

How a case moves through JIRA (internal)

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Step-by-Step Process of Cases Moving Through Jira

1. SF cases are reviewed in Triage (3x/week) and each is sent to either Dev or Product. The Jira status for these cases are *Backlog*.
2. Product reviews the cases and prioritizes which to review in "Refinement" meetings (once a week per development team) with the development teams. The Jira status for these cases is still *Backlog*.
3. Once a development team has reviewed the case and determined they have enough information to estimate the effort required to complete it, a point value is assigned to that case representing that effort and the status of the case is changed to *Refined*.
4. Product reviews the refined cases to determine what can be pulled into the next "sprint" (i.e., a 2-week period of development work). Prioritization is based on the roadmap, urgency of the case, # of customers who will benefit from the case, the capacity of the dev team, and the effort (the point value from Refinement) of each case.

Definitions of Jira Statuses:

- **Backlog** = sent to a dev team to review however effort has not yet been estimated, no work has begun on this yet
 - **Refined** = a dev team has reviewed it and estimated it's effort, however work has still not yet begun on
 - **PM/Design Review / In Progress / Resolving Roadblock** = Development work is underway on this case, which usually indicates that it will be addressed in the next release for the corresponding product
 - **Roadblock Found** = Development work is partially done but the developer reached a blocker (ranging from the need for clarification on what product's intention was with a design to decision that's needed to an unanticipated technical requirement that needs to be addressed before the work can be completed)
 - **In Code Review / QA in Progress** = Testing is underway on the case
 - **Done** = Development and testing work is complete, which for most (but not all!) cases means the product's next release will have the bug fix/new feature. For customer questions and data issues, *Done* indicates that the data issue has been fixed for the customer/an answer has been given to the customer's question.
 - **Rejected** = a case was determined to not need development work, which can be because it's a duplicate and will be fixed by something else, because the case was already resolved another way, or because the case is no longer relevant (e.g., it was a bug for a very old product version and isn't a bug in the latest version of the product).
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