



Project Management

JIRA User Manual

[JIRA-SUM]

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1 INTRODUCTION

1.1 SCOPE

The scope of this document is to provide useful information on **how to use "JIRA"**, a web based tool developed by Atlassian (see http://www.atlassian.com), for the Project Management of all ACS Projects.





1.2 INTENDED READERSHIP

This Reference Manual has been written for <u>all</u> ACS employees and also for ACS Customers, as they can get basic information on how to handle the tool for **their scopes**.



Both ACS and its Customer will then benefit of a complete, exhaustive and real time monitoring of all Project activities.

It is worth to remind that this tool is very helpful also for ACS internal organization, being it geographically spread between **Rome** and **Matera**.

The tool in fact, allow an easier management of the communication over an "issue", tracing all communications on the issue itself and providing "web access" to supporting information such as "log files".

The meaning of "issue" is given in section 2.2.1.





1.3 HOW TO USE THIS DOCUMENT

This document provides mainly a "<u>Quick Reference Guide</u>" for usage of JIRA for each Project in ACS. The following sections, apart an introduction on the tool and on the issues handled by it, shall then report, often in the form of "**how to**", the following procedures:

• How to create a new Project in JIRA

- The JIRA administrator to contact
- The information's to provide to create it
- The Users that have to be created
- The Groups in which they have to be arranged and their Permissions
- How to log on JIRA
 - URL
 - How the tool is organised
- How to create a new issue
 - Roles
 - Responsibilities
 - Internal and Public issues
 - Detailed Procedure
- How issues are evolving
 - Workflows each issue has to undertake
 - Who receives email warning on the issues
 - Important tasks to carry on to safe the Project
- How to monitor project issues
 - Project Reports & Statistics
 - Email warning upon issue expiring
- How to manage SW "versions"
 - Create a new Version
 - Link issues
 - Release a Version
- How CVS is linked to JIRA
 - What to do
 - What it is possible to see

All above procedures will be part of section 3.

Before to enter these "basic questions", it is worthwhile introducing few general concepts, in section 2.





1.4 REFERENCE DOCUMENTS

Document Title	Identifier	Internal Reference
ATLASSIAN JIRA MANUAL	-	[JIRA-MAN]
(jira.3.6.x.manual.pdf)		
JIRA Excel Parser Plug-in	PMT-MA-ACS-JI-0002	[JIRA-XLS-PLUG]





2 **GENERALITIES**

JIRA is a web-based application, written in Java, to manage "issues".

2.1 COTS USED

from http://www.atlassian.com :

"JIRA is a bug tracking, issue tracking, and Project management application developed to make this process easier for your team.

JIRA has been designed with a <u>focus on task achievement</u>, is instantly usable and is flexible to work with. Features

- Manage bugs, features, tasks, improvements or any issue
- A clean and powerful user interface that is easy to understand for both business and technical users
- Map your business processes to custom workflows
- Track attachments, changes, components and versions
- Full text searching and powerful filtering (customisable, saveable, shareable and subscribeable!)
- Customisable dashboards and real-time statistics
- Enterprise permissioning and security
- Easily extended to and integrated with other systems (including email, RSS, Excel, XML and source control)
- Highly configurable notification options
- Runs on almost any hardware, OS and database platform
- Web service enabled for programmatic control (SOAP, XML-RPC and REST interfaces)
- and more... "

Who uses JIRA?

JIRA is used for issue tracking and project management by over **11,500 organisations** in **107 countries** around the globe — across Fortune 1000, public enterprise, science and technology sectors.

"To learn basics on JIRA, read the documentation online in the Atlassian site (www.altlassian.com) ".





2.2 COTS CONFIGURATION AND CUSTOMIZATION

ACS has customized the tool to manage specific issues which are common in its Project.

2.2.1 ISSUE TYPES

The following table reports a list of "issues", daily used by both ACS and its Customers:

ICON	ISSUE	CODE	DESCRIPTION
۲	Software Problem Reports	SPR	a "bug" which impairs or prevents the functions of the product.
	Action Items	AIL	an action taken during a formal meeting with the Customer, to be fulfilled within a "due date"
ŷ	Review Item Discrepancies	RID	an issue related to a Project document that need to be fixed
+	Change Requests	CHR	a new feature of the product requested by the Customer, which has yet to be developed but "outside" the costs quoted at proposal time.
9	Non Conformance Reports	NCR	a feature the object of the Project was meant to implement but that has been found to be not implemented.
	Risk Sheets	RSK	a potential Risk for the Project to be immediately brought to Customer attention
R	Waiver Requests	WVR	a request for a waiver to a Project Requirement, agreed by Customer and Contractor
4	Requirement	REQ	Useful for all project requiring incremental deliveries based on "loops" and for each loop a set of requirements have to be set and taken on board.
••	Open Point	OPN	An Open point for the Project. Something to be addressed without a given due date on which both Customer and Contractor want to discuss until a decision is taken (e.g. in CNES standards this is called FICHE DE DIALOGUE)
?	How To	ном	Something similar to a FAQ where anyone can contribute to report how certain problems or issues can be managed
8	Logbook	LOG	An issue supporting the maintaining of a log book of operations

Moreover a **TODO** reminder has been added as a useful repository to remind "things to do" in the project timeframe. It is normally used only by ACS.

ICON	ISSUE	CODE	DESCRIPTION
۲	TODO	TDO	Simple reminder of "things to do".

JIRA has been used to maintain the configuration of Installation Sites and Installation Kits.

Also those "issues" are "private" i.e. used and managed only by ACS, while delivering a SW release to the

Customer. They	are managed by	the plug-in	preparing the	Delivery Note	(see 3.3.2.2)
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ICON	ISSUE	CODE	DESCRIPTION			
>>>	Installation Sites	IST	Installation Kit (private)			
	Installation Kits	КІТ	Installation Kit (private)			

A **Ticket** and an **Hardware Item** have been introduced to allow HW management and maintenance:

ICON	ISSUE	CODE	DESCRIPTION
۲	Ticket	тск	Ticket for an Hardare intervention
	Hardware Item	нш	An Hardware Item

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Not all Projects are configured to manage all issues as it is useless to provide the usage of issues which are not consistent with specific Project scopes, confusing the user.

The following <u>Issue Types Scheme</u>s are available for configuration in a Project and corresponding managed issue types are provided :

Large Projects Issue Type Scheme. BASIC	 Software Problem Report (Default) Action Items Review Item Discrepancy Change Request Non Conformance Report Waiver Requests Risk Sheet TODO Installation Kit Installation Site Sub-task 	Personal Issue Scheme	Open Point TODO (Default) Sub-task
Large Projects Issue Type Scheme. ADVANCED	 Software Problem Report (Default) Action Items Change Request Open Point Review Item Discrepancy Non Conformance Report TODO Waiver Requests Risk Sheet How To Ticket LogBook Requirement Hardware Item Installation Kit Sub-task 	Internal Projects Issue Types Scheme	 Requirement (Default) Review Item Discrepancy How To Action Items Change Request Software Problem Report TODO



2.2.1.1 Software Problem Report [SPR]

SPRs can be raised during the project Design (before Operations), at each System Build, during the Acceptance. During the project design phase, also the Contractor (i.e. ACS) can raise them, as an example, during the Dry Runs (i.e. the tests run before the formal acceptance to verify the capability to meet the test session scopes).

SPR's can be also raised during System Operations, after the System has been finally accepted and delivered to its Operational Site, directly by the System Managers, while operating it.

SPRs can be then raised both by the Customer and Contractor.

They undertake, as all other issue, a "sequencing of status changes", known better as "Workflow Statuses" (see next section for details).

At the end, an SPR is normally closed installing a "SW kit" in the HW Configuration where the System is deployed. During Design phases this can occur on a Reference System, while, after System delivery to Customer, in an Operational Configuration, at final Site.



Important parameters are "Assignee" of the issue and the "Components" affected by the issue.

Moreover is <u>vital</u> for the SPR that the "<u>**Reporter**</u>" gives FULL details on the issue, providing also all relevant log files as "<u>**Attachments**</u>" to the issue.

2.2.1.2 Action Item [AIL]

AlLs can be only raised during formal meetings or reviews between Customer and Contractor. They are normally collected in the Minutes of Meeting and then reported in the tool. Their closure is normally set again in a formal meeting.



These issues have the "Due Date" and the "Assignee" as very important parameters.

For those items, it is very important to read the section on "filter subscription" as it is the way JIRA reminds Assignee and Reporter that an issue is going to expire.



2.2.1.3 Review Item Discrepancy [RID]

RIDs can be only raised during formal meetings or reviews between Customer and Contractor.

They may be raised during the Project formal Milestones and they are issued on the deliverable documents prepared for the milestone itself.

Once raised, they are discussed between Customer and Contractor and nominally they are "Converted into an Action Item" and closed.

If the issue is considered to have been wrongly raised, or that it found to be "not an issue", after the discussion with the Customer, can be set as "<u>Withdrawn</u>".

On the other hand, a RID can be explained and demonstrated to not be such and in this case the issue can be considered "<u>Closed with Explanation</u>".

Nominal closure of a RID, when it requires a document reissue, is to "<u>Closed with an Action</u>". In this case an Action Item (se section 2.2.1.2) has to be raised and then linked to the RID.

The RID management is done during a formal meeting and, thanks to JIRA web access, now can be done in "real time" on JIRA itself.

At the same stage the Customer, to gain time, should enter its RIDS directly on JIRA rather then creating them on a separate document as this would higly improve the RID processing in ACS.



Important parameters are "<u>Document Identifier</u>" to set the document to be corrected and the end "<u>Description</u>" of the issue.

The clear the Description is and the **<u>faster</u>** and the <u>**easier**</u> is the work to close it.



2.2.1.4 Change Request [CHR]

CHRs can be raised during Design but occasionally also during Operations to add new functions or customize existing ones (e.g. interface with external system changes, extra processing to data flows to be implemented, extra parameters to be computed, output format changes,...).

They have to be proposed by the Customer and assessed by the Contractor to be covered by Contract Change Notices (CCN) to the main Contract.

It is possible and suggested to close a number of CHR's with a single CCN.



An important parameter for this issue is the "<u>CCN Identifier</u>", into which timeframe and cost the CHR is implemented. It is normally associated by ACS, in the moment the contractual change has been agreed. Much more important is the "<u>Description of Change</u>", being this the base of the analysis that ACS has to do to estimate the effort.

Also "External Reference" is important as it maps the reference set by the Customer with the JIRA "identifier".

2.2.1.5 Non Conformance Report [NCR]

NCRs can be raised by the Customer, after formal System tests of a delivered version, to report to the Contractor attention that either System Requirements (against which the System has to be deigned) or some external Interfaces (the System is meant to cope with) are not implemented correctly (or does not exist at all). Formally then it reports something which has "not been implemented" rather that something which fails to work.



Important parameters are "<u>Description</u>" that has to report which requirement has not been covered by the delivered System and the "<u>Affected Version</u>" as it helps in understanding which version has the issue. The clear it is, the faster and the easier is the work to close it.

2.2.1.6 Risk Sheets [RSK]

RSKs, are issued by the Contractor in the moment a Customer Furnished Item (CFI) or an input foreseen for a specifc date is not delivered by the Customer.

This lack can impact in the Project costs, schedule or performances and therefore its occurrence has to be brought to Customer attention, to stimulate a recovery action.





2.2.1.7 Waiver Request [WVR]

WVRs, are requested by the Contractor, with Customer agreement, when during the Design it is found that some **user requirement** brings complexity without benefits, problems in the implementation due to changes in the project scenario, useless protocols according to ICD's agreed during the System Design.

2.2.1.8 Requirement [REQ]

REQs are set by the Customer either at the beginning of a Contract, in the form of User Requirements issued at Invitation to Tender time or, again, User Requirement set to be applicable to one delivery of System, in most cases related to an OO incremental design approach.

2.2.1.9 Open Point [OPN]

OPN are useful to discuss an Open point for the Project, an issue requiring an open discussion with the Customer in order to reach an agreement. It is an issue to be addressed without a given, strong, due date on which both Customer and Contractor want to discuss until a decision is taken (e.g. in CNES standards this is called FICHE DE DIALOGUE). It has been found to be very important and usefull in a medium/large project.

2.2.1.10 HowTo [HOW]

HOW issue is used mostly for stating one for the time being how to manage a specific issue or procedure. It is quite close to be a topic addressed by a User Manual and effectively it can be finally inserted into it at the end of the Project. Tipically one can set how to test an Antenna Front End or how to manage the installation of a COTS.

2.2.1.11 Logbook [LOG]

LOG is an issue supporting the maintaining of a log book of operations. Having it on JIRA helps in being the capable to "link" an SPR to its originating LOG issue. It is in fact quite typical that Operator log problems in the system which may be converted then into SPR or from which they are originated. Having a link between the first "Observation" of the issue and the anomaly as reported in SPR may support the issue resolution.

2.2.1.12 Todo [TDO]

TDO can be freely used as a simple reminder of "things to do". It is indeed less formal than an AIL. It an be used quite often only internally to remind something to be done soon.

2.2.1.13 Ticket [TCK]

TCK are used to request or log an Hardware intervention. It is mostly used during Operation but can be used also for integration and testing phases where the hardware if first installed at the Contractor site.

2.2.1.14 Hardware Item [HWI]

HWI simply record any hardware equipment procured during a Project. It provides then the capability to link tickets to a physical HW item and occasionally SPR and other "project management" issues.





2.2.2 ISSUE USAGE WITHIN A PROJECT

A typical usage of those issues in a Project is given here below, with the specific scope to clarify their usage within the Project timeframe.

ICON	ISSUE	Probability	DESCRIPTION				
	Action Items	Often	Actions are collected in formal meeting continuously.				
۲	Software Problem Reports	Often	Have you seen any SW without bugs ?				
+	Change Requests	Often	Customer may add new requirements during the Project. This is quite common. CHR turns into CCN.				
•	Non Conformance Reports	Very Low	Unless ACS fails, NCR have very few probability to occur.				
?	Review Item Discrepancies	Often	Each time a document is released at a Review, the Customer places comment. Those comments are named RIDs.				
•••	Risk Sheets	Very Low	a potential Risk for the Project to be immediately brought to Customer attention				
R	Waiver Requests	Very Low	a request for a waiver to a Project Requirement, agreed by Customer and Contractor				
۶	Installation Sites	ALWAYS	There is always a Site in which the SW is installed.				
9	Installation Kits	ALWAYS	Each SW Release delivered has a number of installation kits.				
	Hardware Item	ALWAYS	To record the hardware procured within the Project				
!	Open Point	Often	Important way to discuss issues/doubts/technical details/requirements with the Customer.				

Other may be used or not depending on the Project deliverables and activities

A		Requirement	Those "issues" highly depend on the project type. The Projects having different "phases, guided by different requirements use it. All other Projects do not use this class at all.
---	--	-------------	--

Other types are specifically useful during system operations

*	Ticket	Operators require to open ticket in case of an hardware anomaly				
00	Logbook	Operator need a logbook on which anomalies are traced.				





2.2.3 ISSUE MANAGEMENT

For all above "issues", JIRA records into a commercial DBMS (we use mySQL):

- "who has done what"
- "who has to do what"
- the log each change in issue status
- the creation, update and close dates

The system allows defining "**Projects**" for which specific <u>rules</u> (e.g. workflows, issue types) and <u>permission</u> <u>schemes</u> can be set. Issues can be then raised and managed "within" a specific Project.

Each issue, as already introduced, has to **follow** (configurable) **a given sequence of statuses** (i.e. to undertake to a workflow).

JIRA provides email advise on :

- issue creation and for each status change
- each comment added to an issue
- each attachment added to an issue
- overdue issues (N.B. each user has to "subscribe" to a specific issue filter, see next section for details)

Each issue can be declared "**public**" or "**private**" and the system allows to configure for each project which groups can access private issues and which not.



3 QUICK REFERENCE GUIDE

This section is devoted to introduce the main interaction between a JIRA user and the tool itself.

An exhaustive documentation on JIRA can be found in <u>http://www.atlassian.com/software/jira/docs/AllDocumentation.jspa</u>.

The scope of this document is to focus on specific topics and to give a guide towards the daily usage of the system. In order to be schematic and helpful this section is mostly organized in an "how to" scheme.





3.1 HOW TO CREATE A NEW PROJECT IN JIRA

• The JIRA administrator to contact ?

Claudio Nasuti (see 3.1.1), As a back up solution contact Antonio Vollono.

• The Users that have to be created ?

ACS users already configured in the System. Only Customer and, occasionally, Subcontractors have to be created. Each project has a number or "Roles" that are normally mapped into Groups.

• The information's to provide to create it ?

For each new User, an email address have to be specified. The password will be set as default to "12qwas" to be changed after first login.

For each project, a "3 ascii digit" code for the propietary issues has to be defined (e.g. "ACQ"). Also the appointed Project Manager has to be specified.

• The Groups in which they have to be arranged and their Permissions ?

The list of users to access the new Project has to include the specification to which "groups" they have to be assigned to within the Project scopes.

Groups are: "Developers", "Customer", "Subcontractors" and "Project Managers". Belonging to a specific group implies a specific permission scheme (see 3.1.2)

See annex A to support Project Creation.



3.1.1 ADMINISTRATOR

The JIRA Administrator in ACS is Claudio Nasuti (claudio.nasuti@acsys.it).

He belongs to a specific group in JIRA (jira.administrators) having also Andrea D'Elia and Antonio Vollono as allowed users.

Contact then Claudio Nasuti for any configuration needed in the System, including the definition of a new Project. Other jira administrators have to be considered as "back up" solution.

