Jira for CRM team

Why Jira?

Change is always difficult at the beginning. Time permits us to better accept changes. Migrating to JIRA is our first chance to be opened to the world of agility.

Shorter release cycle. Simplication on ticketing tools. Reknown and standards of the market. Standardisation of major platforms like Core CRM and iCARe. Continuous integration tools among developers. Structured way of doing tests. Better visibility of tests performed and the results.

This move is one step ahead for transformation. To better prepare us to take new challenges!

YES WE CAN! 🙂

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Useful links:

- Link to ppt

1.Lost in JIRA as I used to work thay way...tell me more!

Used to be in PMO...	**...Going to be in Jira**
Requirements	Story (issue type)
Defects	Bug (issue type)
Test scripts	Test (issue type)
SFDC process	Epic (issue type). Remember to assign issue to an Epic!
Release	Fix version (field). In order to assign issue to a release, first needs to create a release record by Change Manager
Urgent change - quick and small hot fixes that are pushed to production quickly	Create as either Story or Bug. Each move-to-production has to be a release. Urgent change is tied to a minor release

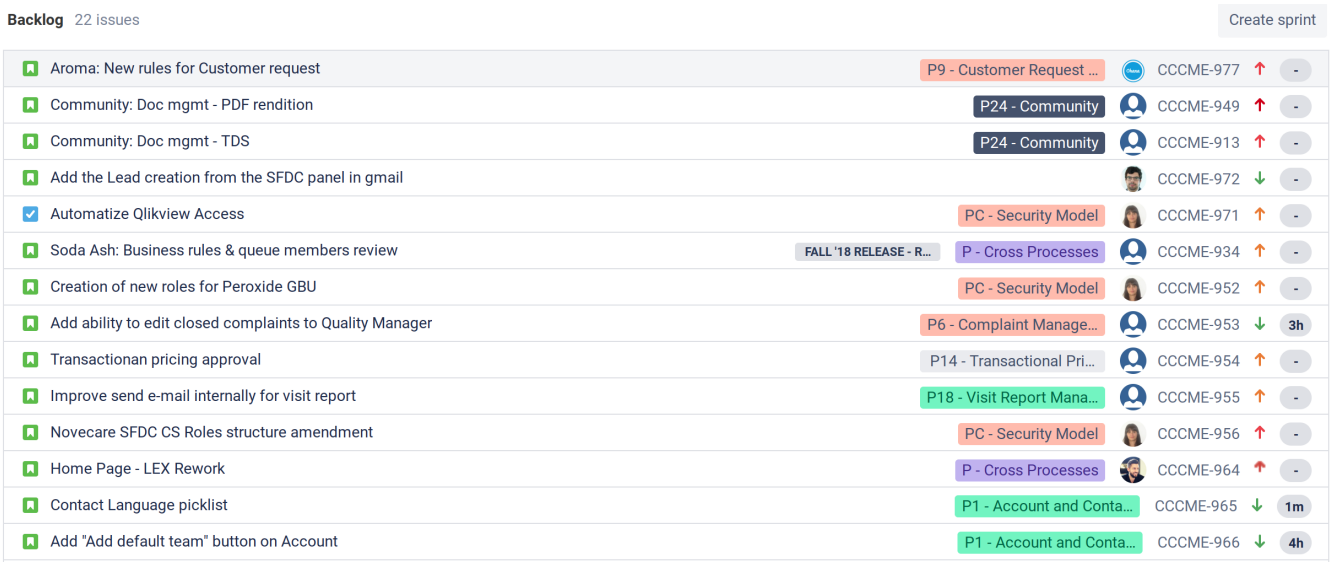
A Backlog is a list of issues in the pipeline, waiting to be qualified and assigned to a sprint.

Backlogs

A Sprint can be planned ahead and issues can be assigned to planned sprints.

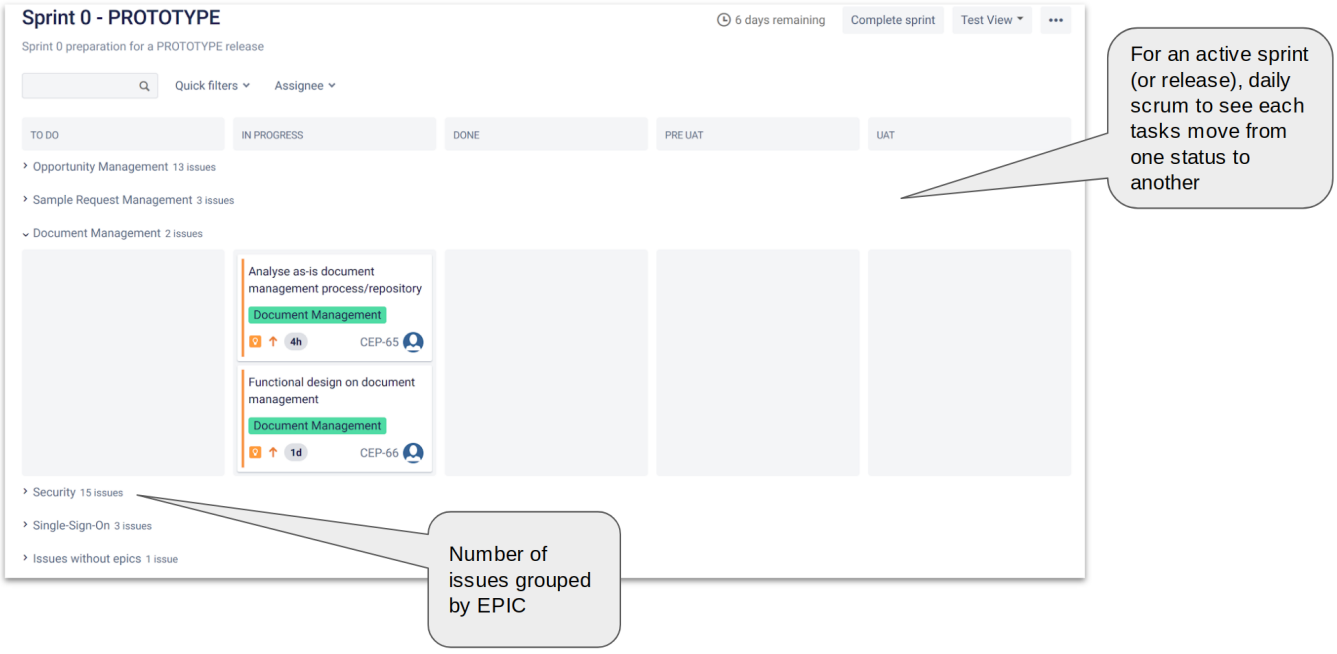
At any time, you cannot have 2 sprints running at the same time.

