **Frequency of Update** |
| --- | --- |
| Sev1  Showstopper that took too long to resolve/  It is affecting a number of dealers immediately reported as Sev1 | TBD(hour or 2 hours) |
| Showstopper | TBD(Every 4 hours) |
| High | TBD(Every day) |
| Medium/Low | TBD(Every week) |

* For a Sev1 or a showstopper if possible try to give customers a work around to restore service to an acceptable state until root cause is known and issue resolved.