3.1.2 ROLES/GROUPS/USERS

All ACS employees have been already configured in the System. In order to have permissions to see a specific project, they have to be "assigned" to groups.

This request comes normally at Project begin, when the Project manager composes the Project team.

First of all a project has a number of "**Roles**". This concept, recently adopted by JIRA also on ACS input, has brought and easier management of the Permission Schemes (see next sections).

To each Role in a Project a number of "<u>Groups"</u> have to be created.

As a general scheme the following Groups might be created:

Role

AIV Manager

A project role that represents the integration and validation responsabile in a project

Customers A project role that represents users in a project

Default Watchers A community of people having the right to be informed on issues for the project

Developers A project role that represents developers in a project

Prime Contractor A project role that represents the Prime Contractor (when ACS is subco)

Project Controller A project role that represents the external controller of the project

Project Managers A project role that represents administrators in a project

Quality Manager A project role that represents Quality Manager in the project

Subcontractors A project role that represents sub contracxtors ina project

- **Project managers,** a group having at least the Project Manager, the System Engineer and the AIV manager. In large Projects, such as Cosmo Skymed ACQ, also Facility Responsibles maybe part of this group.
- **Developers team**, formed by all the ACS staff working on the Project.
- **Customer team**, a group in which all Customer users have to be included.
- **Sub-contractors team (occasionally),** to group all users participating to the Project as subcontractors.
- **Prime Contractor,** for all those Projects in which ACS is not "prime".

Other Roles are set for Quality and Managerial issue and are shown in figure. They can be set without creating a Group.

After Roles and Groups we have to introduce the "<u>Users</u>" concept. Roles are mostly set by Groups. Groups are simply "grouping" a collection of Users.

Users have as **login identification** as "name.surname" (e.g. antonio.vollono).

Each use has its own **Password** which is firstly set as default as "12qwas" and shall be IMMEDIATELY modified directly by each User after first login in the system.

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Basing on the Role concept, the Permission Scheme is identical for all Large projects and it is set as in next figure:

		Construction of the second second
Permission	Users / Groups / Project Roles	Operations
Administer Projects Ability to administer a project in JIRA.	■ Project Role (Project Managers) (<u>Delete</u>)	Add
Browse Projects	Project Role (Quality Manager) (Delete)	Add
Ability to browse projects and the issues within them.	Project Role (Prime Contractor)	
	(Delete)	
	Project Role (Project Managers) (Delete)	
	Project Role (Developers) (Delete) Project Role (Customers) (Delete)	
	Group (jira.acsmgmt) (Delete)	
	Project Role (AIV Manager) (Delete) Project Role (Project Controller)	
	(Delete)	
	Project Role (Subcontractors) (Delete)	2011
Create Issues Ability to create issues.	Project Role (Quality Manager) (<u>Delete</u>)	Add
	Project Role (Prime Contractor)	
	(Delete) Project Role (Project Managers)	
	(Delete) Project Role (Developers) (Delete)	
	Project Role (Customers) (Delete)	
	Project Role (Subcontractors) (Delete) Project Role (AIV Manager) (Delete)	
Edit Issues	Project Role (Quality Manager) (Delete)	Add
Ability to edit issues.	Project Pole (Prime Contractor)	
	(Delete)	
	Project Role (Project Managers) (Delete)	
	Project Role (Developers) (Delete)	
Caleadula Isoura	Project Role (Alv Manager) (Delete)	D 8 d d
Ability to set or edit an issue's due date.	(Delete)	HUU
	Project Role (Project Managers) (Delete)	
	Project Role (Developers) (Delete)	
	Project Role (AIV Manager) (Delete)	-
Move issues Ability to move issues between projects. Note the user can only move issues to a project he or she has the create	Project Role (Prime Contractor) (Delete)	Add
permission for.	Project Role (Project Managers)	
	Project Role (AIV Manager) (Delete)	
Assign Issues	Project Role (Prime Contractor)	Add
Ability to assign issues to other people.	(Delete) Project Role (Project Managers)	
	(Delete)	
	 roject Role (Developers) (<u>Delete</u>) Project Role (Customers) (Delete) 	
	Project Role (AIV Manager) (Delete)	
Assignable User	Project Role (Prime Contractor)	□ <u>Add</u>
Users with this permission may be assigned to issues.	Project Role (Project Managers)	
	(Delete)	
	Project Role (Customers) (Delete)	
	Project Role (AIV Manager) (Delete)	
Resolve Issues	Project Role (Quality Manager) (Delete)	bhA 🛛
Ability to resolve and reopen issues. This includes the ability to set a fix version.		
	Project Role (Prime Contractor) (Delete)	
	Project Role (Project Managers)	
	(Delete) Project Role (Developers) (Delete)	
	Project Role (Customers) (Delete)	
	Project Role (Alv Manager) (Delete) Project Role (Subcontractors) (Delete)	
Close Issues	Project Role (Quality Manager) (Delete)	□Add
Ability to close issues. Often useful where your developers resolve issues, and a QA department closes them.		
	Project Role (Prime Contractor) (Delete)	
	Project Role (Project Managers)	
	Project Role (Developers) (Delete)	
	Project Role (Customers) (Delete) Project Polo (All (Managar) (Delete)	
	Project Role (Subcontractors) (Delete)	
Modify Reporter	Project Role (Prime Contractor)	Add
Ability to modify the reporter when creating or editing an issue.	(Verete) Project Role (Project Managers)	
	(Delete)	
	Project Role (Developers) (<u>Delete</u>)	
Add Comments	Project Role (Quality Manager) (Delete)	Add
Ability to comment on issues.	Project Bala (Brime Contractor)	
	(Delete)	
	Project Role (Project Managers) (Delete)	
	Project Role (Developers) (Delete)	
	Project Role (Customers) (Delete) Project Role (AIV Manager) (Delete)	
	Project Role (Subcontractors) (Delete)	
Edit All Comments		Add
Ability to edit all comments made on issues.		Dada
Ability to edit own comments made on issues.		- 700
Delete Issues	Project Role (Project Managers)	Add
Ability to delete issues, comments and attachments.	(Delete)	10112
Work On Issues	Project Role (Prime Contractor)	Dhh
Ability to log work done against an issue. Only useful if Time Tracking is turned on.	(Delete)	
	Project Hole (Project Managers) (Delete)	
	Project Role (Developers) (Delete)	
	■ Froject Role (Customers) (<u>Delete)</u> ■ Project Role (AlV Manager) (Delete)	
	Project Role (Subcontractors) (Delete)	
Link Issues Ability to link issues together and one to linked issues. Only worked if have linking it does not be	Project Role (Prime Contractor) (Delete)	Add
, when you have a segment and strate linked issues. Only useful it issue linking is turned on.	Project Role (Quality Manager) (Delete)	
	Project Role (Project Managers)	
	(Delete)	
	Project Role (Developers) (Delete) Project Role (AIV Manager) (Delete)	
Create Attachments	Project Role (Quality Manager) (Delete)	Add
Users with this permission may create attachments.	Project Polo (Prime Control 10)	
	 Fruject Role (Prime Contractor) (Delete) 	
	Project Role (Project Managers) (Delete)	
	Project Role (Developers) (Delete)	
	Project Role (Customers) (Delete) Project Role (All/ Monagor) (Customers)	
	 Project Role (Subcontractors) (<u>Delete</u>) 	
View Version Control	Project Role (Quality Manager) (Delete)	Add
Ability to view Version Control commit information for issues.	Project Role (Prime Centre 1-1)	
	(Delete)	
	Project Role (Project Managers) (Delete)	
	Project Role (Developers) (Delete)	
	Project Role (Customers) (Delete) Project Role (AIV Manager) (Delete)	
	Project Role (Subcontractors) (Delete)	
View Voters and Watchers	Project Role (Quality Manager) (Delete)	Add
Ability to view the voter and watcher list of an issue.	Project Role (Prime Contractor)	
	(Delete)	
	Project Role (Project Managers) (<u>Delete</u>)	
	Project Role (Developers) (Delete)	
Manaua Watabar Liat	= rroject Role (AlV Manager) (<u>Delete</u>)	C 6.44
Wanage watcher List Ability to manage the watcher list of an issue.	= Froject Role (Quality Manager) (<u>Delete</u>)	Add
	Project Role (Prime Contractor)	
	Project Role (Project Managers)	
	(Delete)	
	Project Role (AIV Manager) (Delete)	
Set Issue Security	Project Role (Quality Manager) (Delete)	Add
Ability to set the level of security on an issue so that only people in that security level can see the issue.	Project Role (AIV Manager) (Notices)	
	Project Role (Project Managers)	
	(0.1.1.)	

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3.2 HOW TO LOG ON JIRA

 URL ? <u>http://jira.acsys.it</u>

• How the tool is organised?

It is organized in html pages:

- a <u>Dashboard</u> page,
- a Browse Project page,
- a <u>Create New Issue</u> page.

Dashboard is used to browse "issues" status and to have an high level view of them, such as :

- how many,
- which issue type,
- to whom they are assigned to,
- unassigned issues,
- my unresolved issues,
- issues assigned to me

Browse Project is used to have a view at "project level" of the issues.

<u>Create New Issue</u>, drives the user to create an issue with dedicated screens.

(see 3.2.1 for details on pages)



3.2.1 JIRA PAGES

Accessing the URL, the following page is shown.



Figure 1 : login page, before access

Type "login" and "password" and click on "Log In" to enter your account.





Figure 2 : the Bug List Page, shown as logged in

After log in, the System shows the Dashboard page.

It can be customized for each user, also adding extra pages, by clicking on "Manage Portal" link on the top right part of the page.

Other pages can be accessed to Browse Projects, and to Create New Issue.





3.2.1.1 DASHBOARD PAGE

Mashboard Sharing :

UPDATE!!!

JIRA 3.13 has added an new important feature: the <u>Dashboard</u> <u>Sharing</u>. See FAQ-005 for details.

On the top right side of the page (anyway in the "All Project" portlet), the Project for which the User has rights to navigate are shown.

All Projects							
ADM Aeolus APF (APF)	Cosmo ACQ (ACQ)	Cryosat GTS (GTS)					
Cryosat PDS (CRY)							
1	My Unresolved Reported Issues Watches Vo	otes					
Statistics: Not in "end" status issues (Issue Type)							
Action Items	21	47%					
Change Request	4 9%						
S RID	1 📕 2%						
🌲 <u>SPR</u>	19	42%					
Open Issues: Assigned To Me (Displaying 0 o	f0)						
You have no assigned issues at the moment	м						

Figure 3 : the Projects navigation portlet



Selecting a Project. e.g. "Cosmo ACQ", user is redirected to a page which is not directly accessible but, in fact, depends on the Browse Projects page and it is reachable also by such page (see next section).

Browse Project - ACS - Opera				
File Modifica Visualizza Segnalibri Widget Str	rumenti ?			
Provise Project - ACS	X			ū.
🐋 🜪 🎐 խ 🗐 🖉 🗶 🙀 http://jira	acsys.it:8080/browse/ACQ			G Google 🛃 60
Advanced Computer Systems Bluo tracking a PROJECT MANAGEMENT TOOL				User: Marco Favoino <u>Filters</u> <u>Profile</u> <u>Log Out</u>
HOME BROWSE PROJECT FIND ISSUES All Projects : Cosmo ACQ (Key: ACQ)	<u>C</u> REATE NEW ISSUE			QUICK SEARCH:
Project Lexit Antonio Vollono UR1: http://www.acsys.lk/nowledgeTree Description: Cosmo SkyMed ACQ Project Create a new issue in project Cosmo ACQ Release Notes				Reports Created vs. Resolved Issues Report Resolution Time Report Average Age Report Recently Created Issues Report Pie Chart Report Graphical Project Cant Chart Report
Select: Open Issues Road Map Change L	og Popular Issues Cale	endar		Time Tracking Report
Components		Versions		Single Level Group By Report
(with open issues in each component)		(with open issues due to be fixed per version)		Version Workload Report
ADM	3	3.1.1	1	Preset Filters
AM .	2	3.2	3	III Deschod recently
Target HM/ Platform (CEI)	2	Linscheduled	29	- All - Resolved recently
Tact data	1	Chocheddiod	20	- Unscheduled - Updated recently
Na Oswansana	25			- Assigned to me - Most important
				Project Summary
				ITELESP2ZQI Marina Mochi 20 61% Annamaria Gatti 9 27% Daniele Attini 1 3% Davide Castellazzi 1 3% Eranecso Carriero 1 3% Marco Pastori 1 3%

Figure 4 : the specific Project page

Details on this page will be given in the Browse Project page section.



Always in the Dashboard page, below the "All Projects" portlet, see also fig 4, there is am important portlet summarizing the issues which can be seen by the user (as belonging to project he can have access to) which did not reach yet a final (i.e. "end") status.

A final status, also referred as **"issue not in end status"**) is a termination status for an issue. It varies depending on the specific issue and the workflow the issue follows (see workflow section for details).

Action Items 21	47%
Change Request 4 9	%
Section 1 ■ 2%	
<u> </u>	42%

Figure 5 : issue not in final status

Such portlet gives immediately a feedback to the connected user of which issues (how many and which category) are still "under process" by the Project in which he has configured to browse.

Another important information just below this portlet, is the portlet reporting the issues which are "Assigned to me" (i.e. to the connected user).

Open Issues: Assigned To Me (Displaying 0 of 0) You have no assigned issues at the moment.

Figure 6 : Issues "Assigned to Me" (no issue case)

Оре	Open Issues: Assigned To Me (Displaying 10 of 20)						
۲	<u>ACQ-7</u>	ACQ ingestion board					
۲	<u>ACQ-39</u>	Switch Matrix HW Problems					
	<u>ACQ-132</u>	Operational Scenarios	Ŷ				
	<u>ACQ-256</u>	IBM request	Ŷ				
×	<u>ACQ-235</u>	Verify BIOS update	Ŷ				
	<u>ACQ-238</u>	Robotics procurement for writing station	Ŷ				
	<u>ACQ-226</u>	Verify need of report on resources availability	Ŷ				
	<u>ACQ-240</u>	SuSE 9 procurement	û				
	<u>ACQ-243</u>	Investigation about Start Noise and Stop Noise	Ŷ				
	<u>ACQ-249</u>	Availability of orbit reference file	Ŷ				

Figure 7 : Issues "Assigned to Me" (pending issues available)



Always in the Dashboard, below the previous portlets, there are **statistical views for each issue type** (at least main ones).

Statistics Table: ISSUES : SPR/bugs										
Status Assignee	🗳 <u>Open</u>	<mark>ề</mark> Reo	pened	es Res	olved	<u>c</u>	/ losed	å <u>Hold</u>	∎ <u>Verified</u>	∛ Installed
[TELESPAZIO] Marina Mochi	1		0		0		0	1	1	2
<u>Annamaria Gatti</u>	0		0			1	<u>1</u>	1	0	0
Antonio Vollono	0		0			0	<u>3</u>	0	0	0
<u>Claudio Nasuti</u>	0		0			1	0	0	0	0
Daniele Altini	0		0			Ζ	0	0	0	<u>10</u>
<u>Davide Castellazzi</u>	1		0			0	0	0	0	<u>8</u>
Francesco Carriero	0		0			1	0	0	0	2
<u>Giuseppe Casasanta</u>	0		0			2	0	0	0	0
<u>Marco Favoino</u>	0		0			1	0	0	0	<u>3</u>
<u>Marco Pastori</u>	0		<u>1</u>			0	0	0	0	1
<u>Massimo</u> D'Alessandro	0		0			0	0	0	0	<u>6</u>
Statistics Table: ISSUE	S · Action	ltem	s							
	Stheadon	atus	🔏 One	n	2 / CI	nser	4 &	Propos	ed For Clos	ure
Assignee	0.	aido				- 1	110000	0010101000	<u> </u>	
Antonio Vollono			0			<u>210</u>	<u>10</u> 0			
[TELESPAZIO] Marina M	<u>lochi</u>		<u>14</u>			<u>6</u>	<u>6</u> 3			
<u>Annamaria Gatti</u>			2			0	0			
Daniele Altini			1			0			0	
Francesco Carriero			1 0			0	0			
Massimo D'Alessandro			0			1	1 0			
Statistics Table: ISSUE	S · Chang	e Rei	nuests							
Status Assignee	Martal	led	4	Bubm	<u>itted</u>		👌 <u>Aqre</u>	ed	Implem	ented
Annamaria Gatti			3			1		1		2
	-									
Statistics Table: ISSUE	S:NCRS									
Assignee				8	tatus	ф Р	<u>Relected</u>			
<u>Annamaria Gatti</u>										1
Statistics Table: ISSUE	S : RIDs									
Assignee					S	tatus	s 🐴 <u>Or</u>	ien		
<u>Annamaria Gatti</u>										1

Figure 8 : Issues statistics portlet



On the left side of the Dashboard, instead, a number of pre configured filters are available.

Saved Filters (Create New Manage Filters)				
All Issues	<u>303</u>			
ISSUES : Action Items	<u>238</u>			
ISSUES : Change Requests	<u>Z</u>			
ISSUES : NCRs	1			
ISSUES : RIDs	1			
ISSUES : SPR/bugs	<u>55</u>			
ISSUES : TODO's	<u>0</u>			
ISSUES : Waiver Request	1			
Not in "end" status issues	<u>45</u>			
Overdue in the next 5 days	<u>0</u>			
Jnassigned Issues				

Figure 9 : Saved Filters

By selecting a link, it is possible to view the issues matching the filter. This is particularly usefull when the User wants to see the status of specific issues (e.g. last one inserted, due dates, ...).