You need to complete a sprint before to start another one.

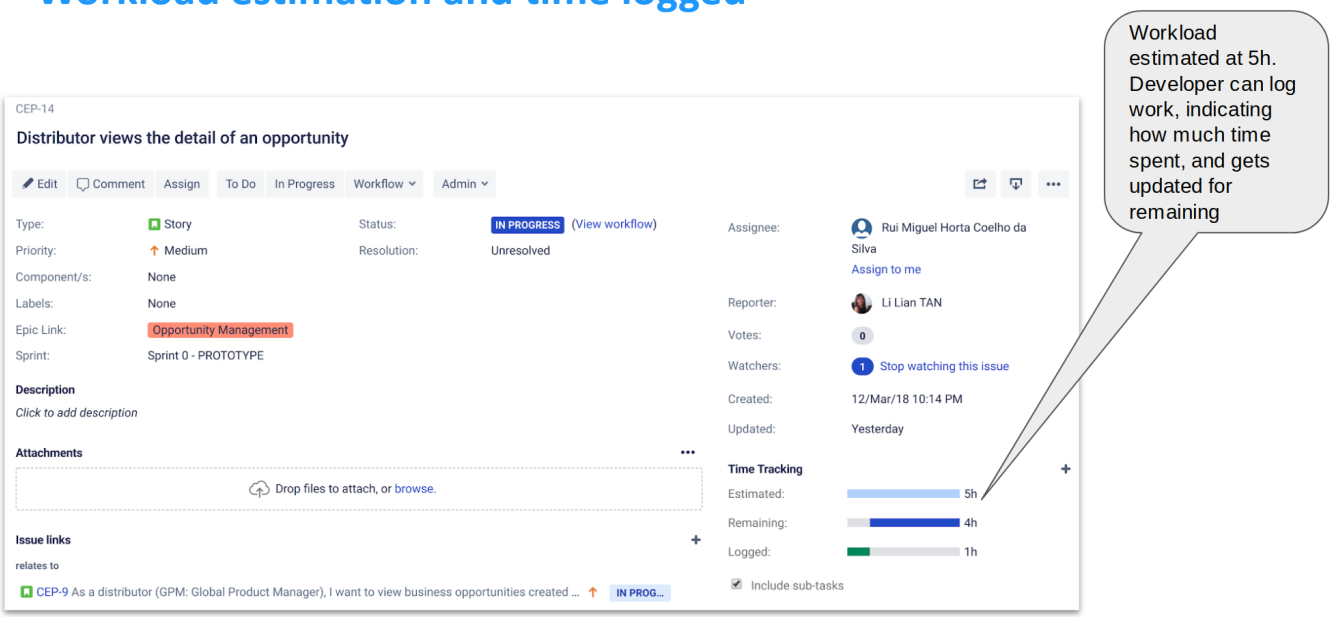


An active sprint is the current running sprint.

Active sprint - board review (daily scrum)



