

# CRM - PROD Bug Fixing Release

## What is a Bug?

"A bug is an **unexpected problem** with software or hardware. Typical problems are often the result of external interference with the program's performance that was not anticipated by the developer. Minor bugs can cause small problems like frozen screens or unexplained error messages that do not significantly affect usage. Major bugs may not only affect software and hardware, but could also have unintended effects on connected devices or integrated software and may damage data files." From Gartner Glossary

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## Bug Priority

Priority	Definition	SLA
Critical (Hotfix)	<ul style="list-style-type: none"> <li>• Prod Environment is down or severe impact for business</li> <li>• Major malfunction of at least one of the Processes impacting all users</li> <li>• Users are unable to reasonably perform their normal functions.</li> <li>• NO Available workaround</li> </ul>	ASAP
High	<ul style="list-style-type: none"> <li>• Critical loss of application/process functionality, application/Process is usable but limited</li> <li>• High number of users unable to perform their normal functions</li> <li>• Available workaround</li> </ul>	Less than 1 week
Medium	<ul style="list-style-type: none"> <li>• Moderate loss of application functionality</li> <li>• Multiple users impacted on their normal functions</li> <li>• Available workaround</li> </ul>	Less than 2 Weeks
Low	<ul style="list-style-type: none"> <li>• Minor loss of application functionality</li> <li>• The issue consists of "how-to" questions including issues related to one or multiple modules and integration</li> </ul>	According to Capacity

[System Disruption Severity Matrix](#)

## Bug Categories

Category	Definition
Code	The system malfunction was caused by implementation not following the specifications, system is not working as designed (this kind of bugs should be detected during QA phase)
Requirements (Design Bug)	Reported Bug is an evolution, but is impacting business continuity, system design did not include the specific scenario.
Change	Reported Bug is an evolution, and is not impacting business continuity, system is working as designed this bug <b>should be converted into Story/Tasks and added in the backlog for prioritization</b>
Data	The system malfunction was caused by bad Data quality
Deployment	The system malfunction was caused by deployment, example: manual steps missing, merge issues, etc
Access Management	The system malfunction was caused by Access Management, example: inactive user, lack of required accesses.
Not a Bug	After Deeper analysis it was concluded that it was not a Bug

## Squads Commitment

- If a bug is found in PROD, including during Sanity Checks - a Jira **Bug** must be created with the corresponding Priority (Critical, High, Medium or Low).
- If a Requirements (**Design Bug**) is detected, meaning, a previous change request did not include in the design a scenario that currently is impacting business operations, correspondent Jira **Bug** must be created with category 'Requirements', not a Task or Story.
- To identify a bug as Hotfix it must meet the Critical Priority definition: blocking the process for all users with **NO Workaround** available
- If a bug has **Critical** Priority - **Hotfix Process** must be followed

## Bug Fixing Responsible Teams:

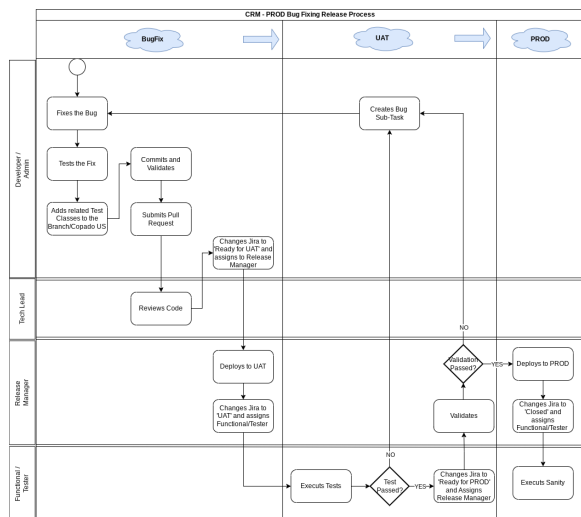
- **Maintenance:** All Bug fixing is under Managed Services Contract - If Syensqo resources are contacted to Support on Bug fixing (testing included), Helix ticket should be marked with 'Partner not autonomous'
- **Project Hypercare:** bug will be managed by the project team /Squad

## Training Documentation Links

- [CRM - Release Management Tooling](#)

- If a Bug is detected in PROD, the fix must be done in **BugFix** > tested in UAT > delivered to PROD (not from other sandboxes).
- When Bug is fixed in **BugFix** and ready to move to UAT, Jira Status must be updated to 'Ready for UAT' and assigned to Deployment Manager.
- When testing a Bug in UAT, and the fix fails: a new **Subtask must be created** linked with the Bug, so new fix can be deployed to UAT.
- Bugs must be tested in UAT and once Tests Passed, Jira status should be updated to 'Ready for PROD' and assigned to Release Manager.
- If a Jira is created as a Task or Story (a change and not a bug) - it will be included in the monthly or weekly releases stream - It will NOT be delivered with Bug fixing release window.

## PROD Bug Fixing Process



## Additional Guidelines

### Mandatory Fields to be Fill in (to allow Copado ticket creation):

- **Summary** naming convention: **PROD** - <System> - <Process> - <bug summary>
- **Description:** must include:
  - User(s) Getting the Error
  - Error Message
  - Problem Description
  - Steps to Reproduce the Error
  - Link(s) to the Records where the Error Occurred
- **Component:** iCARE, CORE
- **Priority:** Critical, High, Medium, Low
- **Sprint:**
- **Fix Version:**
- **Assignee:**

### UAT and PROD Deployment Window (High, Medium or Low Priority):

- [Bugfix Weekly Activities Planning](#)

### Hotfix Important Note:

- A specific Google Group must be used to communicate on HotFix: '**Warning Hotfix**' - this communication is key to speed up Bugfix, and Deployment operations, as well keep everyone informed about the hotfix progress.
- Hotfix must go to PROD as soon as it is Ready for PROD, nevertheless:
  - Friday Deployments to PROD are not advisable by IT Department
  - Monday Hotfix Deployments might put at Risk Weekly Release or Monthly Release Go Live date

(since Mondays is  
when the  
Deployment team is  
working on these  
Releases Validation)