N.B. : All the preconfigured "global" filters starting with "ISSUES :" look for specific issue in all available states. In order to know which issues are pending, the previous portlet, the "not in end status" one, has to be used.

Mashboard Layout :

The Dashboard is configured as shown before by default but any User can customize it, adding new ones or, if the main one is too complex, rearrange it completely.

It is anyway strongly suggested to keep the "Saved Filters" and the "Assigned to me" views.



3.2.1.1.1 FILTER SUBSCRIPTION



To subscribe to such filter (<u>N.B. it has to be done only once in the system lifetime</u>) select the link "Manage Filters" and the following page will show.

Manage Filters - ACS - Opera					E0				
File Modifica Visualizza Segnalibri Wid	get Strumenki 7				10 Mar 10				
Nuova scheda 🕅 Manage Filters - ACS	8				0				
19 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ttp://jira.acsys.it:8080/secure/ManageFilters.jspa				💌 🖸 Google 💌 6				
ALCS				Uper Marco F	avoins Filters Profile Log Out 🔍 💌				
HOME BROWSE PROJECTS FIND	ISSUES CREATE NEW ISSUE			and a second	DOTCK SEARCH:				
Fater: <u>View Edit New</u> Manage Name: ISSUES: Change Requests Description: View only CHRs	Manage Filters These are the currently saved filters you have. You can view or delete them from	s here.							
Create new filter from current	Your Filters	Issues	Sharing	Subscription	Operations				
Summary	You have no saved filters.								
Sorted by: Key descending	Create a new saved filter.								
	Viewable Filters	Issues	Sharing	Subscription	Author				
	All Issues Any state	303	Global	None - Subscribe	Antonio Vollono				
	ISSUES: Change Requests View only CHRs	2UES : Change Requests IV de Global No.		None - Subscribe	Antonio Voltono				
	ISSUES: NCRg NCR Filter	ISSUES INCRI NCR Filter 1 Global		None - <u>Subscribe</u>	Antonio Vollono				
	ISSUES RUDS View only Review Rem Discrepancies. N.B. TO BE USED ONLY FOR DOCUMENTATION	1	Global	None - <u>Subscribe</u>	Antonio Vollono				
	ISSUES SPR/bugs View only SPR(bugs)	55	diobal 🍜	None - Subscribe	Antonio Voltono				
	ISSUES_TODO's TODO menuis	0	Global	None - <u>Subscribe</u>	Antonio Voliono				
	ISSUES : Walver Request Walves Request (all)	1	Global	None - Subscribe	Antonio Vollono				
	Not in "end" status issues	1°end" stabus issues est that are not in a terminal status 45 🚭 Global None - Su		None - <u>Subscribe</u>	Antonio Voltono				
	All sources that are not in a terminal status		0 Global None - Subscribe Antonio Vo						
	All subset that are not in a beneficial status <u>Overridge in the next 5 dans</u> Returns the since going to be available in the next 5 days	٩	Global 🌑	None - <u>Subscribe</u>	Antonio Vollono				

Figure 10 : Subscription to a filter : step #1

In order to subscribe to a filter (i.e. **request a periodic execution of this filter**), User can select the "Subscribe" link for each filter. Select the "Overdue in the next 5 days" link and the following page will show.





Figure 11 : Subscription to a filter : step #2

The new page shown will request to set the Period of the execution. It is suggested to set "6h" to run it 4 times a day. The "email zero result" has to be left unset.



Figure 12 : Subscription to a filter : step #3

The page shown here below will pop up. It recalls the selection we have done. In order to check whether it works or not, User can select the "Run now. Obviously if no overdue issues are scheduled, the system will not send emails. On the other hand, if issues are going to expire the "due date" in 5 days **an email will be received from the assignee of the issue** and **by all users having subscribed to the filter and having rights to access the Project**

O Il messaggio HTML contiene uno script che non può essere eseguito in Outlook. Questo può incidere sulla visualizzazione del messaggio.									
Dat: jira@acsys.it A: antonio.vollono@acsys.it Jggetto [JIRA] Subscription: Overdue in the next 5 days Cc:									
Issue Subscription									
Filter: Overdue in the next 5 days (1 issues) Returns the issues going to be overdue in the next 5 days Subscriber: antonio.vollono									
T Key dentifier Summary	Assignee	Reporter	Pr	Status	Created	Updated	Due	Affects Version/s	
ACQ-300 CHR-0007 TLE has to be managed as a " three line element" file	Antonio Vollono	Antonio Vollono	•	- Submitted	02/Sep/06	05/Sep/06	06/Sep/06	3.1	





3.2.1.2 BROWSE PROJECTS PAGE

The first time the Browse Project link is selected in the Dashboard, the following page shows.

Modifica Visualizza Segnalibri Widge	t Strumenti ?			
Nuova scheda 😨 Browse Projects - ACS	8			ū.
👻 🕐 🙋 🖉 👻 🙀 Mag	://jira.acsys.it:8080/secure/Brow	seProjects.jspa	💌 🔀 Google	6
			User: Martes Favrilles - <u>History (Eilles Patific Ana O</u> st	80
OME BROWSE PROJECTS EIND I	SSUES CREATE NEW ISSU	E	QUICK STAREN:	
The table below shows the projects w Category : ASI Projects	ithin JIRA. The projects are gr S	ouped by category where applicable.		_
Project	Key	Lead	URL	
Cosmo ACQ	ACQ	Antonio Vollono	http://www.acsys.itknowledgeTree	
Category : ESA Earth	Explorer Projects			
Project	Key	Lead	URL	
ADM Aeolus APF	APF	Antonio Vollono	http://www.acsys.it/knowledgeTree	
Cryosal GTS	OTS	Ivan Famoso	http://www.acsys./t/knowledgeTree	
CryosalPDS	CRY	Antonio Vollono	http://www.acses.it/knowledgeTree	
	1941	NATION LICENSE - Are usu assould THE	123 Diassa seerilar nimekarina # kalan	
		the yes endolving str		-
Povered	by Atlassian JIRA's the Profe	assional Issue Tracker. (Enterprise Editio	n, Version: 3.6.4-#160) - bud/feature.request - Contact.Administrators	

Figure 14 : Browse Projects main page

In case from the Dashboard a Project has been selected, this page is "jumped" and the "Project specific" page is shown, the same one reported in previous section.

Browse Project - ACS - Opera					
File Modifica Visualizza Segnalibri Widget Strur	nenti 7				
🖀 Nuova scheda 🕅 Browse Project - ACS 🛛 🗱					
🔹 👻 🥐 📂 👙 🖉 😤 http://jka.o	csys.it:8080/browse/ACQ			💽 🔀 Google	- 63
00				User: Marco Favoins Filters Profile Log Out	76
HOME BROWSE PROJECT FIND ISSUES	CREATE NEW ISSUE			DOTER SEARCH	
All Projects : Cosmo ACQ (Key: ACQ)					
Project Lead: Antonio Voliono URL: http://www.active.libinowiedueTree Description: Coramo Styled ACO Project Create a new issue in project Cosmo ACO Detease Notes Scient Cosmo Style Read Man. Change Lead	Donalas Insuins - C	landar		Reports Created vs. Recolved issues: Report Recolved issues: Report Advisor, Ann. Report Records, Created issues: Report Progenities (Report Science), Created issues: Report Progenities (Report Time Tracking Report	
Select Contract Road map Charge Los	Popular issues 5.0	Manalana		User Workload Report	
Components		versions		Version Workload Report	
ADM	3	31.1	1	Preset Filters	
AM	2	a 22	3	All Deschad recently	
Target HW Platform (CFI)	2	Unscheduled	29	Outstanding Outstanding Outstanding Unscheduled Undefed recently	
No Component	25			Assigned to me Most important Reported by me	
				Project Summary	
				🔹 Open 21 🔳 7%	
				Peopened 11	
				Besolved 13 4%	
				Closed 221	73%
				Hold 21 1%	
				Verified 11	
				Vinstalled 38 III 12%	
				Proposed For Closure 31 1%	
				Submitted 11	
				Agreed 11	
				Bejected 1	
				Vimplemented 21 1%	
				Open Issues	
				By Priority	
				Blocker 2 6%	
				1 Major 1 3%	
				a Minor 30	919

Figure 15 : the specific Project page (recall to fig 5)

This page provides a center selection tab which provides the following functions:

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Select: Open Issues Road Map Change Log Popular Issues Calendar

Open Issues

Change Log

- : shows Open issue for each **Component** of the Project
- : shows "future versions" of the system, with their associated issues Road Map
 - : shows "released versions" of the system, with their associated issues
- Popular Issues
- : shows issue which have been mostly "voted" (1) : also shown in Dashboard. It reports due date of the Issues of this Project. <u>Calendar</u>

Moreover the page also allows to run statistical reports.

Reports Created vs Resolved Issues Report Resolution Time Recort Average Age Report Recently Created Issues Report Pie Chart Recort Graphical Project Gant Chart Report Time Tracking Recort User Workload Report Version Workload Report

Figure 16 : Project Reports

and access some statistical filters for the Project.

Pr	es	et Filters						
	- A O U A R	ll utstanding nscheduled ssigned to me eported by me			- <u>Res</u> - <u>Add</u> - <u>Upp</u> - <u>Mos</u>	solved re led recer dated rec st import	<u>cently</u> <u>itly</u> :ently ant	
Pr	oj	ect Summa	ry					
	ŵ	<u>Open</u>			21 🗖	7%		
	÷	Reopened			11			
	\$	Resolved			13	4%		
	¥	<u>Closed</u>		:	221 🗖			73%
	ő	<u>Hold</u>			21	1%		
	L)	Verified			11			
	ť	Installed			36 🗖	12%		
	ť	Proposed For	Clos	ure	31	1%		
	å	Submitted			11			
	ő	Agreed			11			
	¢	Rejected			11			
	ť	Implemented			21	1%		
o	pe	n Issues						
By	Pri	ority						
		Blocker	2	6	%			
	Ŷ	Major	1	39	6			
	û	Minor	30					91%
By	As	signee						
	ITE	LESPAZIO] Mai	rina I	Moch	<u>i</u> 20			61%
	<u>An</u>	namaria Gatti			8	24	4%	
	Da	<u>riiele Aluni</u> vide Castella tt i			1	370		
	Era	ncesco Carrier	n		1	3%		
	Ma	rco Favoino	-		1	3%		
	Ма	rco Pastori			1	3%		

Figure 17 : Project Statistics

¹ "voting" an issue will be mostly not used for ACS purposes. Anyway any User having the right to access an issue can "vote it", trying to push the Assignee to solve it before.

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3.2.1.3 CREATE NEW ISSUE PAGE

The Create New Issue page , when selected in the Dashboard, pops us as shown below.

\varTheta Create Issue - ACS - Opera	
File Modifica Visualizza Segnalibri Widget Strumenti ?	
Nuova scheda 🙀 Create Issue - ACS 🕱	ū
🐋 < 🖻 be 💋 🖉 🍸 http://jira.acsys.it:8080/secure/CreateIssueIdeFault.jspa	G Google 💽 60
	User: Antonio Vollono 🛛 <u>Filters Profile Log Out</u> 🛛 🔒 Ş
HOME BROWSE PROJECT FIND ISSUES CREATE NEW ISSUE ADMINISTRATION	QUICK SEARCH:
Create Issue	
Step 1 of 2: Choose the project and issue type	
* Project: Cosmo ACQ 🔍	
* Issue Type: SPR 💌 🔽	
Next>> Cancel	
EVALUATION LICENSE - Are you enjoying JIRA? Please consider <u>purchasing it</u> today.	
Powered by Atlassian JIRAM the Professional Issue Tracker. (Enterprise Edition, Version: 3.6.4-#160) - Bug/feature request -	Contact Administrators

Figure 18 : the specific Project page (recall to fig 5)

The description of the following pages is given in next section, while addresses the "how-to" enter a new issue.




3.3 HOW TO CREATE AN ISSUE

Roles

Issues maybe created by Customers but also by the Contractor (i.e. ACS). Important roles are "<u>the Reporter</u>", being the User creating an issue, and "<u>the Assignee</u>", being the User having assigned the resolution of the issue. They'll receive emails automatically upon each change of issue status.

Responsibilities

Responsibilities on any issue are regulated by the "workflow" assigned to each issue type. Nominally:

- Reporter open the issue and will receive emails
- <u>Project Managers</u> will have the duty to assign the issue to a user
- <u>Assignee has to resolve the issue at "unit level"</u>
- <u>Project Managers</u> and <u>Customer</u> (e.g. Reporter) have to verify that the issue is effectively closed at "system level".
- <u>Project Managers</u> (AIV) have the duty to then install the fix into the Reference and/or Operational System.

Internal and Public issues

It is in fact possible to create issue which are not "published" to all Users having rights to browse the project. This is useful to memorize and trace anything it is observed in the System, event it they need investigation and may not be "issues" for the "Project" at contractual level. In order to do this, users have to set "private" in the "Security Level" of an issue (it is normally in the Edit tab of an issue).

Detailed Procedure

Creating an issue in JIRA is simple as there is a dedicated screen for each issue creation. Mandatory fields are set with a red "star" (see section 3.3.1 for detailed procedure).

As an alternative, issues can be created automatically, sending an excel file as attachment to <u>jira-parser@acsys.it</u>. See section 3.3.2 for details.



3.3.1 CREATING AN ISSUE MANUALLY

This section reports how to create an issue, using the JIRA pages (i.e. manually). After having selected in the Dashboard, the link with the "Create New Issue", the following page is shown :

Create Issue		
Step 1 of 2: Choose the project and issue type		
* PI	oject: Cosmo ACQ 💌	
* Issue	ype: SPR 💽 🖌	?
		Next>> Cancel

Figure 19 : Create an issue: step #1

The page will show all the Project for which the User has rights to "create issues" (see permission schema in previous sections).

Select one of the issues between the options shown in next figure :

Create Issue		
Step 1 of 2: Choose the project and issue type		
* Project:	Cosmo ACQ 🖉	
* Issue Type:	SPR 🗸	()
	SPR Change Request	Next>> Cancel
	Action Items	
	RID	- Are you enjoying JIRA? Please consider <u>purchasing it</u> tod
Powered by <u>Atlassian JIRA™ the</u>	INCR TODO	acker. (Enterprise Edition, Version: 3.6.4-#160) - <u>Bug/featur</u>
	Risk Sheet	
	Waiver Requests	

Figure 20 : Create an issue: step #2

Depending on the issue chosen a different screen pops up.

Next sections shall provide a guide to create the most common issues.



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3.3.1.1 SPR SCREEN

The Software Problem Reports have the following "create" scheme.

BROWSE PROJECT FIND ISSU	S <u>C</u> REATE NEW ISSUE <u>A</u> DMINISTRATION	QUICK SEARCH:
ate Issue		
of 2: Enter the details of the issue		
Project:	Cosmo ACQ	
Issue Type:	SPR .	
te Tab <u>Memo Tab</u>		
* Summary:		
* Identifier:	XXX-NNNN	
	e.g. (for Action Item) : AlL-0001, (for SPR) SPR-0001, (for NCR) NCR-0001, (for RID) RID-0001, (for TDDO) TDD-0001 N.B. wild depends on the number of issues of the same type already created. It is suggested in such cases to fill this field with "XXX-NN to set it with the correct values.	hile creating an issue, reporter may not know how to fill it as it NNN". It will be then a task of the Contractor Team, opening the i:
External Reference:		
Driovite	External Reference identofier as used by the Originator to open the issue	
Filonity.	Minor 💌 🖏	
Environment		* *
	For example operating system, software platform and/or hardware specifications (include as appropriate for the issue).	Linking
And to version z.	Shirtowin Provide the second seco	
Description:		
		-
Recommended Solution:		
		*
	Provides recommended solution on the Discrepancy	CALMERS #

Figure 21 : Create an SPR



The explanation of the various field is given in next tab (mandatory fields are set in orange, while filed which maybe not filled are set in green) :

Summary	A synthetic description of the issue
Identifier	'XXX-NNNN'
	[for SPR] SPR-0001, [for Action Item]: AlL-0001, [for Risk Sheets]: RSK-0001, [for Waivers] : WVR-0001, [for NCR] NCR-0001, [for TOD] RID-0001, [for TODO] TDO-0001 N.B. while creating an issue, reporter may not know how to fill it as it depends on the number of issues of the same type already created. It is suggested in such cases to fill this field with "XXX-NNNN". It will be then a task of the Contractor Team, on any the issues.
External Reference	When an issue is open in a phase of the Project (e.g. AIV at system level) it may have also an external identifier; this filed is used to mark the reference to such identifier.
Priority	Minor, Major, Critical, Blocker
Environment	Set a generic description of the environment where the SPR has been detected. For example operating system, software platform and/or hardware specifications. It is important to specify here the "machine name".
Affected Versions	Specify which SW Version is installed in the System showing the issue
Description	An exhaustive description of the issue
Recommended Solution	If the Reporter has knowledge of the System and/or the SW, can suggest where the bug maybe located (i.e. which module it can be detected) or a fix approach.
Test Case Reference	During the Design and Validation phase, there might be a specific test scenario / test case where the issue appears. During operation this filed can be left empty.

Only For "Developers" or "Project Managers" :

The "Memo" tab can be used to set the "security level" to either "Public" or "Private"

Once all the create tab has been filled, the user can click on "Create" to create the issue in JIRA. N.B. Each issue will be given of a JIRA Key.



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3.3.1.2 AIL SCREEN

The Action Item has the following "create" scheme.