Workload estimation and time logged

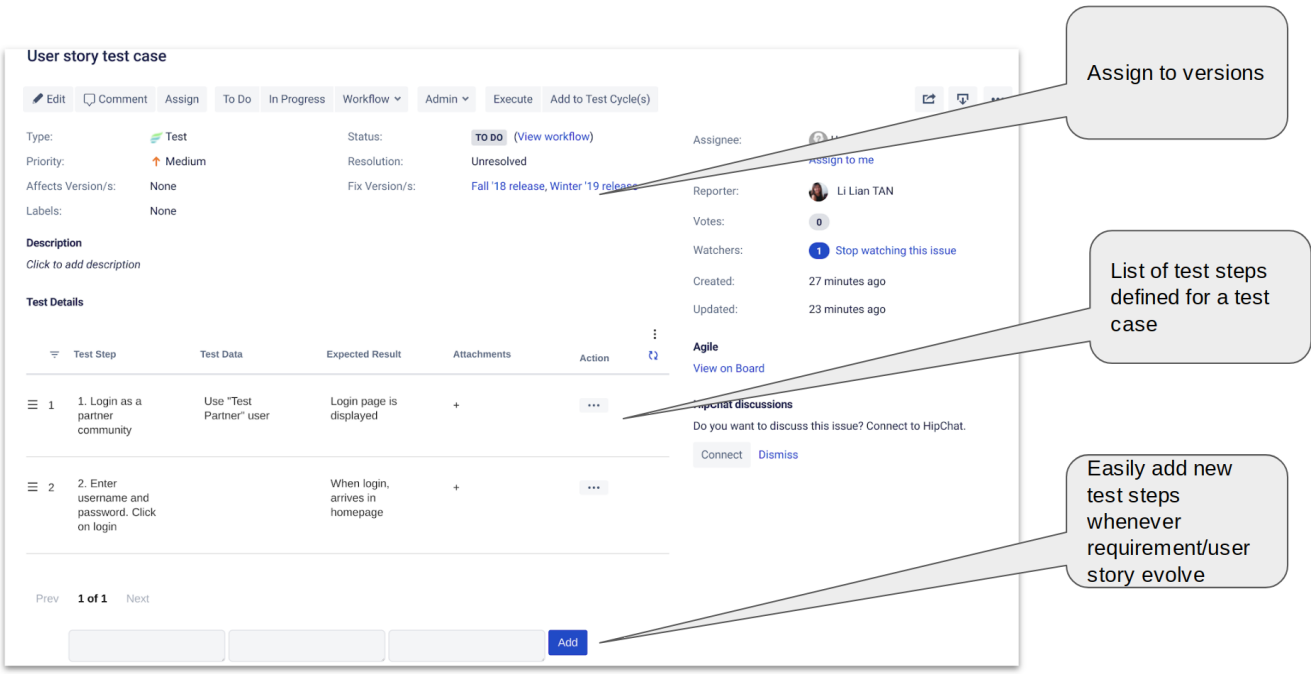


A Test is an issue type. When you create a Test, it has other properties of a Test Case.

It lists down the Test Step, Test Data required to execute that Test Step, Expected result of the Test Step.

You can only include an attachment to a step should it require graphical verification.

Test (issue type)

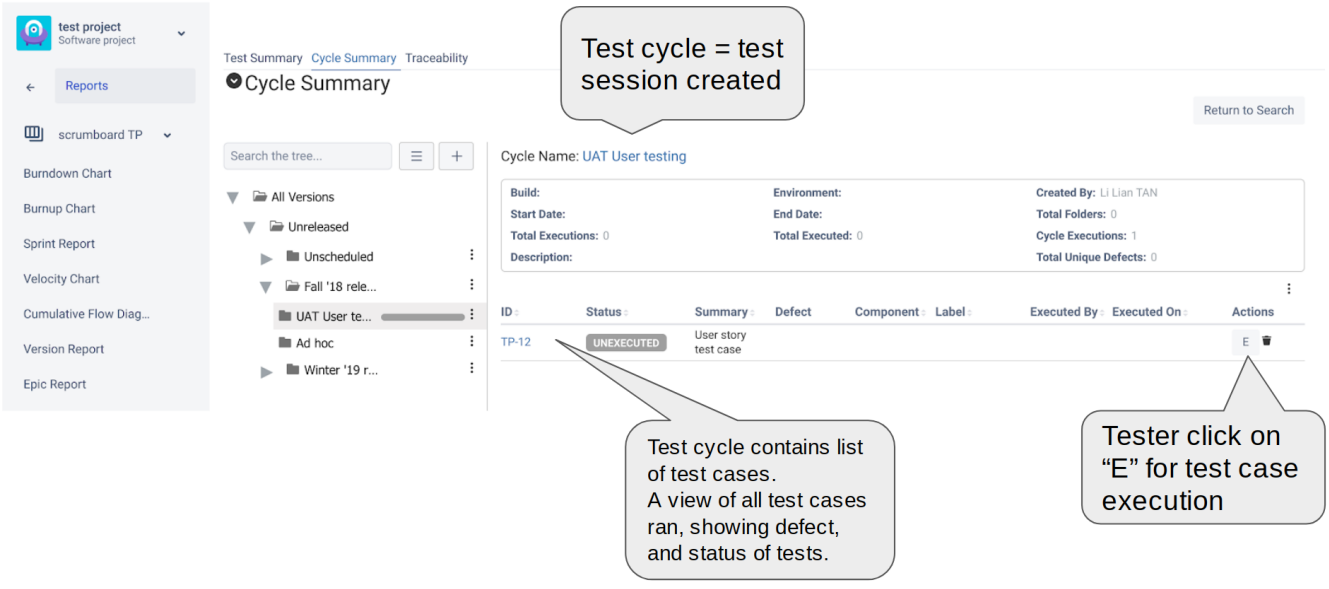


Test cycle contains a list of all the Test issues that need to be executed.

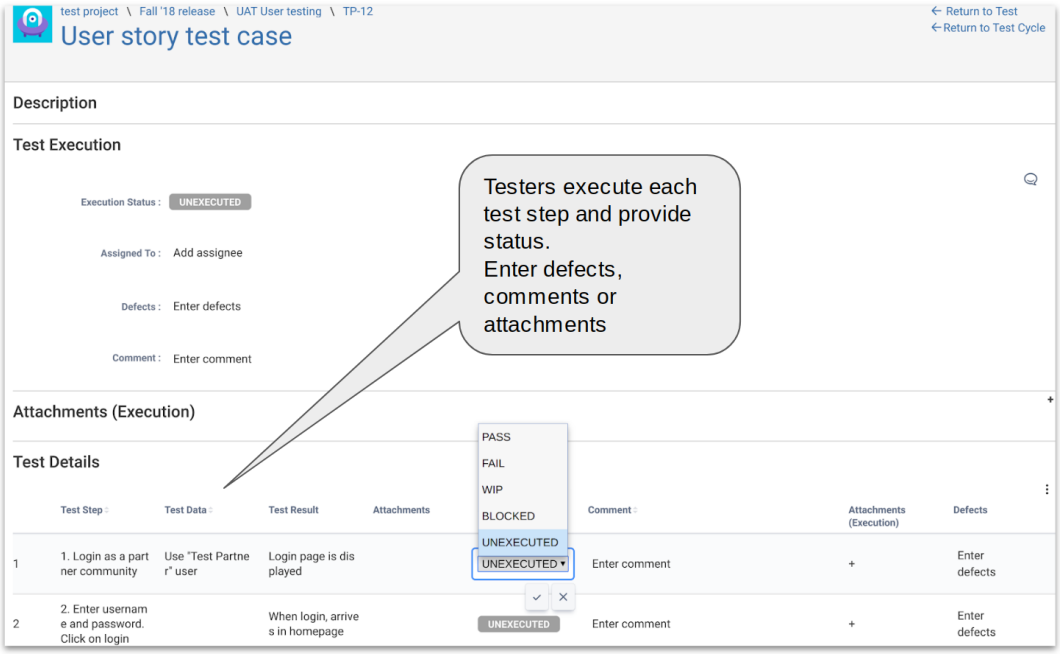
Test cycle can be easily created and then clone, for example, the same test cycle cloned for Devpro and UAT.

