

Development - Development/Support Ticket Flow Process

12/29/2023 1:32 pm EST

Support Tickets Sent to Development

Review Ticket

All support tickets must first be reviewed by support or implementation. Due diligence should have been done to try to resolve this issue and the ticket should contain evidence of that work. Also, due diligence should be made to find any duplicate cases and manage them within the support system.

The intent is for only validated bugs to be sent to development to be resolved through our KanBan process. To this end, tickets must contain the following information:

- Case Title that accurately describes the problem. ("Manitou is wacked" is not acceptable)
- Description that clearly explains the issue with both the actual result as well as the expected result. (many times this only says what happened. It does not explain what they thought should happen)
- Process or processes affected (ideally in the title but also set as the Software Component)
- Adjust the Priority appropriately. (This is very important for setting next work)
- System Log for those processes (attachment is fine)
- Supporting screenshots (attachment is fine. These should include the full product. Partial screenshot leave too much to the assumption of the one viewing it.)
- Setup and configuration information (Should be part of the Steps to Reproduce)
- Steps to Reproduce that very clear and explain exactly how to cause the issue (It should include where in the product you are doing stuff. Too many assumptions lead to long investigative cycles to figure out people are looking in the wrong place)
- Supporting files (attachment to a Note. FEP debug, MGW log, etc)

TODO: Update with screenshot from Salesforce

Request Fix

Once a ticket has been reviewed and determined that it is a valid bug, it should be sent to development to be fixed. This is now done in a very clean, automated manner.

1. Escallate to Development
2. Management review and approval
3. Push ticket into DevOps

4. Adjust priority in DevOps Backlog accordingly

TODO: Update with screenshot from Salesforce

Once a ticket has been reviewed and is acceptable, there are two options for getting this into DevOps:

- The ticket is new and not in DevOps already. --> Push into DevOps
- The ticket already exists in DevOps. --> Link to existing item