E <u>B</u> ROWSE PROJECT <u>F</u> IND ISSUE	S <u>G</u> REATE NEW ISSUE <u>A</u> DMINISTRATION	QUICK SEARCH:	
eate Issue			
p 2 of 2: Enter the details of the issue			
Project:	ADM Aeolus APF		
Issue Type:	Rction Items		
eate Tab <u>Memo Tab</u>			
* Summary:			
* Identifier:	XXX-NNNN		
	for SPR) SPR-0001, [for Action Item]: AlL-0001, [for Risk Sheets]: RSK-0001, [for Waives]: WVR-0001, [for NCR] NCR-0001, [for RID] RID-000 issue, reporter may notknow how to fill it as it depends on the number of issues of the same type already created. It is suggested in such cases of the Contractor Team, opening the issue, to set it with the correct values.	01, [for TODO] TDO-0001 N.B. while creatin to fill this field with "XXX-NNNN". It will be	ng an then a ta
Priority:	Minor 💌 🔋		
Assign To:	- Automatic - Assign to me		
Description:			
		*	
Due Date:			
MOM identifier:			
	Minutes of Meeting identifier		

Figure 22 : Create an AIL

The explanation of the various field is given in next tab (mandatory fields are set in orange, while filed which maybe not filled are set in green) :

Summary	A synthetic description of the issue
Identifier	 'XXX-NNNN' [for SPR] SPR-0001, [for Action Item] : AIL-0001, [for Risk Sheets] : RSK-0001, [for Waivers] : WVR-0001, [for NCR] NCR-0001, [for RID] RID-0001, [for TODO] TDO-0001 N.B. while creating an issue, reporter may not know how to fill it as it depends on the number of issues of the same type already created. It is suggested in such cases to fill this field with "XXX-NNNN". It will be then a task of the Contractor Team, opening the issue, to set it with the correct values.
Priority	Minor, Major, Critical, Blocker



Assign To If it is already possible, User can assign the issue to a given user	
Description	An exhaustive description of the issue
Due Date	An Issue Due Date, as agreed with the Customer
MOM Identifier	The Minutes Of Meeting having requested the issue to be opened.

Only For "Developers" or "Project Managers" :

The "Memo" tab can be used to set the "security level" to either "Public" or "Private"





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3.3.1.3 CHR SCREEN

The Change Requests have the following "create" scheme.

BROWSE PROJECT FIND ISSUE	S <u>C</u> REATE NEW ISSUE <u>A</u> DMINISTRATION	<u>O</u> UICK SEARCH:
ate Issue		
2 of 2: Enter the details of the issue		
Project:	Cosmo ACQ	
Issue Type:	+ Change Request	
ate Tab <u>Memo Tab</u>		
* Summary:		
* identifier:	XXX-NNNN	
	[for SPR] SPR-0001, [for Action them]: AlL-0001, [for Risk Sheets]: RSI-0001, [for Waives]: WVR-0001, [for issue, reporter may not know how to fill it as it depends on the number of issues of the same type already ore- task of the Contractor Team, opening the issue, to set it with the correct values.	NCR) NCR-0001, ffor RID] RID-0001, ffor TODO] TDO-0001 N.B. while creating an ated. It is suggested in such cases to fill this field with "XXX-NNNN". It will be then
External Reference:		
2.07.074	External Reference identofier as used by the Originator to open the issue	
Priority:	Minor 💌 🖓	
Assign To:	- Automatic - Assign to me	
Affects Version/s:	Unknown A	
	3.1.2	
	3.1.1 3.1	
	3.0	
Description:		•

Figure 23 : Create a CHR



The explanation of the various field is given in next tab (mandatory fields are set in orange, while filed which maybe not filled are set in green) :

Summary	A synthetic description of the issue
Identifier	'XXX-NNNN' [for SPR] SPR-0001, [for Action Item] : AIL-0001, [for Risk Sheets] : RSK-0001, [for Waivers] : WVR-0001, [for NCR] NCR-0001, [for RID] RID-0001, [for TODO] TDO-0001 N.B. while creating an issue, reporter may not know how to fill it as it depends on the number of issues of the same type already created. It is suggested in such cases to fill this field with "XXX- NNNN". It will be then a task of the Contractor Team, opening the issue, to set it with the correct values.
External Reference	When an issue is open in a phase of the Project (e.g. AIV at system level) it may have also an external identifier; this filed is used to mark the reference to such identifier.
Priority	Minor, Major, Critical, Blocker
Assign To	If it is already possible, User can assign the issue to a given user
Affected Versions	Specify which SW Version is installed in the System showing the issue
Description	An exhaustive description of the issue

Only For "Developers" or "Project Managers" :

The "Memo" tab can be used to set the "security level" to either "Public" or "Private"



3.3.1.4 NCR SCREEN

The Non Conformance Reports have the following "create" scheme.

E <u>B</u> ROWSE PROJECT <u>F</u> IND	ISSUES CREATE NEW ISSUE ADMINISTRATION	QUICK SEARCH:
eate Issue		
p 2 of 2: Enter the details of the is	sue	
Project:	Cosmo ACQ	
Issue Type:	NCR	
eate Tab <u>Memo Tab</u>		
* Summary		
* Identifiel	: XXX-NNNN	
	[for SPR] SPR:0001, [for Action Item]: ALL-0001, [for Risk Sheats]: RSK-0001, [for Waives]: w while creating an issue, reporter may not know how to fill it as it depends on the number of issu- field with $^{\times}$ CXC-NNNN". It will be then a task of the Contractor Team, opening the issue, to set	WR-0001, [for NCR] NCR-0001, [for RID] RID-0001, [for TODO] TDO-0001 N. ies of the same type already created. It is suggested in such cases to fill this it with the correct values.
External Reference		
2,000	External Reference identofier as used by the Originator to open the issue	
Priority	Minor 💌 😰	
Assign To	- Automatic - Assign to me	
Affects Version/s	Unknown	
	3.1.2	
	3.1.1	
	3.0	
Description		*

Figure 24 : Create a NCR



The explanation of the various field is given in next tab (mandatory fields are set in orange, while filed which maybe not filled are set in green) :

Summary	A synthetic description of the issue
Identifier	'XXX-NNNN' [for SPR] SPR-0001, [for Action Item] : AlL-0001, [for Risk Sheets] : RSK-0001, [for Waivers] : WVR-0001, [for NCR] NCR-0001, [for RID] RID-0001, [for TODO] TDO-0001 N.B. while creating an issue, reporter may not know how to fill it as it depends on the number of issues of the same type already created. It is suggested in such cases to fill this field with "XXX- NNNN". It will be then a task of the Contractor Team, opening the issue, to set it with the correct values.
External Reference	When an issue is open in a phase of the Project (e.g. AIV at system level) it may have also an external identifier; this filed is used to mark the reference to such identifier.
Priority	Minor, Major, Critical, Blocker
Assign To	If it is already possible, User can assign the issue to a given user
Affected Versions	Specify which SW Version is installed in the System showing the issue
Description	An exhaustive description of the issue

Only For "Developers" or "Project Managers" :

The "Memo" tab can be used to set the "security level" to either "Public" or "Private"



3.3.1.5 RSK SCREEN

The Risk Sheets have the following "create" scheme.

Control Control Control Monte Image: Control Summary Control Image: Control Technical Image: Control Summary Control Image: Control Technical Image: Control Summary Control Image: Control Technical Image: Control Summary Control	Step 2 of 2: Enter the details of the is:	sue
Crose Memo Composition Sector Sec	Project:	Cosmo ACQ
Construction Method * / deciding Social Standy J AlL20001, for Addies Standy J AlL2001, for Addies	Issue Type:	Risk Sheet
* Gentrike: >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	Create Memo	
Summary Risk Category Description: Description: Advoce that can mitigate the information of the sevent feared by the issue really occurs Risk Indicator - Probability: Risk Indicator - Probability: Image: The Flame of the sevent feared by the issue really occurs Risk Indicator - Probability: Image: The Flame of the sevent feared by the issue really occurs Risk Indicator - Probability: Image: The Flame of the sevent feared by the issue really occurs Risk Indicator - Probability: Image: The Flame of the sevent feared by the issue really occurs Risk Indicator - Probability: Image: The Flame of the sevent feared by the issue erally occurs Image: The Flame of the sevent feared by the issue erally occurs Image: The Flame of the sevent feared by the issue erally occurs Image: The Flame of the sevent feared by the issue erally occurs Image: The Flame of the sevent feared by the issue erally occurs Image: The Flame of the sevent feared by the issue erally occurs Image: The Flame of the sevent in terms of Scied Image: The feared event in terms of Scied Image: The feared event in terms of Scied Image: The feared event in terms of Scied Image: The feared evene	* Identifier:	XXX-NNNN [for SPR] SPR-0001, [for Action Item] : AlL-0001, [for Risk Sheets] : RSK-0001, [for Waives] : WVR-0001, [for NCR] NCR-0001, [for RID] FID-0001, [for TODO] TDO-0001 N.B. while creating an issue, reporter may not know how to fill it as it depends on the number of issues of the same type already created. It is suggested in such cases to fill this field with "XXX-NNNN". It will be then a task of the Contractor Team, opening the issue, to set it with the correct values.
Risk Cadegory Category of the Risk (can be T cohnical and/or Management) Category of the Risk (can be T cohnical and/or Management) Description: Possible Risk Reduction Action: Risk Indicator - Probability Minimum • Targorizability that the event feared by the izoue really occurs Risk Indicator - Probability Minimum • Targorizability that the event feared by the izoue really occurs Risk Indicator - Probability Impact - Schedulity Impact - Schedulity </td <td>* Summary:</td> <td></td>	* Summary:	
Description: Possible Risk Reduction Actions: Actions that can mitigate the nisk that the event feared by the issue really occurs Risk Indicator - Probability Uvy · · The Flanning impact that the event feared by the issue really occurs Risk Indicator - Serverity Impact - Schedule Impact - Performances: Affects Versions: Unincovin Risk Indicator - Performances:	Risk Category:	✓ Technical Management Category of the Risk (can be Technical and/or Management)
Possible Risk Reduction Actions Addins that can mitigate the risk that the event feared by the issue really occurs Risk Indicator - Probability The probability that the event feared by the issue really occurs Risk Indicator - Pinning: Minimum The Pinning impact that the event feared by the issue really occurs Risk Indicator - Severity: Significant The Pinning impact that the event feared by the issue will have in the project if it really occurs Impact - Costs: Impact of the feared event in terms of Costs Impact - Schedule: Impact of the feared event in terms of Schedule Impact - Performances: Impact of the feared event in terms of Performances Affects Versions: Unknown Released Versions: Unknown	Description:	
I boshile histriceudului relations Actions that can mitigate the risk that the event feared by the issue really occurs Cow The probability The probability The probability Minimum The planning impact that the event feared by the issue really occurs Risk Indicator - Probability Minimum The planning impact that the event feared by the issue and generate if it really occurs Risk Indicator - Severity Significant Impact - Costs Impact of the feared event in terms of Costs Impact of the feared event in terms of Schedule Impact of the feared event in terms of Schedule Impact of the feared event in terms of Performances Affects Versions: Viktrovm Released Versions	Passible Dick Deduction Actions:	
Addions that can mitigate the risk that the event feared by the issue really occurs Risk Indicator - Probability The probability that the event feared by the issue really occurs Risk Indicator - Severity Significant • Impact - Costs Impact of the feared event in terms of Costs Impact - Performances: Affects Versions* Vincovin Risk Indicator - Performances	FUSSIBLE RISK REDUCTION ACTIONS.	×
Intermodulation in reasons The probability that the event feared by the issue can generate if it really occurs Risk Indicator - Planning Minimum The Planning impact that the event feared by the issue can generate if it really occurs Risk Indicator - Severity Significant Impact - Costs: Impact of the feared event in terms of Costs Impact - Schedule Impact of the feared event in terms of Schedule Impact of the feared event in terms of Schedule Impact of the feared event in terms of Performances Affects Versionfs Unknown Released Versions Alfects Versionfs Impact - Scheduls Impact of the feared event in terms of Performances	Risk Indicator - Probability	Actions that can mitigate the risk that the event feared by the issue really occurs
Risk Indicator - Planning: Minimum The Planning impact that the event feared by the issue can generate if it really occurs Risk Indicator - Severity: Impact - Costs: Impact of the feared event in terms of Costs Impact - Performances: Affects Versions: Unknown Released Versions: 3.1.2	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	The probability that the event feared by the issue really occurs
Risk Indicator - Severity Indicator to the Severity that the event feared by the issue will have in the project if it really occurs Impact - Costs: Impact of the feared event in terms of Costs Impact - Schedule: Impact of the feared event in terms of Costs Impact - Performances: Impact of the feared event in terms of Performances Affects Version's: Unknown Released Versions Affects Version's: Unknown Released Versions	Risk Indicator - Planning:	Minimum The Planning impact that the event feared by the issue can generate if it really occurs
Impact - Costs: Impact of the feared event in terms of Costs Impact of the feared event in terms of Schedule Impact of the feared event in terms of Schedule Impact - Performances: Impact of the feared event in terms of Performances Affects Version/s: Unknown Released Versions 3.1.2 3.1.2	Risk Indicator - Severity:	Significant 💌 Indicator fo the Severity that the event feared by the issue will have in the project if it really occurs
Impact of the feared event in terms of Costs Impact of the feared event in terms of Schedule Impact of the feared event in terms of Schedule Impact of the feared event in terms of Performances Affects Version/s: Unknown Released Versions 3.1.2	Impact - Costs:	A
Impact - Schedule: Impact of the feared event in terms of Schedule Impact of the feared event in terms of Performances Affects Version/s: Unknown Released Versions 3.1.2		Impact of the feared event in terms of Costs
Impact of the feared event in terms of Sohedule Impact of the feared event in terms of Sohedule Impact of the feared event in terms of Performances Impact of the feared event in terms of Performances Impact of the feared event in terms of Performances Impact of the feared event in terms of Performances Impact of the feared event in terms of Performances Impact of the feared event in terms of Performances	Impact - Schedule:	
Affects Version/s: Unknown Released Versions 3.1.2		Impact of the feared event in terms of Schedule
Affects Version/s: a.1.2	Impact - Performances:	
Affects Version/s: Released Versions 3.1.2		•
3.1.1 3.1 3.0	Affects Version/s:	Impact of the feared event in terms of Performances Unknown Released Versions 3.1.2 3.1.1 3.1 3.0

Figure 25 : Create a RSK



The explanation of the various field is given in next tab (mandatory fields are set in orange, while filed which maybe not filled are set in green) :

Summary	A synthetic description of the issue					
Identifier	'XXX-NNNN'					
	[for SPR]SPR-0001,[for Action Item] : AIL-0001,[for Risk Sheets] : RSK-0001,[for Waivers]: WVR-0001,[for NCR]NCR-0001,[for TODO]TDO-0001N.B. while creating an issue, reporter may not know how to fill it as it depends on the numberof issues of the same type already created. It is suggested in such cases to fill this field with"XXX-NNNN". It will be then a task of the Contractor Team, opening the issue, to set it with					
Risk Category	"Technical" and/or "Management" depending on the issue details					
Description	An exhaustive description of the issue					
Possible Risk Reduction	Actions that can mitigate the risk that the event feared by the issue really occurs					
Actions						
Risk Indicator - Probability	The probability that the event feared by the issue really occurs					
	None Minimum Low Medium High Maximum					
Risk Indicator - Planning	The Planning impact that the event feared by the issue can generate if it really occurs					
	None Minimum Significant High					
Risk Indicator - Severity	Indicator for the Severity that the event feared by the issue will have in the project if it really					
	None Negligible Significant High Critical Catastrophic					
Impact - Costs	Impact of the feared event in terms of Costs for the Contractor and/or the Customer					
Impact - Schedule	Impact of the feared event in terms of Schedule					
Impact - Performances	Impact of the feared event in terms of Performances					
Affects Version/s	System Version affected by the issue					

Only For "Developers" or "Project Managers" :

The "Memo" tab can be used to set the "security level" to either "Public" or "Private"

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3.3.1.6 RID SCREEN

The Review Item Discrepancy (used only for documents) have the following "create" scheme.

Create Issue		
Step 2 of 2: Enter the details of the issue		
Project	ADM Aeolus APF	
Issue Type:	S RID	
Create Tab		
* Summary		
* (dentifier		
	(0) SPR SPR-0001, (for Action Item): AlL-0001, (for Risk Sheets): RSK-0001, (for Waivers): WV/R-0001, (for NCR) NCR-0001, (for NCR) NCR-0001, (for TOD Q) TOD-0001 N.B. while oreating an issue, not know how to fill it as it depends on the number of issues of the same type already created. It is suggested in such cases to fill this field with "XXX-NNN". It will be then a task of the Contractor Te the issue, to set it with the correct values.	, reporter may eam, opening
Originator		
	Originator of the issue	
External Reference:		
Priorite	Andria resettine tomorin as used by the originator or open hit issue	
i nomi,	· minu · 🔶	
Assign To:	Automatic - 🔍 Assian to me	
Document Identifier.		
Document Version	Vooment toenmer (e.g. LS-LS-US-VS-UT+#)	
Document version.	Version of the Document (e.g. 1.0, 1.1,)	
Document Section		
	Section of the document where the Discrepancy is located	
Discrepancy.	c 🔪	
	-	
	Description of the Discrepancy	
Recommended Solution:		
	The second se	
	Provides recommended solution on the Disorepancy	
	Create Cancel	

Figure 26 : Create a RID



The explanation of the various field is given in next tab (mandatory fields are set in orange, while filed which maybe not filled are set in green) :

Summary	A synthetic description of the issue			
Identifier	'XXX-NNNY'			
	[for RID] RID-0001 N.B. while creating an issue, reporter may not know how to fill it as it depends on the number of issues of the same type already created. It is suggested in such cases to fill this field with "XXX-NNNN". It will be then a task of the Contractor Team, opening the issue, to set it with the correct values			
Originator	The User having raised the issue.			
External Reference	When an issue is open in a phase of the Project (e.g. AIV at system level) it may have also an external identifier; this filed is used to mark the reference to such identifier.			
Classification (<u>use "Priority"</u>)	The Classification of the issue. Use only Minor or Major.			
Document Identifier	The document having associated the issue. (e.g. CS-LI-ACS-GS-0149)			
Document Version	The version of the document affected by the issue (e.g. 1.0)			
Document Section	The section in the document where the issue has been detected (e.g. 2.3)			
Discrepancy	An exhaustive description of the issue.			
Recommended Solution	The Originator can propose a solution to fix the issue in the document.			