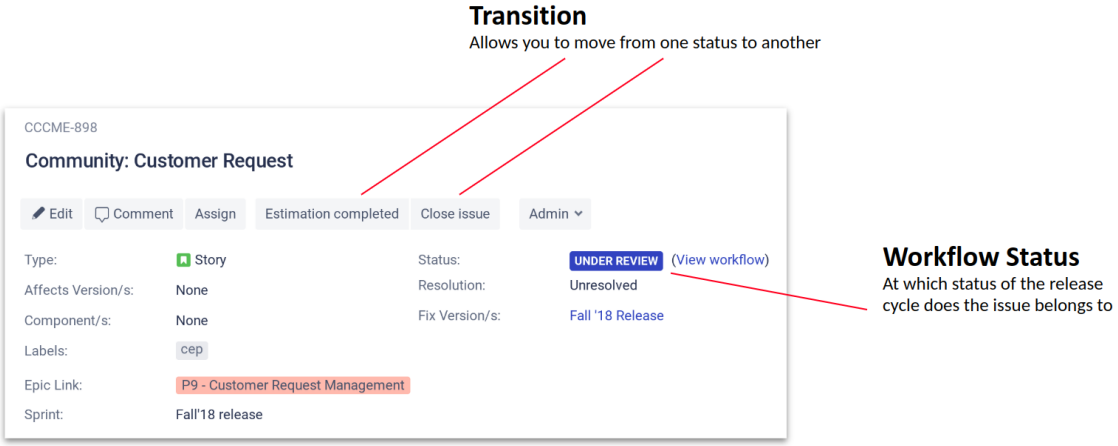
For a given Test cycle, we have a good visibility of all tests executed and it's percentage of passes/fails.