Only For "Developers" or "Project Managers" :

The "Memo" tab can be used to set the "security level" to either "Public" or "Private"



3.3.1.7 WVR SCREEN

The Waiver Requests (used only for requirement) have the following "create" scheme.

Create Issue	
Step 2 of 2: Enter the details of the issue	
Project:	ADM Aeolus APF
Issue Type:	R Waiver Requests
Create Tab Memo Tab	
* Summary:	
* Identifier:	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
	for SPRJ SPR-0001, for Aution Item]: AlLOOD1, for Risk Sheets]: RSK-0001, for Walverg]: WVR-0001, for RCP] NCR-0001, for RDJ RD-0001, for TODQ1 TD-0001 MB, while creating an issue, reporter may not know how to fill it as it depends on the number of issues of the same type already oreated. It is suggested in such cases to fill this field with "XXXX-NNNP". It will be then a task of the Contractor Team, opening the issue, to set liwith the correct values.
External Reference:	
	External Reference identofier as used by the Originator to open the issue
Requirement Identifier:	
Description	Identifier of a Project Requirement
Description.	×
	Create Cancel

Figure 27 : Create a WVR

The explanation of the various field is given in next tab (mandatory fields are set in orange, while filed which maybe not filled are set in green) :

Summary	A synthetic description of the issue				
Identifier	'XXX-NNNN' [for WVR] WVR-0001 N.B. while creating an issue, reporter may not know how to fill it as it depends on the number of issues of the same type already created. It is suggested in such cases to fill this field with "XXX-NNNN". It will be then a task of the Contractor Team, opening the issue, to set it with				
	the correct values.				
External Reference	When an issue is open in a phase of the Project (e.g. AIV at system level) it may have also an external identifier; this filed is used to mark the reference to such identifier.				
Requirement	The Requirement for which the request of waiver has been directed.				
Description	An exhaustive description of the reason of the request.				

Only For "Developers" or "Project Managers" :

The "Memo" tab can be used to set the "security level" to either "Public" or "Private"

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3.3.1.8 REQ SCREEN

The Requirement issue has the following "create" scheme.

Create Issue	
Step 2 of 2: Enter the details of the issue	
Project	Cosmo ACQ
Issue Type:	Requirement
* Summary:	
* Identifier:	DOCUMINN CONTRACTOR
	In SPRI SPR.0001, [for Action Item]: ALL0001, [for Rids Sheed]: RSIX0001, [for Walverd]: WVR-0001, [for NCR] NCR0001, [for NDI] ND-0001, [for NDI] TO-0001 [for Requirement] RED.0001 N.B. while creating an izrue, reporter may not know how to fill it as it depends on the number of izrues of the same type alterady oracled. It is suggested in such cares to fill this field with "XXX-NNNP", it will be then a task of the Contractor Team, opening the izrue, to set it with the context values.
Description:	a
Affects Version/s:	Unknown Refeased Versions 3.3 3.2 3.2.5
Fix Version/s:	Unknown 3.32 3.33 3.33 2.2.1
Attachment:	Stopps
	Create

Figure 28 : Create a REQ

The explanation of the various field is given in next tab (mandatory fields are set in orange, while filed which maybe not filled are set in green) :

Summary	A synthetic description of the issue			
Identifier	'XXX-NNNN' [for REQ] REQ-0001 N.B. while creating an issue, reporter may not know how to fill it as it depends on the number of issues of the same type already created. It is suggested in such cases to fill this field with "XXX-NNNN". It will be then a task of the Contractor Team, opening the issue, to set it with the correct values.			
Description	An exhaustive description of the reason of the request.			
Affected Versions	Specify which SW Version is installed in the System showing the issue			
Fixed Versions	Specify which SW Version has to cover the issue			
Attachment	Used to attach any contribution to the discussion of the requirement			



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3.3.2 CREATING ISSUES AUTOMATICALLY

This section reports how to create issues automatically, sending an email to a given email address . The plug in , named "JIRA EXCEL PARSER" issue in version 2.0, is able to manage two excel forms :

CODE (A1=col1, row1)	USAGE	FORM
"MOM TEMPLATE 1.0"	Minutes of Meeting form	(MOM template) pp-MN-ACS-GS-nnnn
"DELIVERY NOTE TEMPLATE 1.0"	Manage the Delivery Note and Revision and Release Notes of a SW delivery.	(DN+RRN) pp-LI-ACS-GS-nnnn v

The JIRA plugin , developed by ACS, permits **to send an email to a JIRA's mail box with an xls file (Microsoft Excel) as attachment**, containing informations on meeting; the xls file could put on the form of one of two template model (*MOM Template 1.0* and *NOTE Delivery Template 1.0*), that will be explained in next paragraphs. This xls file contains metadata relative on **project's issues to be created**.

The plug-in checks periodically (each 10 minutes) for new email with xls attachment, when available downloads it, locally on http://jira.acsys.it server, and **parse the xls file in order to extract metadata to create new issues automatically**, without the need to log via HTTP in in JIRA and create them manually one by one with the JIRA tool standard procedure.

The result is the automatical creation of new issues through email with xls attachment; the plug-in **sends an email, to reply to the email received, with the results of the parsing attached**, having the also capability to tag with the JIRA "unique" identifier each issue included in the original excel file. Those identifiers are inserted in the template, in its third page, with others datas selected from issues, as signs of creation operation results, and sent back to the email sender.

This two template models above mentioned contain all the main field necessary to create an issue for a project in JIRA.

The sender of the email has to fill the xls file to have a correct issue creation request on Excel Parsing plug-in on JIRA.





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3.3.2.1 STEP BY STEP PROCEDURE

The following steps apply to the Excel parser plugin usage, from an ACS employee:

- 1. Download the template
- 2. Fill the template, during the meeting
- 3. Send the mom to JIRA parser plugin via email
- 4. Disclose the mom formally to the meeting Partecipants

3.3.2.1.1 DOWNLOAD THE TEMPLATE

Each time there is a Meeting, either with the Customer of internally, in ACS, among the Project Team, **the model template writer has to download the template** from <u>http://ktdms.acsys.it</u>, under the tree "ACS/JIRA MOM Parser".

3.3.2.1.2 FILL THE TEMPLATE DURING THE MEETING

During the meeting, the model template writer fills the template in the first two pages (i.e. Cover Page, Details

Page/Installation Kits Page) :

<u>COVER PAGE</u> (for MOM TEMPLATE 1.0)

First set the mandatory fields (see secton before), including "PARTECIPANTS" and the "DISTRIBUTION" users to the meeting, setting also their JIRA login information (i.e. nominally, if they participate to the meeting, they must have access to the Project. Login is set as "name.surname". If they do not have access to JIRA, do not fill the "JIRA Login").

After that all PARTECIPATS and DISTRIBUTION names have been set, type

"CTRL"+SHIFT+"U"

in order to update the pulldown fields available in Details Page under the column "Issue Assignee".

<u>COVER PAGE</u> (for NOTE DELIVERY TEMPLATE 1.0)

First set the mandatory fields (see secton before), including "PROJECT", "SW VERSION", "DUE DATE", "DELIVERY RESPONSABLE" and "INSTALLATION SITE" informations, each time there is installation site issue to create.

DETAILS PAGE (for MOM TEMPLATE 1.0)

Each time there is an action, set it in "Issue Type" column as "AIL" and fill the adjacent fields.

DETAILS PAGE (for NOTE DELIVERY TEMPLATE 1.0)

Each time there is an installation kit issue to create.



3.3.2.1.3 SEND THE MOM TO JIRA PARSER PLUGIN VIA EMAIL

Once the meeting is over, before to sign the MOM formally, send an email to <u>jira-parser@acsys.it</u> with the model template xls file as an attachment.

MAIL FORMAT

The email client has to send the email to the JIRA Excel parser with an HTLM format (not as text). Otherwise the JIRA plugin can not parse it and generates an internal error !

Most of the most used Email Clients have HTML as default format, except Microsoft Outlook.

Microsoft Outlook :

Go to *Tools->Options...->Mail Format->*and set **HTML format** as mail format to send mail (see figure below as example).

📴 Posta in arrivo - Microsoft Outlook 📃	
Elle Modifica Visualizza Breferiki Strumenti Azioni 2	
😰 Nuovo - 🖉 🖹 🗙 🕅 Rispond 🕼 Rispond a tytki 🖗 Indira 🔛 Invia/Ricevi 🐉 Irova 🎇 Organizza 🛍 🔹 ฎ ,	
Collegamenti ad Posta in arrivo Victor (ops) Image: Collegamenti ad Preferenze Recapito messaggi Formato posta Controllo ortografico Protezione Altro Image: Collegamenti ad Image: Collegamenti ad Preferenze Recapito messaggi Formato posta Controllo ortografico Protezione Altro Image: Collegamenti ad Image: Collegamenti ad Preferenze Recapito messaggi Formato posta Controllo ortografico Protezione Altro Image: Collado Masti (Image: C	



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MAIL RESPONSE

After a short while (e.g. 10 minutes) the sender of the email shall receive a feedback email from the JIRA Excel Parser plugin; if the model template send with request is a MOM TEMPLATE 1.0 model, the reply has the following format :

Oggetto:[JIRA] MOM Parser Plugin : processed successfully file "C2-MN-ACS-GS-0201 v1.0.xls" Da:jira-parser@acsys.it A:antonio.vollono@acsys.it This email has been sent by ACS JIRA MOM Parser Plugin, version 1.1. Please DO NOT reply to this email but log into JIRA to insert your comments and/or to process the issues. JIRA : http://jira.acsys.it _____ PROJECT: CRYOSAT PDS OBJECT: Cryosat 2 PDS Negotiation Meeting MOM IDENTIFIER: C2-MN-ACS-GS-0201 WRTTER: antonio.vollono Number of issues found 14 : AIL-0001 pascal.gilles: "ODAD to provide FTP DMZ server" AIL-0002 antonio.vollono: "Downscale the FTP servers" AIL-0003 paolo.spera: "Review the LOL value for the HW configurations" antonio.vollono:"Check the growing capability of the robot chosen" ATT-0004 AIL-0005 paolo.spera:"Update WP7100 to include the onsite training activities" paolo.spera: "Update WP7230 to 2 man/months" AIL-0006 paolo.spera: "Update WP7100 to 6 man/months" AIL-0007 AIL-0008 antonio.vollono:"Drop Requirement 4.5.2.18." antonio.vollono:"Send info on E-OA to PV" AIL-0009 AIL-0010 pascal.gilles: "DVD robot set as CFI for ACS" antonio.vollono:"Update STD" AIL-0011 AIL-0012 paolo.spera:"Update proposal for XSVE equipment" AIL-0013 paolo.spera:"Verify known bugs of CFI libraries" AIL-0014 paolo.spera: "Update C2 PDS financial proposal"

The email shall contain as attachment the original excel MOM TEMPLATE 1.0, with the third page, the Summary Page, filled, including the JIRA issue "unique" identifiers. At this moment, the MOM can be printed and signed formally from the Meeting Partecipants.



If the model template send with request is a NOTE DELIVERY TEMPLATE 1.0 model, the reply has the following format:

Oggetto: [JIRA] MOM Parser Plugin : processed successfully file "C2-MN-ACS-GS-0201 v1.0.x1s" Da: jira-parser@acsys.it A: antonio.vollono@acsys.it _____ _____ This email has been sent by ACS JIRA Excel Parser Plugin, version 2.0. Please DO NOT reply to this email but log into JIRA to insert your comments and/or to process the issues. JIRA : http://jira.acsys.it _____ TEMPLATE MODEL: DELIVERY NOTE TEMPLATE 1.0 PROJECT: Cosmo ACQ SW VERSION: 3.3.1 DELIVERY RESPONSABLE: michele.appice Number of Installation Sites found : 1 DUGS - PdM Number of Installation Kit found : 1 ACS COSMO DIS-3.3-4.i386.rpm

The email shall contain as attachment the original excel NOTE DELIVERY TEMPLATE 1.0, with the third page, the Release Notes Page, filled, including the JIRA project issues which have the *Affected Version* parameter with the same value of SW Version (see paragraph 2.2.1). At this moment, the template can be printed and signed formally from the Meeting Participants.

3.3.2.1.4 DISCLOSE THE MOM FORMALLY TO THE MEETING PARTICIPANTS

Print the MOM, sign it and disclose it at the end of the meeting.

Next sections shall provide information on how to fill the template files.

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3.3.3 MOM Parsing

It parses a minute of meeting document, received via email, to extract actions which are loaded in JIRA.

It is indeed very attractive to take the Minutes of Meeting and then to load the raised Actions automatically into JIRA, with the correct Assignee and Due Date.

Moreover the plug-in "fills" the third page of the MOM and sends it back to the email user having sent it originally. After that the MOM can be delivered to the Customer, formally, as it shall contain also the incremental JIRA identifier, as set automatically by the plug-in (e.g. AIL-001,....).

The MOM Template , to be sent to the JIRA Mail Parser account (<u>jira-parser@acsys.it</u>), is composed by three sheets:

Cover Page

- Details Page
- Summary Page

Mandatory fields are set in **RED**.





3.3.3.1.1 COVER PAGE

Cover Page: contains general datas relative to project, his identifier and principal, reporter, assignee and watchers; this sheet has the following fields to fill (as figure below shows):

- a. **MOM Template version**: the template of MOM Template xls file ; with this field Excel Parsing plug-in knows what informations extract by this file to create project's issues (the MOM TEMPLATE 1.0 is the first version)
- b. Project: the project name; this must to be present in JIRA system as project
- c. **Object**: the meeting goal description
- d. MOM Identifier: identifier of the MOM document in the Project
- e. Version: the version identifier of the MOM document. Nominally starts with 1.0.
- f. Site : the Site in which the Meeting is held
- g. **Date** : the date in which the meeting is held.
- h. Writer: the identifier (JIRA login) of the MOM writer i.e. "name.surname"; it is used as "Originator" in all issues created by the Excel parsing; the identifier must to be an existing JIRA user.
- i. Participants: the notify assignees of project issues; these must to be JIRA user
- j. Distributions: the watchers of project issues; these must to be JIRA user

MOM TEMPLATE 1.0					
<project:< th=""><th colspan="5">Test Project></th></project:<>	Test Project>				
<tobject:< th=""><th>Cryosat 2 PDS N</th><th>egotiation M</th><th>eeting></th><th></th></tobject:<>	Cryosat 2 PDS N	egotiation M	eeting>		
MOM IDENTIFIER :	C2-MN-ACS	S-GS-020	∐ ⊳		
VERSION:	1.0				
SITE:	ESA ESRIN (Fras	cati)			
DATE:	30/07/06				
WRITER:	antonio.vollono	>			
	NAME	COMPANY	JIRA	SIGNATURE	
PARTICIPANT:					
PARTICIPANT:	Valter Spaventa	ACS	valter.spaventa		
PARTICIPANT:	Paolo Spera	ACS	paolo.spera		
PARTICIPANT:				\supset	
PARTICIPANT:	Antonio Vollono	ACS	antonio.volleno		
PARTICIPANT:					
PARTICIPANT:					
DISTRIBUTION:	Claudio Nasuti	ACS	claudio.nasuti	6	
DISTRIBUTION:					
DISTRIBUTION:					





3.3.3.1.2 DETAILS PAGE

Details Page: contains principal datas to describe project's issues, as description, type, assignee, due date, summary, security level and priority; once an issue type column is set, all following fields have to be mandatorielly filled (as figure below shows):

- a. Issue Description: the issue description
- **b. Issue Type**: the issue type :
 - 1. Action Items : AIL (this is mostly used in MOMs)
 - 2. ToDo issues : TDO
 - 3. Change Requests : CHR
 - 4. Software Problem Reports : SPR
 - etc ...; each issue type is rapresented by an acronym of 3 letters
- c. Issue Assignee: the assignee of the issue; this is either one of the Particpants or one of the Distribution, as reported in the first sheet. After having added a new name to the first sheet, then click on Shift+Control+U to allow him/her as an issue's assignee to be selected in second page.
- d. Issue Due Date: the expiration/due date date of the issue
- e. Issue Summary: the issue summary; similar to description field, shortner, mnemonic.
- **f. Issue Security Level**: the security level could be *Public* or *Private*. Nominally it has to be created as OPublic" to allow all Project partecipants to see it.
- g. Issue Priority: the priority could be *Minor*, *Major*, *Critical*, *Blocker* and *Trivial*.

Status Notes / Statements / Action Notes / Issue Description	Issue Type	Issue Assignee	Issue Due date	Issue Summary	Issue Security Level	Issue Priority
ESA reports that the costs exposed in the Proposal exceeds ESA						
ESA and ACS review the proposal content						
TECHNICAL PROPOSAL						
HARDWARE CONFIGURATION						
It is discussed to avoid to procure the 4 LTO-4 desktop drives used for back up of SDF and DIS, reusing for the test phase the ones used for						
ESA shall then procure the drives only in the moment the system goes in operation.						
ESA decides to do not procure the desktop LTO-4 for the Reference and Operational HW configuration, for a total of 6 drives.						
ESA to verify whether ODAD can provide the external FTP server as CFI, such that C2 PDS can avoid to procure it. ESA has to verify also that ACS can install the PDS Data Manager on such server	AIL	valter.spaventa	30/08/07	ODAD to provide FTP DMZ server	Public	Minor
ACS to downscale the internal FTP servers for both Operational and Reference Systems. The servers are actualy set to have a quadcore CPU.	AIL	antonio.vollono	30/08/07	Downscale the FTP servers	Public	Minor
ACS to review the LOL value of the HW configurations considering the refinements decided in the Negotiation Meeting	AIL	paolo.spera	30/08/07	Review the LOL value for the HW configurations	Public	Minor
ACS to provide which is the growing capability of the Near Line archive solution (DELL robot) provided in the	AIL	antonio.vollono	30/08/07	Check the growing capability of the robot chosed	Public	Minor
SUPPORT						





3.3.3.1.3 SUMMARY PAGE

Summary Page: this sheet contains the fields that Excel Parsing plug-in fills as result of process of project's issues creation; this page is therefore filled and inserted in an email reply directly by the Excel Parser Plugn, once again as attachment, sent after all issues creation. These fields are (as figure below shows):

- **a. Code**: the identifier that Excel Parsing plug-in add to issue when creating it; it depends on project and issue type (as example TDO-0001)
- b. Summary: the issue summary reported in second sheet
- c. Assignee: the issue assignee reported in second sheet
- d. Due Date: the issue due date reported in second sheet

Issue Summary				
Code (JIRA)	Summary	Assignee	Due Date	
(TDO-0002		michele.appice	12-ago-06	
AIL-0001	dd	michele.appice	12-ago <u>-06</u>	



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3.3.3.1.4 OUTPUT

Once the excel file has been filled and sent to JIRA MOM Parser account, the plugin, after having processed it, returns an email with the following format and with attached the same excel file with the third page filled with issue identifiers..

·
This email has been sent by ACS JIRA Excel Parser Plugin, version 2.0.
Please DO NOT reply to this email but log into JITA to insert your comments and/or to process the issues.
JIRA : http://jira.acsys.it
TEMPLATE MODEL : MOM TEMPLATE 1.0 PROJECT: CRYOSAT PDS OBJECT: Cryosat 2 PDS Negotiation Meeting MOM IDENTIFIER: C2-MN-ACS-GS-0201 WRITER: antonio.vollono
Number of issues found : 14
<pre>AIL-0001 pascal.gilles:"ODAD to provide FTP DMZ server" AIL-0002 antonio.vollono:"Downscale the FTP servers" AIL-0003 paolo.spera:"Review the LOL value for the HW configurations" AIL-0004 antonio.vollono:"Check the growing capability of the robot chosen" AIL-0005 paolo.spera:"Update WP7100 to include the onsite training activities" AIL-0006 paolo.spera:"Update WP7230 to 2 man/months" AIL-0007 paolo.spera:"Update WP7100 to 6 man/months" AIL-0008 antonio.vollono:"Drop Requirement 4.5.2.18." AIL-0009 antonio.vollono:"Send info on E-OA to PV" AIL-0010 pascal.gilles:"DVD robot set as CFI for ACS" AIL-0011 antonio.vollono:"Update STD" AIL-0012 paolo.spera:"Update proposal for XSVE equipment" AIL-0013 paolo.spera:"Update C2 PDS financial proposal"</pre>



3.3.3.2 Delivery Note with Revision and Release Notes information

At each formal SW Delivery, ACS has to deliver to it Customer a Delivery note, containing an ACS Protocol Identifier and some detailed information on what has been delivered.

The form provides a list of Installation Kits that have been included in the SW delivery which are saved into JIRA, together with the Sites in which such SW Version has to be installed (or has been already).

The plug-in, for such form, "fills" the third page with some Revision and Release Notes information, providing all the issues "closed" or at least set with "Fix Version" having the same identifier then the one set in the form itself.

It parses a delivery note document, received via email, to extract installation sites and installation kits which are loaded in JIRA.

The NOTE Delivery Template 1.0 have to be filled before to append as mail attachement on JIRA mail box; it is composed by three sheets:

- Cover Page
- Installation Kits Page
- Release Notes Page

Mandatory fields are set in **RED**.





3.3.3.2.1 COVER PAGE

Cover Page: contains general datas relative to project, his identifier and principal, reporter, assignee and watchers; these are useful datas to create installation site/kit issue. This sheet has the following fields to fill (as figure below shows):

ATLAS

- a. **Delivery note template version**: the template of NOTE Delivery Template xls file ; with this field Excel Parsing plug-in knows what informations extract by this file to create project's issues (the NOTE Delivery Template 1.0 is the first version)
- b. Customer: the Customer to which refer this document
- c. To: te Customer delegatr
- d. Address: the Custom address
- e. Date: the release date of this document
- f. ACS Protocol: the identifier used to archive this document by ACS
- g. Delivery Media/Copies: the number of copies of this document
- h. Project: the project name; this must to be present in JIRA system as project
- i. SW Version: the project version to which issues, to be created, have to fixed
- j. **Date** : the date in which the meeting is held.
- k. Delivery Responsable: the assignee and reporter for this issues tpo be created
- I. Installation Site: the installation site issues to be created; it relates the summary and creation date issue

DELIVERY NOTE TEMPLATE 1.0	
CUSTOMER :	Telespazio
TO :	Marina Mochi
	Telespazio S.p.A.
ADDRESS :	Via Tiburtina,965
	00156 Roma
DATE :	01/09/07
ACS PROTOCOL :	YY/XXX
DELIVERY MEDIA/COPIES	2 DVD

BELOW THIS LINE, PLEASE FILL INFORMATIONS	FOR JIRA ONLY	
<project:< th=""><th>Cosmo ACQ</th><th></th></project:<>	Cosmo ACQ	
SW VERSION:	3.3.1	
<due date:<="" th=""><th>26/07/07</th><th></th></due>	26/07/07	
<pre>DELIVERY RESPONSIBLE :</pre>	michele.appice	
	<u>SITE</u>	DATE
INSTALLATION SITE:	CUGS - Matera	01/09/07
INSTALLATION SITE:	DUGS - PdM	02/09/07
INSTALLATION SITE:		
A POVE THIS LINE DI EASE, ELL INFORMATIONS		

Referring to the Project mentioned above, we deliver today the SW version reported in previous table.

Next page reports the list of RPM's part of the delivered SW Version.

The last page reports the issues covered by this SW Version.

	SIGNATURE	DATE
ACS	- Arthur Colter	01/09/07



3.3.3.2.2 INSTALLATION KITS PAGE

Installation Kits Page: contains *summary* value to describe project's installation kit issues; all other datas issues (*project, sw version, due date* and *delivery responsable*) are reported *in Cover Page* (see figure above). The summary field has to be mandatorielly filled (as figure below shows).

Installation Kit
ACS_COSMO_ACQ-Conf-PATCH-3.3-4.i386.rpm
ACS_COSMO_DIS 3.3-4.i386.rpm





3.3.3.2.3 RELEASE NOTES PAGE

Release Notes Page: this sheet contains the fields that Excel Parsing plug-in fills as result of process of project's issues creation; the issues reported as results are all the project's issues that have as fixed version the *SW Version* value (see paragraph 2.2.1), excluding the installation site/kit issues created with this template.

This page is therefore filled and inserted in an email reply directly by the Excel Parser Plugn, once again as attachment, sent after all issues creation. These fields are (as figure below shows):

- a. **JIRA Identifier**: the identifier that Excel Parsing plug-in add to issue when creating it; it depends on project and issue type (as example IST-0001)
- b. JIRA Key: the key project's issue that JIRA uses to archive the issues
- c. Affected Version: the affected project version
- d. Issue Summary: the issue summary reported in second sheet
- e. Issue Status: the issue status (it can be open or closed or verified)

JIRA	JIRA	Affected	Issue	Issue
Identifier	Key	Version	Summary	Status
TDO-9007	ACQ-345		crikeoning of por Daemun non necessari nen ACG	Closed
			Definizione della procedura operativa per la	
TD:0:9010	ACQ-348		sostituzione della macchina csk-arf in caso di	
			crash	Closed
CHD 0017	ACO 447	325	Technical Baseline Update and handling of	
CIINOUT	ACG447	0.2.0	Sequenceld/ISFId in case of Multiple Downlink	Installed
TBQ_0002	ACQ-307		DISDiskMonitor Automatic Cleanup	Closed
TDO 0000	AC0 247		Definizione della procedura di recovery sdf in caso	
100-3003	ACGLIAT		di crash	Closed
TDO-0008	ACQ-325		Cold Backup	Closed
TDO-0005	ACQ-310		SDF_GarbageCleaner configuration	Closed
TDO-0004	ACQ-309		Cleaning of ThinLayer working dir	Closed
TDO-9020	ACQ-386		Rolling Policy Configuration	Closed
CHR-0013	ACQ-433	3.2.5	New Telemetry and LOF Processor upgrade	Installed
CUD 0044	14 0.00 121	305	New "SAR Science Data Description" and QLK	
CHK-0014	ACQ:434	3.2.5	Processor upgrade	Installed
CHR-0015	ACQ-436	3.2.4	Management of Calibration Modes + VDCU filler	Installed
SDD 0070	0.00 440	2.2	Controllo dei range di validità nell'input	
3PR-0079	ACQ-449	3.3	dell'AcqPlan locale nel caso "BITE Simplified"	Verified
IST-0001	ACQ-542		CUGS - Matera	Open



3.3.3.2.4 OUTPUT

Returns an email with the following format and with attached the same excel file with the third page filled.

This email has been sent by ACS JIRA Excel Parser Plugin, version 2.0. Please DO NOT reply to this email but log into JITA to insert your comments and/or to process the issues. JIRA : http://jira.acsys.it TEMPLATE MODEL : DELIVERY NOTE TEMPLATE 1.0 PROJECT: CRYOSAT PDS SW VERSION 3.3.2 DELIVERY REPONSABLE: antonio.vollono Number of Installation Sites found : 1
<pre>Please D0 NOT reply to this email but log into JITA to insert your comments and/or to process the issues. JIRA : http://jira.acsys.it </pre>
JIRA : http://jira.acsys.it TEMPLATE MODEL : DELIVERY NOTE TEMPLATE 1.0 PROJECT: CRYOSAT PDS SW VERSION 3.3.2 DELIVERY REPONSABLE: antonio.vollono Number of Installation Sites found : 1
TEMPLATE MODEL :DELIVERY NOTE TEMPLATE 1.0PROJECT:CRYOSAT PDSSW VERSION3.3.2DELIVERY REPONSABLE:antonio.vollonoNumber of Installation Sites found: 1
Number of Installation Sites found : 1
CUGS - Matera
Number of Installation Kit found : 1 ACS_COSMO_ACQ-Conf-PATCH-3.3-4.i386.rpm





3.4 HOW ISSUES ARE EVOLVING

Workflows each issue has to undertake

Each issue has its own "statuses". For each issue, statuses have to undertake to a "workflow" (see 3.4.1 for generalities and following subsections for each issue workflow).

JIRA controls the statuses for each issue and "guide" the user in the correct sequencing during the issue lifecycle.

• Who receives email warning on the issues

JIRA emits an email to :

- The <u>Reporter</u> of the issue
- The <u>Assignee</u> to the issue
- All the <u>Watchers</u> of the issue

Watchers are those users having seen an issue in which they are interested in and have requested JIRA (in the left pane of the "issue detail" page) to add their login to the watchers list.

Each Project has a Role defined as "Watchers" and therefore each project can set a list of Users/Groups which shall receive ALL issue changes (i.e. status, comments, ...).

- Important tasks to carry on to safe the Project
- 1. Each User is suggested to log on JIRA daily and <u>check the "issues" to which he has</u> <u>been assigned for</u>.
- 2. It is a good practise anyway to <u>have a look to the recent issues opened in each Project</u> for which the User is granted to access in JIRA to participate to the issue discussion.
- 3. Each user is requested to <u>subscribe to a special "filter"</u>, the "Overdue in the next 5 days". In this way he'll be warned on the issues having a "Due Date" (i.e. AIL) going to expire (see "important note" in section 3.1.1.1).
- 4. <u>Force all the Project Team to discuss the issues in the tool</u> and not (at least not only) via email. This shall allow a full log of all the discussions held over an issue.



3.4.1 WORLFLOWS

"(wikipedia) : Workflow at its simplest is the movement of documents and/or tasks through a work process. More specifically, workflow is the operational aspect of a work procedure: how tasks are structured, who performs them, what their relative order is, how they are synchronized, how information flows to support the tasks and how tasks are being tracked. As the dimension of time is considered in Workflow, Workflow considers "throughput" as a distinct measure. Workflow problems can be modeled and analyzed using graph-based formalisms like Petri nets..."









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3.4.1.2 AIL WORKFLOW




3.4.1.3 NCR WORKFLOW





3.4.1.4 CHR WORKFLOW











3.4.1.6 RID WORKFLOW





3.4.1.7 WVR WORKFLOW





3.4.1.8 REQ WORKFLOW

























3.4.1.13 TCK WORKFLOW













3.5 HOW TO MONITOR PROJECT ISSUES

Project Reports & Statistics

JIRA provides a number of reports on issues.

They can be produced "on demand" in the "Browse Project Page" (see 3.2.1.2) or "by configuration on a page".

On the "configuration case, it is worth to remind that each User can customise its "Dashboard Page", adding a new tab, devoted to contain specific drawings for each Project. Refer to JIRA manual in order to be instructed on how to do it.

It is suggested to create "ad hoc" private filters, on specific projects, given to graphical objects such as Pie Charts. Whenever a Project need to produce a Progress Report for the Customer, such graphical objects can be copied and pasted in a Microsoft Word document.

• Email warning upon issue expiring

To be advised on issue expiration, see "important note" in section 3.1.1.1. Please note it applies only to issues having the "Due Date" field set.





3.6 HOW TO MANAGE SW "VERSIONS"

Create a new Version

JIRA provides the monitoring of "issues" in a project. These issues are open on a System Version and shall be "closed" on another. The information of the "version closing an issue" is very important as it gives each User the knowledge of what "fixes" have been released each time the System is rebuilt for the Customer.

Normally, each Project has a number of Builds or "Versions".

Typically a large project has at least two Version, deployed in different moments in the Project lifetime occasionally for different purposes e.g. integration with other facilities, operations, ...

For the classification of "system versions" see 3.6.1.

For details on "how to create a new version" see 3.6.2.

Link issues

JIRA allows to "link" logically issues. It is a usefull feature to let the User how issues have been "processed" and how they can depend each other e.g. a RID turns into an AIL very often.

• Release a Version

With JIRA it is possible to :

- create a new version,
- define a possible date for its delivery,
- change its status from "undelivered" to "delivered".

It is suggested whenever a new version is decided (e.g. Customer request a Release), it is created with the correct numbering depending on the Release type (see section 3.6.1.1). At this stage no date for its delivery if given.

When a date for the delivery is consolidated, it is set in JIRA, editing the details of the Version.

Whenever the release is physically given to the Customer, it is then marked as "delivered ".

N.B. all released versions are reported in "Change Log" tab while unreleased versions are in the "Road Map" tab.

See section 3.6.1.1 for more details.





3.6.1 STRATEGY FOR SYSTEM UPGRADES

Normally, each Project has two kind of SW Deliverables:

• Development Environment (²) : being is the installation of the Source Code as extracted

from ACS CVS.

• Run Time Environment : being it a collection of CD/DVD containing RPMs installing a

given "version" of the SW, object of the Project itself.

It is very important to clarify the delivery of the **Development Environment** has its "reason to exist" only **as a formal contractual duty** but that the system versions, independently from the classification reported in next section, have to be issued and maintained from the unique Configuration Management system, under ACS responsibility, installed in ACS.

Moreover **<u>Run Time Environment</u>** has to be released for each system versions, while SW modules modification done by the Customer, at Customer Premises, on the SW source code delivered at a formal milestone in the Development Environment, have to be considered by ACS outside the Contract and can not be maintained.

Reasonably, in fact, ACS maintains only the CVS space installed centrally at its premises as it feels free to upgrade the SW Modules with modifications induced by anomalies found on other Projects.

System, in a Project, may have different "versions" (sometimes also referred as "releases") and they can be categorized with the logic defined in next section.

3.6.1.1 VERSIONS MANAGEMENT

Each SW version delivered can be seen to belong to one of the following classes:

NAME	DESCRIPTION	VERSION IDENTIFIER	Example
MAJOR RELEASE	These releases are meant to be used in opening a "Contractual Milestone" such as Build1, Build2, Build 3 or, upon major modification of ACQ SW Module, upon jointly decision of Customer and ACS.	N.0	1.0
MAINTENANCE RELEASE	After a MAJOR release, after the testing session, a number of SPR are fixed and they concur to create a stable "system version", occasionally officially delivered to Customer as a closure of the Milestone.	N.M	1.1
PATCH RELEASE	Between MAJOR or MAINTENANCE releases, in order to cover SPR's issued after a formal acceptance, a number of PATCH RELEASES can be issued. They shall anyway always cover a "set of SPR" to minimize the effort of maintaining a formal version.	N.M.P	1.1.1

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² Not all the SW version of a Project requests the delivery of the Development Environment. Indeed last Project milestone, i.e. last SW version, requests it.