Test cycle view



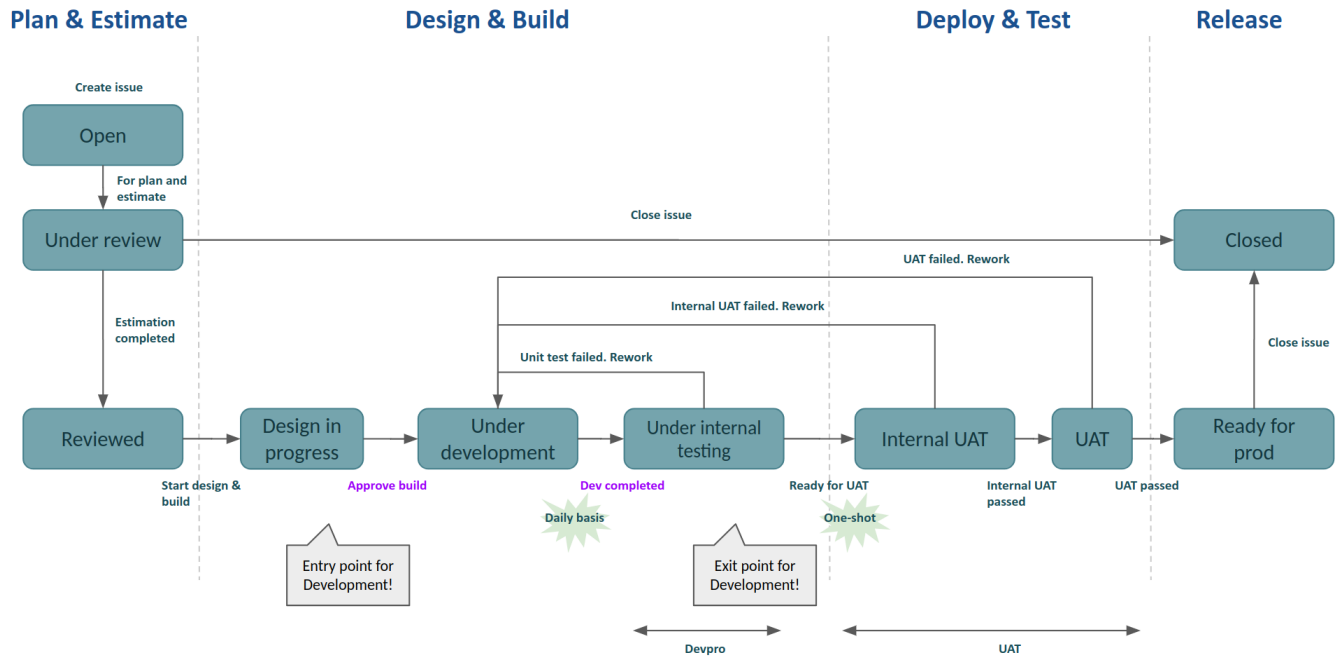
Tester: Execution view



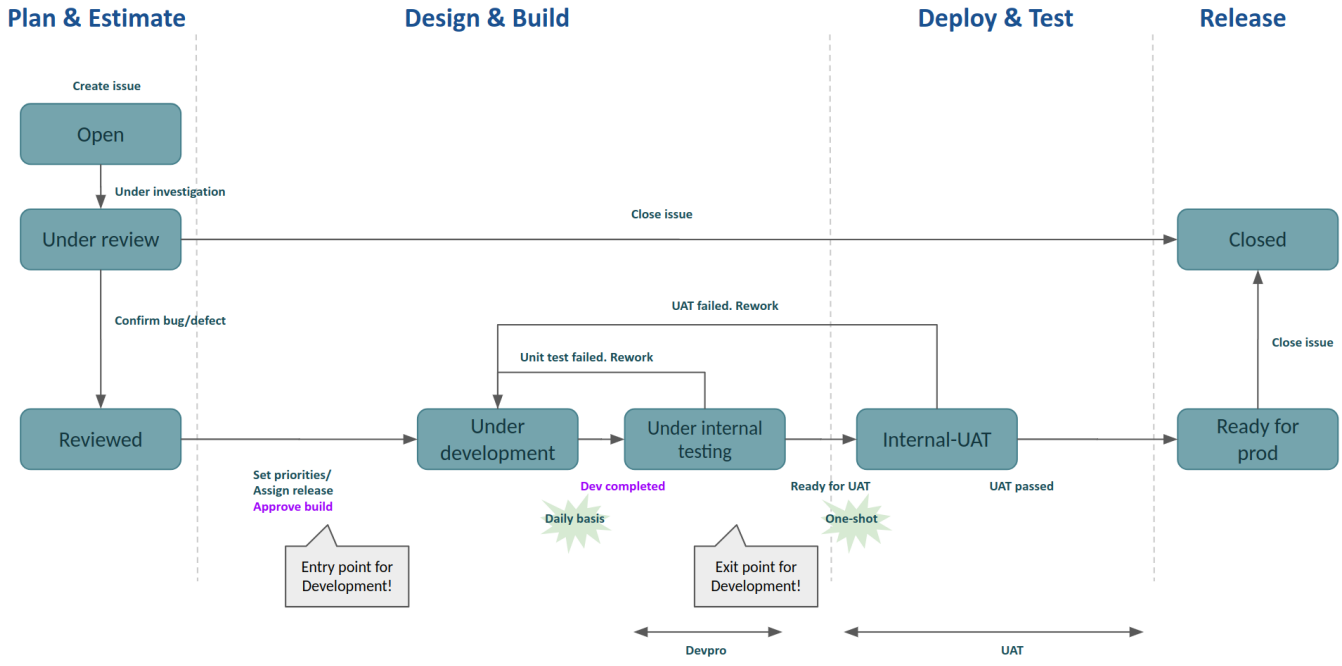


2.0 Workflow

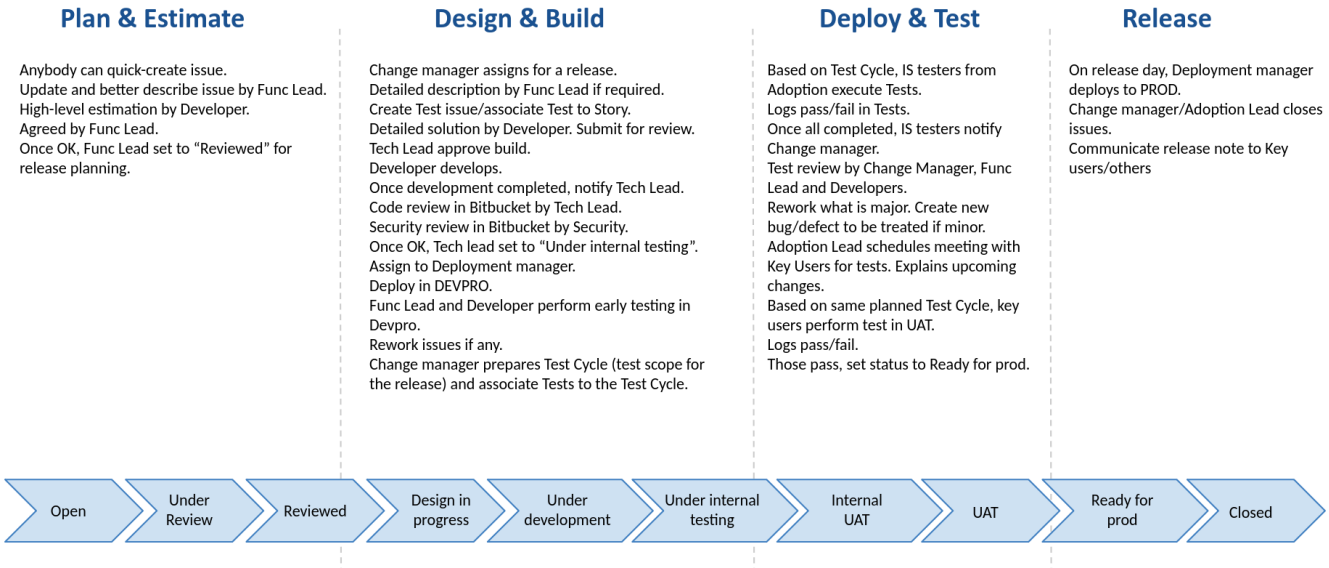
2.1 Requirements/Story workflow