For each SW version, the System in almost all Projects, is delivered as :

- "Development Environment" only at Major Releases, once again, only for Contractual duties.
- "<u>Run Time Environment</u>" in all System versions, including Major ones. These installation kits are always followed by an upgrade of the "Installation Manual" and/or given of a "Revision and Release Notes" document.

The same convention should apply to the "Installation Manual" ([IMA]) and/or a "Revision and Release Note" ([RRN]) document, issued upon each system version released.

Either in [IMA] or in [RRN] (depends on the Customer Deliverables list to produce one or the other) have to contain the list of "issues" managed by each system version. For this JIRA provides a dedicated view : the "Browse Project View-> RoadMap" and "Browse Project View-> Change Log"

Patch	(30/SED/Ub Release Release to 3.1 (#3) (for C	Notes) UGS, CMAPS, DMAPS, DUGS, EXT STATs]	Progress: 10 of 10 issues have been resolved
**************************************	AC0-52 FIXED AC0-304 FIXED AC0-305 FIXED AC0-407 FIXED AC0-477 FIXED	FUGS-AIV-01131 The Raw Data Downloader creates un incorrect LO file name. HSM does not close informix connections Constellation Management Constellation Management Wrong Satellite ID Management HILD Management Wrong Satellite ID Management USS-ANV01021 Non correct agetione del Sansing Start e Stop Time nel Raw Data Downloading NUOS-ANV01021 Non correct agetione del Sansing Start e Stop Time nel Raw Data Downloading NUOS-ANV01021 Non correct agetione del Sansing Start e Stop Time nel Raw Data Downloading NUOS-ANV01021 Incorrect microseconds management NUOS-ANV01031 Missing Contactinto generation in care of no data acquired COSMUNDOR NEISON CONSCIENCES Compared to the table of the Sansing	 4 4
() <u>3.2</u> (Accid	30/Oct/06 Release No L Integration Build (for C <u>ACQ-56</u> UNRESOL	ter) Juos, DUOS, CMAPS, DMAPS) YED (CSM-UGS-ACQS-CHR-0004) Time resolution in QL format	Progress: 0 of 1 issues have been resolved
() ACQ D	Release Notes) elta Build 3 (valid for CU	os, cmaps, ext stataj	Progress: No issues.

Figure 29 : the Roadmap view



3.6.2 HOW TO ADMINISTER SYSTEM VERSIONS

In order to create a new System Version, access the "Administer Project" link in the "Browse Project" page.

N.B. only granted users (belonging to "Project Manager(s)" group of each Project) can administer a project and handle "version"

Components Add a new component Select assignees for components		Versions Manage Versions (displayed in the order of newest first)	
た ADM た AM た CCN≠01 た CCN≠01 た Decrypto Stub (CFI) た Target HW Platform (CFI) た Test data た Test software	(Edit Datata) (Edit Datata) (Edit Datata) (Edit Datata) (Edit Datata) (Edit Datata) (Edit Datata) (Edit Datata)	 3.3 3.1.3 3.1.2 3.1.1 3.1 3.1 3.0 2.1 2.0 1.0 	30/04506 30/Sep/08 11/Juli08 16/May08 04/Ap/08 14/Nov05 19/Mat05



Select on "Manage" versions link in the Project Administration view.

Add Version						
* Version Name:						
Description:						
Release Date:						
Schedule:	3.3	•				
	The new version will be adde Select 'Before First Version' to	d chronologically after the selected versi add before any other version (will appea	on. It will appear above ar at the bottom of list).	the selected versio	n on the list.	
			Add			
Name		Description		Release Date	Schedule	Operations
6 3.3		ACQ Delta Build 3 (valid for CUGS STATs)	3, CMAPS, EXT		₽ 🕲	Edit Details Merge Release Archive Delete
6 3.2		ACQ QL Integration Build [for CUO DMAPS]	3S, DUGS,CMAPS,	30/Oct/06	RU 🛊 🖡 RU	Edit Details Merge Release Archive Delete
5 3.1.3		Patch Release to 3.1 (#3) [for CU DMAPS, DUGS, EXT STATS]	GS, CMAPS,	30/Sep/06	RU 🛊 🖡 Ru	Edit Details Merge Release Archive Delete
i 3.1.2		Patch Release to 3.1 (#2)		11/Jul/06	🔍 🚖 🗣 🕲	Edit Details Merge Unrelease Archive Delete
i 3.1.1		Patch Release to 3.1		16/May/06	RU 🛊 🖡 Ru	Edit Details Merge Unrelease Archive Delete
i 3.1	ACQ OSAT Build 3			20/May/06	RU 🚖 🐥 RU	Edit Details Merge Unrelease Archive Delete
i 3.0	ACQ FAT Build 3			04/Apr/06	RU 🚖 🗣 🕅	Edit Details Merge Unrelease Archive Delete
[] 2.1	ACQ FAT/OSAT Build 2			14/Nov/05	RU 🛊 🐺 RU	Edit Details Merge Unrelease Archive Delete
() 2.0		ACQ OSAT Build 1		18/Mar/05	RU 🛊 🖡 RU	Edit Details Merge Unrelease Archive Delete
i. 0		ACQ FAT Build 1		05/Nov/04	≈ 🔒	Edit Details Merge Unrelease Archive Delete

Figure 31 : Version management page

A page as the one above is shown. In this page it is possible to :

• create a new version,

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- define a possible date for its delivery,
- change its status from "undelivered" to "delivered".

It is suggested whenever a new version is decided (e.g. Customer request a Release), it is created with the correct numbering depending on the Release type (see section 3.6.1.1). At this stage no date for its delivery if given.

When a date for the delivery is consolidated, it is set in this page, editing the details.

Whenever the release is physically given to the Customer, it can be set to delivered (use appropriate link in the page).

N.B. all released versions are reported in "Change Log" tab (in Browse Project" page) while unreleased versions are in the "Road Map" tab.





3.7 HOW CVS IS LINKED TO JIRA

• What to do

Each time a Project is created, a member of the Project Managers has to link CVS modules used by the Project itself.

N.B. All CVS modules under "components" and "applications" in ACS CVS are already pre-loaded in JIRA (but need to be anyway assigned to become "monitored" by JIRA for such Project).

In case new modules have to be created and then linked by a specific Project, a member of the Project team has to contact the JIRA system administrator (see 3.1.1).

• What it is possible to see

Each time an issue is fixed by a SW modification, the Developer has to make a "CVS tag" and report the JIRA issue identifier as a comment (see next sections for details). JIRA will then <u>automatically log into the issue which CVS module has been corrected</u> and therefore link the source code to the JIRA issues.





3.8 HOW JIRA LINKS TO CVS TAGS

Each time a Developer fixes an issue, he has to run a "make tag".

He'll be requested by its editor (configured with CVSEDITOR) to add a comment.

The comment shall include, together with the motivations of the tag, also **a given text section for JIRA**. This comment (i.e. any comment given while making a cvs tag) shall be parsed periodically by JIRA, looking for a JIRA "issue identifier".

*Fri Sep 15 12:29:07 2006 Rev_1_4 <marfav>

- Fixes JIRa issue : ACQ-312
- Makefile fixed adding INST_EXECUTABLE env variable
- due to the mismatch between module name and binary name

On JIRA, a recording text in the "Version Control" tab of the Issue Details page will be shown.

In previous example, issue "ACQ-312" has been fixed by a modification done by Marco Favoino on the module "*QLP_PostProc*", in its revision "Rev_1_2".

The wording "ChangeLog.txt" is common to all "Version Control" views as the cvs tag is made available to JIRA in this file updated for each CVS Module upon each new make tag command.

N.B. No source code display can be done on JIRA for security reasons.

Issue Detai	Is (XML Word)	0							
Key:	ACQ-312	Eix make install OLP P	setProc	A Return to search					
Type:	🐞 SPR	Created: Friday 11/23 AM Undated: Friday	12:34 PM	Issue 8 of 319 issue(s) << Previous I ACQ-312 Next >>					
Status:	餐 Closed	Component/e:	None						
Resolution:	Fixed	Component/s.							
Priority:	a, Minor	Affects version/s:	<u>3.1</u>						
Assignee	Marco Favoino	Fix Version/s:	None						
Renorter	Doniele Altini	Security Level:	Private (Private level allows view of issues only to given groups)						
Votoe	Damete Admin								
Watchers:		Identifier:	SPR-9003						
ivailable M	Interions	Date of First Response:	15/Sep/06						
	POI KIIOW ACUOIIS	Resolution Date:	15/Sep/06						
Conception is	ssue	RPM Name:	ACS_COSMO_QLP						
Operations									
Assign th	is issue (<u>to me</u>)	Description		« Hide					
Clone this	sissue	make install of OLR. PostBroc does n	at care correctly the executable in (raid@(cocmo@in						
Comment	t on this issue	make install of wLP_PostProc does not copy correctly the executable in traiducosmoloin.							
Create <u>su</u>	<u>ib-task</u>	All Comments Work Log Change History Version Control Soft Order 7							
Delete thi	s issue	The cvs commits can not be displayed	for repository libResources at the moment since the log has not yet been parsed. The log will be parsed the next time the VosSer	rvice runs. If you have					
□ <u>Link</u> this i	issue to another issue	administrators privilges you can haster the next time the service will run in the service section of the Administration pages.							
□ <u>Move</u> this	issue	Committed by jiracvs to 'QLP_PostProc' module (15/Sep08 12:30 PM)							
□ <u>Voting</u> :	uata ar change your	*Fri Sep 15 12:29:07 2006 Rev_1_4 <marfav< th=""></marfav<>							
vote on reso	olved issues.	New 317 Makefile fixed adding INST_EXECUTABLE env variable							
□ Watching	c.	- due to the mismatch between modul	teme to de della mol - Le Coord acte con vandele te the mismatch between module name and binary name						
You are not	watching this issue.	ChangeLog.bt - Rev. 1.2 (+4 - 0 line	3)						
watch it to	be notified of changes								
Worked on :	this issue? I no work								
dono	Log Horn								



4 FAQ – FREQUENTLY ASKED QUESTIONS

This section contains a number of questions that either and ACS colleague or the Customer may raise on the usage or capabilities of JIRA.

Please note that very often the questions are because they don't want to use it!!!

This section then shall help you in "protecting" and "defending" the JIRA usage, from "lazy" users. 😇

It can be enlarged in next issues, upon new inputs from the Readers. Questions are then very welcome.

4.1 FAQ-001 - WHO IS NOTIFIED BY JIRA VIA EMAIL AND ON WHICH EVENT ?

As reported in section 3.4 :

- Who receives email warning on the issues
 JIRA emits an email to :
 - The <u>Reporter</u> of the issue
 - The <u>Assignee</u> to the issue
 - All the <u>Watchers</u> of the issue

Role

AIV Manager

A project role that represents the integration and validation responsabile in a project

Customers A project role that represents

users in a project
Default Watchers

A community of people having the right to be informed on issues for the project

Developers A project role that represents developers in a project

Prime Contractor A project role that represents the Prime Contractor (when ACS is subco)

Project Controller A project role that represents the external controller of the project

Project Managers A project role that represents administrators in a project

Quality Manager A project role that represents Quality Manager in the project

Subcontractors A project role that represents sub contracxtors ina project This is because ACS has configured a "Notification Scheme", named Large Projects Notification Scheme, which, from version 3.6.x, can be also set with the concept of "Role" (see section 3.1.2)

A Role has been created to <u>allow a systematic notification of all status changes of an</u> <u>issue : the "Default Watchers"</u>.

So, to the meaning of "Watchers" reported in section 3.4, one can consider:

- The "Watchers" added per each issue, by the Reporter or the Project Managers (anyway by Users having rights to add watchers (see "Permission Scheme" in section 3.1.2)
- The "Default Watchers" set Project by Project. Normally to this Role, a dedicated Group is created for each project, following the indication of the Project managers in the Creation form (see Annex A).

The emails to "Reporter", the "Assignee" and "Watchers" are issued upon each status change, following the notification scheme reported below.





Event	Notifications
Issue Created (System)	Reporter (<u>Delete</u>) All Watchers (<u>Delete</u>) Current Assignee (<u>Delete</u>) User Custom Field Value (Notify Issue to) (<u>Delete</u>) Project Role (Default Watchers) (<u>Delete</u>) Component Lead (<u>Delete</u>)
Issue Updated (System)	Current Assignee (<u>Delete</u>) All Watchers (<u>Delete</u>) Reporter (<u>Delete</u>) Project Role (Default Watchers) (<u>Delete</u>)
Issue Assigned (System)	All Watchers (<u>Delete)</u> Current Assignee (<u>Delete)</u> Reporter (<u>Delete)</u> Project Role (Default Watchers) (<u>Delete</u>)
Issue Resolved (System)	 All Watchers (<u>Delete</u>) Current Assignee (<u>Delete</u>) Reporter (<u>Delete</u>) Project Role (Default Watchers) (<u>Delete</u>)
Issue Closed (System)	Reporter (<u>Delete</u>) All Watchers (<u>Delete</u>) Current Assignee (<u>Delete</u>) Current Assignee (Delete) Project Role (Default Watchers) (<u>Delete</u>)
Issue Commented (System)	All Watchers (<u>Delete)</u> Current Assignee (<u>Delete)</u> Reporter (<u>Delete)</u> Project Role (Default Watchers) (<u>Delete)</u>
Issue Comment Edited (System)	 All Watchers (<u>Delete</u>) Current Assignee (<u>Delete</u>) Reporter (<u>Delete</u>) Project Role (Default Watchers) (<u>Delete</u>)
Issue Reopened (System)	Current Assignee (<u>Delete</u>) All Watchers (<u>Delete</u>) Reporter (<u>Delete</u>) Project Role (Default Watchers) (<u>Delete</u>)
Issue Deleted (System)	Reporter (<u>Delete</u>) Current Assignee (<u>Delete</u>) All Watchers (<u>Delete</u>) Project Role (Default Watchers) (<u>Delete</u>)
Issue Moved (System)	 ☐ Current Assignee (<u>Delete</u>) ☐ All Watchers (<u>Delete</u>) ☐ Reporter (<u>Delete</u>) ☐ Project Role (Default Watchers) (<u>Delete</u>)
Work Logged On Issue (System)	Current Assignee (<u>Delete</u>) Reporter (<u>Delete</u>) All Watchers (<u>Delete</u>) Project Role (Default Watchers) (<u>Delete</u>)
Work Started On Issue (System)	All Watchers (<u>Delete</u>) Current Assignee (<u>Delete</u>) Reporter (<u>Delete</u>) Project Role (Default Watchers) (<u>Delete</u>)
Work Stopped On Issue (System)	Reporter (<u>Delete</u>) All Watchers (<u>Delete</u>) Current Assignee (<u>Delete</u>) Current Assignee (<u>Delete</u>) Project Role (Default Watchers) (<u>Delete</u>)
Issue Worklog Updated (System)	Current Assignee (Delete) Reporter (Delete) All Watchers (Delete) Project Role (Default Watchers) (Delete)
Issue Worklog Deleted (System)	Current Assignee (<u>Delete</u>) Reporter (<u>Delete</u>) All Watchers (<u>Delete</u>) Project Role (Default Watchers) (<u>Delete</u>)
Generic Event (System)	Current Assignee (<u>Delete</u>) Reporter (<u>Delete</u>) All Watchers (<u>Delete</u>) Project Role (Default Watchers) (<u>Delete</u>)

Figure 32 : "Large Projects" Notification Scheme



4.2 FAQ-002 - I DON'T WANT TO BE "SPAMMED" BY JIRA ?

If a User complains on the number of email received, it is because he is probably set among the "Default Watchers" in one or several projects.

In this case the Project manager can request to the JIRA administrator to remove the User by the group associated to each Role.

If this not the case (e.g. User is not a Default Watcher) this means that the <u>User has several "issues" Assigned</u> (or he is the Originator of many ones). In this case, there is nothing to do, unless the Project Manager convinces the JIRA Engineer (writing this document) to create a new Notification Scheme (see FAQ 001) which does not send email to anyone in any case.

This is highly discouraged as the Assignee and the Reporter, at least, have to be kept informed on the Project issues, as a common practice of Project Management. of IT Projects.

Typically the Reporter is the Customer Project Manager, while the Assignee is very often the ACS Project Manager. At least these two user HAVE to follow the issues evolution on JIRA.

It has to be noted that, apart notifications on each **issue status evolution**, there is another notification sent by JIRA, on the **issues expiration**.

In Order to receive such email, each User has to subscribe to a special filter (see section 3.2.1.1.1).

This notification is highly suggested as, especially for Action Items, it remembers to the Assignee 5 days before issue expiration, what to do for each Project.

In case the User complains and the Project Manager convinces the JIRA engineer to create this "no notification" scheme and assign it to the Project, it is highly suggested to :

- Make sure that the Users have subscribed to the filters set in section 3.2.1.1.1
- Make sure to log into JIRA at least once per week to check issue statuses.



4.3 FAQ-003 - I GOT LOST AFTER LOGIN ON JIRA. HOW TO MAKE IT EASY?

Some Users have complained on the fact they get lost after login : "The default Dashboard is too complex." As said on section 3.2.1.1 the Default Dashboard can be CHANGED by each User at its own desiderata. Next figure reports the layout of the default Dashboard.