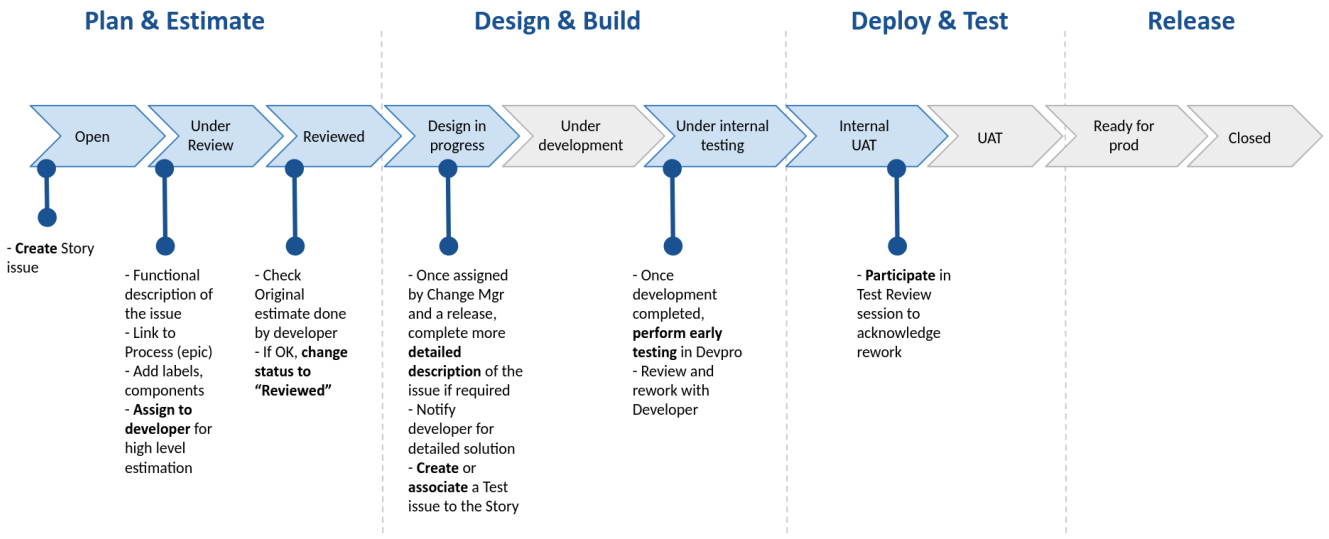
2.2 Defects/Bug workflow

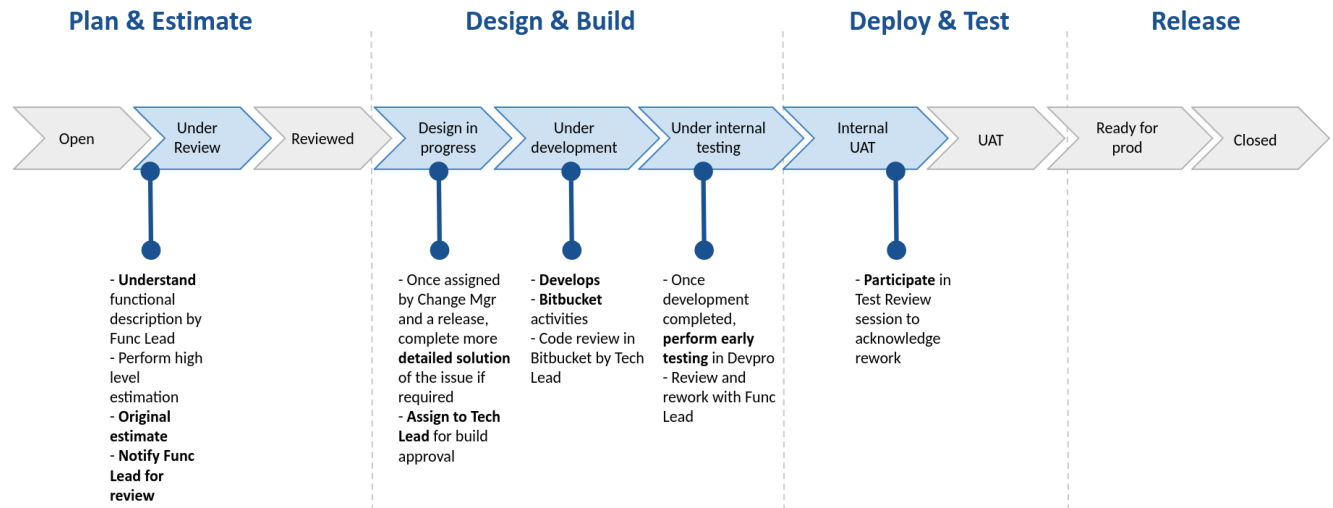


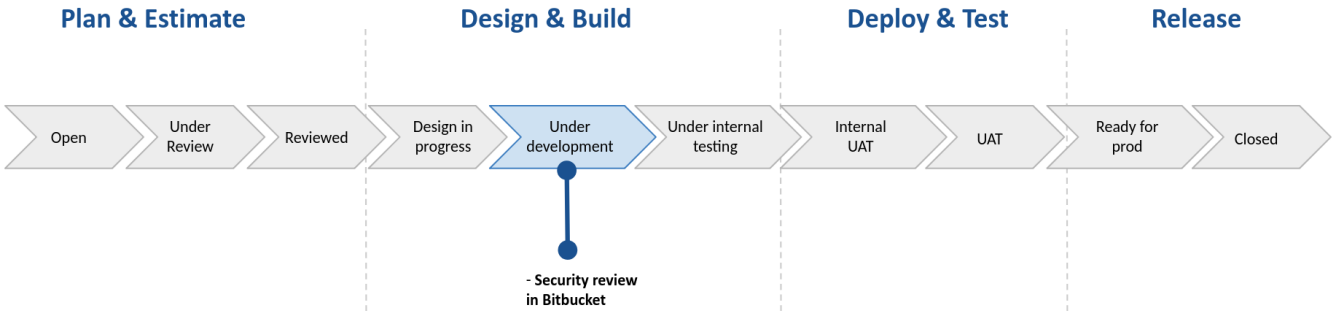
2.3 Detailed activites in the issue lifecycle



3.0 Step-by-step guidelines




Plan & Estimate
Design & Build
Deploy & Test
Release
Open
Under Review
Reviewed
Design in progress
Under development
Under internal testing
Internal UAT
UAT
Ready for prod
Closed
- Understand functional description by Func Lead
- Perform high level estimation
- Original estimate
- Notify Func Lead for review
- Once assigned by Change Mgr and a release, complete more detailed solution of the issue if required
- Assign to Tech Lead for build approval
- Develops
- Bitbucket activities
- Code review in Bitbucket by Tech Lead
- Once development completed, perform early testing in Devpro
- Review and rework with Func Lead
- Participate in Test Review session to acknowledge rework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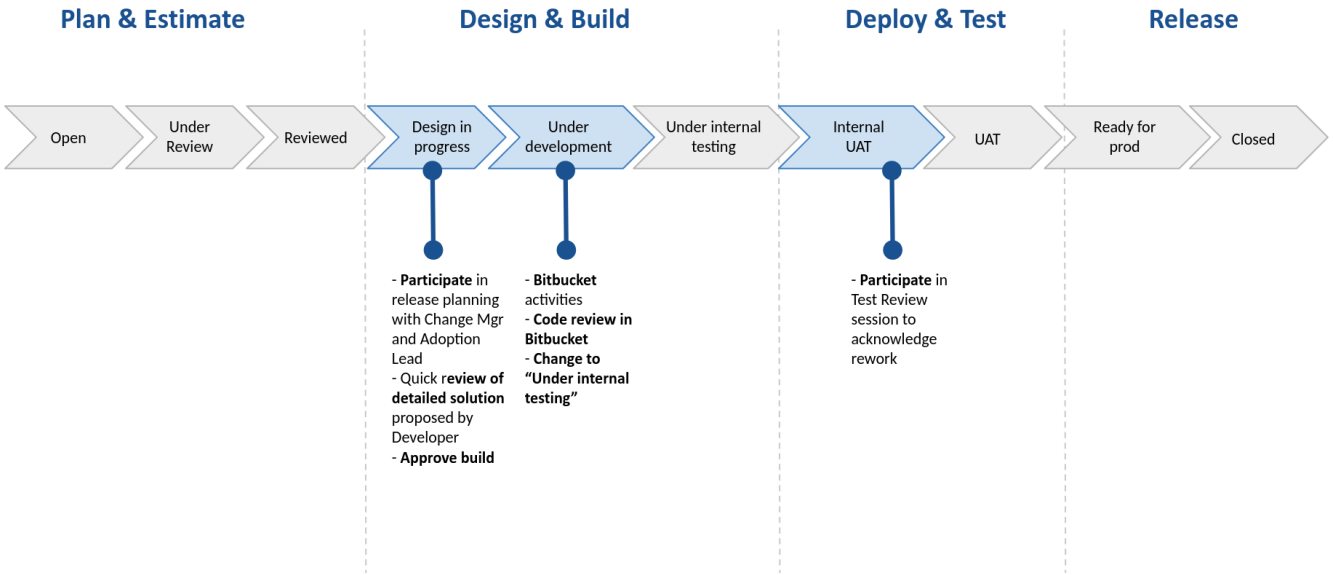
UAT
Ready for prod
Closed
- Security review in Bitbucket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Release
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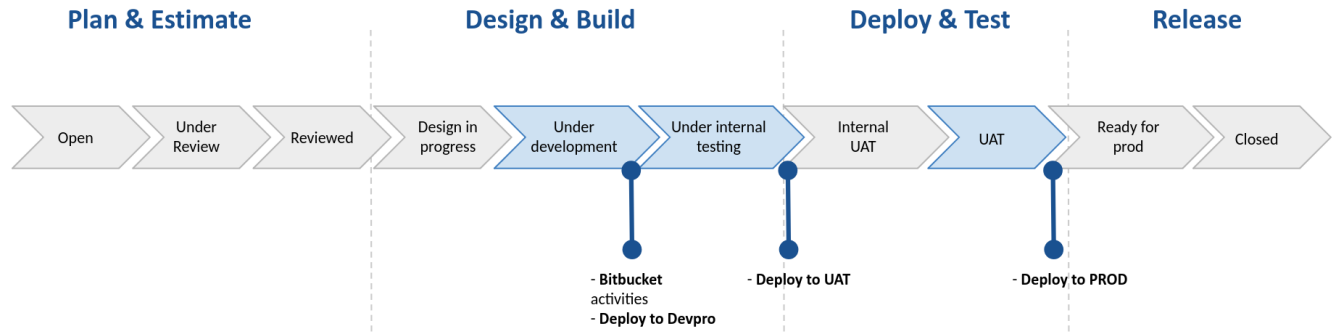
Ready for prod
Closed
- Participate in release planning with Change Mgr and Adoption Lead
- Quick review of detailed solution proposed by Developer
- Approve build
- Bitbucket activities
- Code review in Bitbucket
- Change to "Under internal testing"
- Participate in Test Review session to acknowledge rework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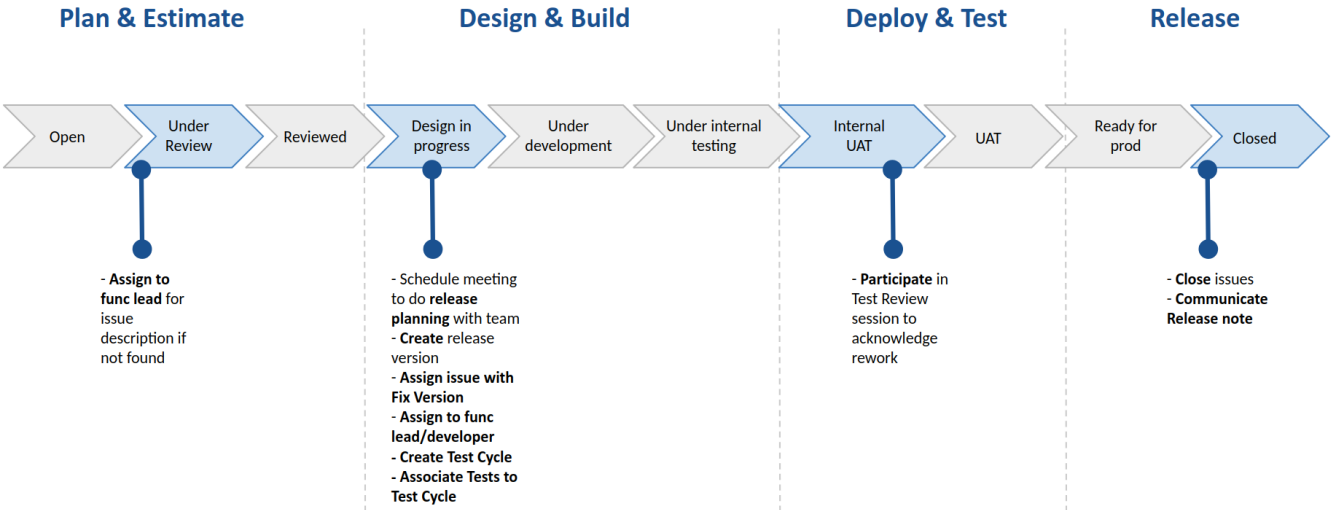
- Bitbucket activities
- Deploy to Devpro
- Deploy to UAT
- Deploy to PROD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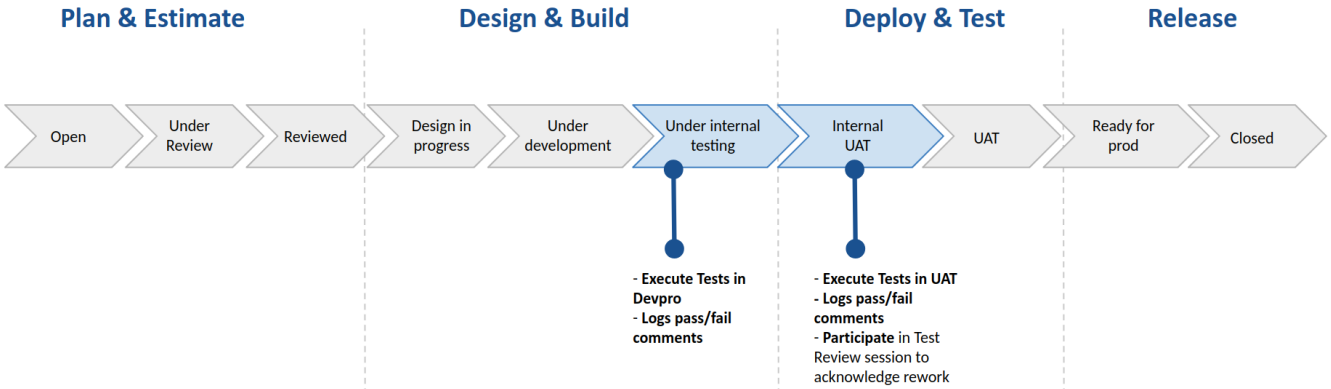
Closed
- Assign to func lead for issue description if not found
- Schedule meeting to do release planning with team
- Create release version
- Assign issue with Fix Version
- Assign to func lead/developer
- Create Test Cycle
- Associate Tests to Test Cycle
- Participate in Test Review session to acknowledge rework
- Close issues
- Communicate Release note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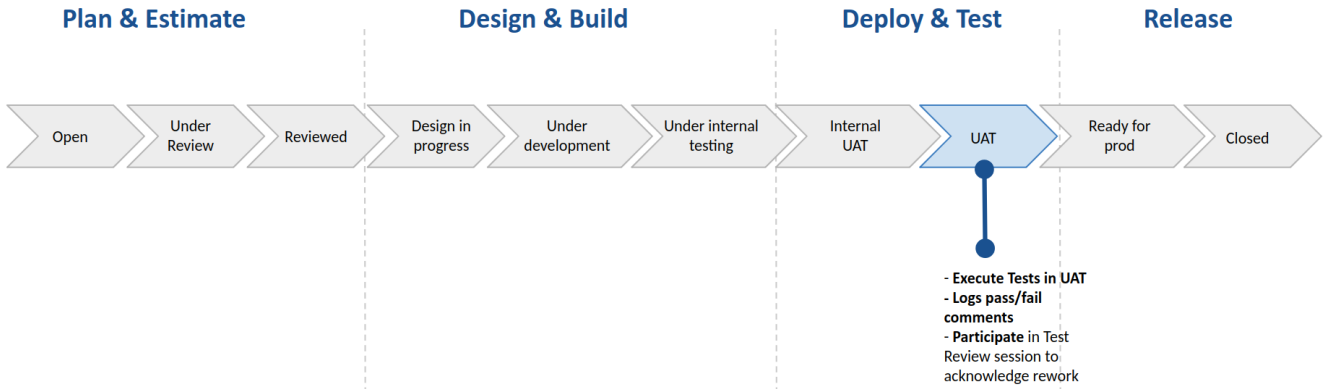
Closed
- Execute Tests in Devpro
- Logs pass/fail comments
- Execute Tests in UAT
- Logs pass/fail comments
- Participate in Test Review session to acknowledge rework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