OHE BROWSEPRO	MILET ET	D ISSUES	CREATE NEW D	SUE ADMIN	STRATION					QUITE SEARCH	
CS											
My Dashba	and Cosm	e ACQ								Configure (2)	BIOPP Matan
					m		All Projects				
67	-	-		1/31	and I		ACS Servici (ACII)		ADM Anotas ADE (MPT)	ADM LTA (str)	
			14	100 7	El Con		Cosmo ACQ (ACQ)		Cosme PROC (ESP)	Crystal GTS (0710)	
				16 2	1000		Cryosal PDS (CRV	>	E-OA (EDA)	EUM OCF (907)	
Adv	anced C	omputer	Systems	- Contrade L	· /	67	EUSC-RF (ENT)		EDE (FD)	GMES MCP (MCP)	
BUC	TRACK	NG & PR	DJECT MANA	GEMENT TO	OL O	RS	SOCELTA (HOL)		ISM asm	NEO Phase 2 or Ecs	
					-		KIM Extensions a	other and the later of the	LCROS (LRS)	MINES (MEM)	
s "Bug Tracking, Iss	ue Tracking	& Project I	tanagement" too	discloses subie	ct matter in which AC	S S g A has proprietary	Rischie Vulcanice	(URV)	Test Project (717)	IPME, (1PM)	
ts. Users having acc	ess to this I	MS shall N	oT duplicate, use	or disclosed, in w	hole or in part, inform	vation disclosed hereon	VENUS (VENO				
ept for or on senat o	ACSSPA	to tutti the p	apose for which t	ve access was g	ven to film				A Character of Research & Instrument	and the state of t	
ed Filters (Create No	e į blanaga P	feed)						-	A CONTRACTOR OF A CONTRACTOR O	Assessment of Assess	
SMO AC QUAction Be	ma					208	Statistics. Not in "V	end" status issues (i	ssue Type)		
ISMO ACCESPRIDUS	18					142	Es Action Rema		2	30%	
STORE						1182	Change Requ	est.	1 . 4%		
UES Action farms						615	🤪 Installation Hit		2 11%		
UES Change Regu	sita					22	Review Bern D	HISCHORDINCY	1 22	*	
UES NORS						1	Software Prob	iem Report	2 19%		
UES RIDI						28	Sub-task		1 4%		
UES SPRIbugs						261	1000		2 11%		
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Figure 33 : Default Dashboard, as show up at first login

but one can easily change it, using the "Manage Portal" link set on the top rightmost part of the Default Dashboard, to change is, for example, as shown in next figure , having only the List of Projects in which the User has rights to enter and a list of "Recently Update" issues : easy and pragmatic.

The configuration change takes less than 1 minute.



© Advanced Computer Systems – 2008



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ACCATE La OuckLook generata è errata o incorroleta					
ACQ-529 Brambio di IBF			2		

Figure 34 : Example of (re)configuration of the User Dashboard

As an alternative also as follows :



Figure 35 : Another Example of (re)configuration of the User Dashboard



4.4 FAQ-004 - WHY JIRA DOES NOT ADVISE ME THAT AN ISSUE IS GOING TO EXPIRE ?

If a User reports this problem, you are lucky! It means that the User wants to use JIRA at its best!

An explanation for this problem can be ONLY among next bullets :

- 1. the Issue has not set a "Due Date" field.
- 2. the User has not subscribed to the filter (s) reported in section 3.2.1.1.1.
- 3. the JIRA notification scheme for this project has been changed (it is not Large Projects Notification Scheme). See FAQ-002 for possible reasons of this mis-configuration.
- 4. JIRA site is down.



4.5 FAQ-005 – SHARED DASHBOARDS

One very useful feature of JIRA (since 3.13) is to give the possibility to create shared dashboards and to apply for them.

Once Dashboard is created, can be **<u>shared</u>** with the following procedure:

Select the "Manage Dashboard" link on the HOME page of your account.		A Q	ntonio Vollono Filters – Lo <mark>UICK SEARCH:</mark>	ng Out 🔒 🦓]
	PDS)	myDashboard (USNG)	<u>M.</u>	inage Dashboard	
	or <u>crea</u>	te new.			≡
	Jsers,	groups or create a new user.			
	e.IIBA	or modify global nermission	s		
	<u></u>	or modily group permission.	2.		
Find the Dashboard you want to share and click on the corresponding "Edit" link	Manage Dashboards This page allows you to manage Create new dashboard Restore Defaults	all dashboards created by yc	u, as well as view dashboar	ds shared with	🔗 you by others.
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shared to all users having rights	This page allows you to manage all das	hboards created by you, a	as well as view dashboard	ds shared with	you by others.
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In order that any User can effectively use a Dashboard shared by someone else, the following steps have to be followed :

Once logged, a User has one or many Dashboards already Set (at least the System one).	Image: Second Compare Second Compar	shoodda
In order to investigate whether someone has shared a Dashboard and to effectively load it, the user has to go in the "Manage Dashboard" page and select the "Search" pane. Click then on Search button.	Manage Dashboards Image allows you to manage all dashboards created by you, as well as view dashboards shared with you by others. Create new dashboard Image allows you to manage all dashboards created by you, as well as view dashboards shared with you by others. Deshboards: Eastore Defaults Dashboards: Eastore Defaults Search: Search Shared With: Anyone Image All dashboards that you can see. Search Enter your search criteria and click 'Search'.	
After having clicked the list of Dashboards shared by other user for the Projects (or groups) you	Manage Dashboards This page allows you to manage all dashboards created by you, as well as view dashboards shared with you by others. Create new dashboard Restore Defaults	
have access to are shown. Select the link with the name to effectively install	Dashboards: Favourites My Popular Search Search: Searches in the dashboards name and description. Start typing to get a list of possible matches. Shared With: Anyone V All dashboards that you can see. Search	
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in your HOME page.	myDashboard (Cryosat PDS) Cryosat PDS dash board (antonio vollono) PDS	
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5 **ANNEX A: KT DMS AND JIRA CREATION FORM**

Fields for JIRA and KTDMS

Fields only for JIRA

Fields only for **KT DMS**

Fill and email it in WORD format to claudio.nasuti@acsys.it and antonio.vollono@acsys.it !!!

PROJECT NAME	
(free text e.g. "Cosmo ACQ Project")	
PROJECT MANAGER	
(user as "name.surname")	
PROJECT CODE	
(3 digit string e.g. "ACQ")	

Developers group (name1.surname1, name2.surname2,)	namel.surnamel , name2.surname2,
Customer group (name1.surname1[email], name2.surname2[email],)	namel.surnamel [email1], name2.surname2 [email2], …
<pre>Project Managers group (name1.surname1, name2.surname2,)</pre>	namel.surnamel , name2.surname2,
<pre>Default Watchers group (name1.surname1[email], name2.surname2[email],)</pre>	namel.surnamel , name2.surname2,
<pre>Subcontractors group (name1.surname1[email], name2.surname2[email],)</pre>	name1.surname1 [email1], name2.surname2 [email2],

For ACS staff, just list "name.surname" e.g. **antonio.vollono** For "non ACS" staff, list both name.surname and his/her email: e.g. **bill.gates [bill.gates@opensource.com]**

I REQUEST TO	Project Manager role	name.surname [email1]
WORKFLOW ON WORD	System Engineer role	name.surname [email1]
DOCUMENTS	Quality Reviewer role	name.surname [email1]
	CADM role (Configuration Admin & Delivery Mngr)	name.surname [email1]
<u>TOGGLE</u> BUTTON	Customer Technical Manager role	name.surname [email1]
	Customer Quality Reviewer role	name.surname [email1]

If the workflow has not to be activated, the "roles" can be left blank.



6 ANNEX B : CORRECT HANDLING OF RIDS

Before to enter the discussion, it is important to highlight <u>the most important fields</u> of a RID (the most used by its overall management):

• Under <u>Customer</u> responsibility (they are available in the "Create Issue" form, see 3.3.1.6) :

Document Identifier	The document having associated the issue. (e.g. CS-LI-ACS-GS-0149)
Document Version	The version of the document affected by the issue (e.g. 1.0)
Document Section	The section in the document where the issue has been detected (e.g. 2.3)
Discrepancy	An exhaustive description of the issue.

• Under <u>Contractor</u> responsibility, using the workflow actions "Convert it into Action" (they are also available in the "Edit Issue" form, in the Process and in the Close tab):

,	
Response from	The official position of the Contractor on the "Discrepancy" reported.
Contractor	
Status	The decided status of the RID. As already seen before, the RID can be "withdrawn", "closed with explanation" or "closed with an action". In the first two cases set the status to "Closed" while in the latter use "->Action". Use Open when the issue has to be discussed with the Customer. None Open Closed -> Action Issue can be converted into an Action (default) or Closed in case it is resolved without an action. It can be left Open in exceptional
Converted Action Item	The identification of the AIL action opened in the case the status is "->Action" and the workflow has been set to "CONVERTED IN ACTION"
Panel Decision Date	The date of the decision on the issue "Status"
MOM Identifier	[To be used only id the RID are discussed in a formal meeting]
Review Identifier	[To be used only id the RID are discussed in a formal meeting]





Moreover before to enter the process, it is worth while reporting some basic topics and suggestions:

- Most of the RID are closed converting them in actions (AIL) to fix a document. This is a nominal way to close a RID. Some can be "closed with explanation" and very few can be "withdrawned".
- It is convenient to do not map 'N' RID's into 'N' AIL's but it is really important to create, as a follow up on N RIDs closed with an action, a number of AIL's, one per each document touched by 1 or more RIDS (i.e. if 100 RIDs have been made over 7 docs, the AIL's to create will be 7, having in each description the list of RIDs to cover).
- Each **RID** has to run its workflow. Do <u>NOT</u> "Edit the Issue" filling the Close Tab without then executing the workflow as the RID will remain in JIRA as "Open" and no search can be run on "what has to be still processed", nor any statistics of any type.

The nominal process of a RID would be the following:

- The Contractor delivers the documentation for a Milestone N days before it
- The **Customer** reads the documentation and input some RIDS into JIRA before the Review
- The **Contractor** analyses the RIDs, one by one, as soon as they are input in JIRA, providing at least a "Comment" or, much better, the filling of the < Response from Contractor> field, by editing the issue on JIRA
- If it is already clear in **Contractor** mind that the RID has to be <u>accepted</u> :
 - \Rightarrow edit the issue and fill the CLOSE TAB completely
 - ⇒ set the status of the <u>workflow</u> to "CONVERTED IN ACTION" and create an issue of type AIL (an action) aimed to "Update document <Document Identifier> version <Document Version>" if it does not exist.
- The **Contractor** and the **Customer** held a meeting to take a final decision on the RIDs "still not closed with action" directly by the Contractor. Nominally this meeting is run at the same time of the Milestone for which the documents have been issued. In some projects, the milestone achievement process is different (RIDs are input at the milestone or during a period after the milestone itself and therefore the meeting has to be done in a splinter mode) : in this case the RID workflow closure can be done "online" with the Customer agreement done via email.



While creating an AIL as a follow up of an RID, it is suggested to use the following standard :

AlL:<summary> : "Update document RID:<Document Identifier> version RID:<Document Version>"

AlL:<description> : "This actions has been added to manage the following RID<key> (use JIRA id's):

RID:<Key>1 RID:<Key>2 RID:<Key>3"

In this way JIRA will automatically show a link to the RIDs into the AIL page.

Moreover it is a good practice to "link" the RID's with the corresponding AIL using the "link" capability of JIRA.

Next two figures show how a RID and its generated AIL should look alike.

NCS

HOME BROWSE PROJECT F	IND ISSUES CREATE NEW	ISSUE ADMINISTRATION	QUICK SEARCH:
Issue Details (2014, 1 Word 1 Printable) Key: <u>VEN-328</u> Type: Action Items	VENUS VIP Update VE-SL-VI Created: 20/Nov/07 06:49 PM	P-0005-AVA for RSL RIDs Jpdated: Yesterday 06:21 PM Due: 14/Deo/07	Return to search Issue 26 of 33 issue(s) <u><< Previous</u> VEN-328 <u>Next</u> >>
Status: & Closed Resolution: Fixed Priority: J Minor Assignee: <u>Valter Spaventa</u> Reporter: <u>Antonio Vollono</u>	Component/s: Affects Version/s: Fix Version/s: Security Level:	None None None Public	
Votes: 0 Watchers: <u>0</u> Available Workflow Actions <u>Reopen it</u> Operations	I <u>ssue Links:</u>	Convertes	This issue <i>has been converted from:</i> - <u>VEN-280</u> Proposal from ACS to investigate during the de 1 - <u>VEN-133</u> Coherence entre DSL sur I'IF InventoryProduct 1 - <u>VEN-207</u> VE-SL-VIP-0005-AVA - Général 1
Assign this issue (to me) Attach file to this issue Attach screenshot to this issue Clone this issue			VEN 264 Performances constraints for the inventory VEN 264 Performances
Comment on this issue	Identifier:	AIL-0079	
Create sub-task	Resolution Date:	17/Apr/08 06:21 PM	
Delete this issue	Notify Issue to:	[CNES] Helene Vadon, [VEGA] Christelle Barbe	y and <u>Antonio Vollono</u>
Edit this issue	DaysSinceLastComment:	21 weeks, 2 days ago	
Link this issue to another issue Move this issue	Description		<u>« Hi</u>
Content with ISSUE Send issue summary in email Convert to sub-task Votting: You cannot vote or change your vote on resolved issues. Watching: You are not watching this issue. Watch it bbe notified of changes	This action is to cover the fo - JIRA ID = <u>VEN-260</u> - JIRA ID = <u>VEN-253</u> - JIRA ID = <u>VEN-253</u> - JIRA ID = <u>VEN-250</u> - JIRA ID = <u>VEN-250</u> - JIRA ID = <u>VEN-207</u> - JIRA ID = <u>VEN-133</u>	llowing RIDS accepted during the RSL review an	alsis (listing JIRA id's):
	All Comments Change I	listory	Sort Order: .

Powered by Atlassian JIRA the Professional Issue Tracker. (Enterprise Edition, Version: 3.12.1-#299) - Bug/feature request - Atlassian news - Contact Administrators

Figure 36 : Correct handling of an Action closing a number of RIDS







HOME	BROWSE PROJECT F	IND ISSUES <u>C</u> REATE NEW	ISSUE ADMINISTRATION QUICK SEARCH:	
ssue Detai	IS OML Word Printable)	VENUS VIP	A Defure to control	
(ey:	VEN-260	Proposal from A	CS to investigate during the design phase the cutting of the	
ype:	Review Item Discrepancy	Inventory product per site		
status:	onverted in Action	Component/e:	None	
tesolution:	: Fixed	Affecte) (orgion/or	None	
riority:	🚓 Minor	Allects version/s.	None	
ssignee:	Valter Spaventa	Fix Version/s:	None	
teporter:	[CNES] Helene Vadon	Security Level:	Public	
otes:	0	leeuo Linket	Committee	
latchers:	<u>0</u>	issue Links.	This issue to converted by	
perations			→ VEN 328 Update VE-SL-VIP-0005-AVA for RSL RIDs 🔒 👹	
Assign th	iis issue (to me)			
Attach file	e to this issue	Resides the classical	Issue Workflow this issue has in the Edit this issue take several mandatory informations to be filled before to move	
Attach so	creenshot to this issue	it to a final status.		
Clone this	s issue	It is then your importan	at that while the leave is in the Onen status, the year assauges the Edit leave light to fill the 3 take.	
Commen	<u>t</u> on this issue	it is then very importan	it that write the issue is in the Open status, the user accesses the Euclissue link to init the status.	
Create <u>su</u>	<u>ib-task</u>	 An Open Tab to c The Process Tab 	omplete or refine the details given while opening the issue. This tab is mainly for Customers.	
Delete thi	is issue	 The CloseTab us 	ed to declare how the issue will be closed. This tab is used by both the Customer and the Contractor	
Edit this is	ssue	A tipical sequence is		
Link this i	issue to another issue	 STEP 1. Customer 	creates the RID filling online the Open Tab	
Move this	sissue	STEP 2. Contracto the Pressee Tab	r, receives the email from JIRA on create, logs into JIRA and "Edit" the issue to fill the "Response from Contractor" in	
Email this	s issue cummory in ornail	 STEP 3. Customer 	and Contractor decide what to do (nominally use the ConvertedInAction transition state) with the RID using the RID	
Convert +	n sub-task	workflow actions and	accessing the Close Tab	
Voting	U SUD-LOSK			
u cannot	vote or change your	UPEN Tab fields		
te on resi	olved issues.	Identifier:	RID-0185	
Vatching	[: 	Originator:	[CNES] Helene Vadon	
atch it to	be notified of changes	Document Identifier:	VE-SL-VIP-0005-AVA	
1		Document Section:	Traceability matrix	
	Discrepancy:	requirements 100 and 710 CNES: CNES has intentionnally asked to keep the segment as a whole in the inventory, not to cut it into pieces, each of them representing a site (hence a L0 data). This is for the following reason: the inventoriedProduct is the higher level (closer to the TM) archived produced, and CNES wants to be able to investigate any problem over the whole image segment, whithout having to reconstruct it from various L0 data.		
	Recommended Solution:	Do not spend time investigating the possibility to change the definition of the InventoriedProduct. For performance, the overhead induced by this choice is marginal.		
		PROCESS Tab f	ields	
	Response From Contractor:	Accepted. References to a possible cutting of the InventoriedRawProduct at site level shall be removed in the comment of 39_CNES_100 and 39_CNES_710.		
		It shall also be reworded the VE_SL_VIP_0005_AVA_0050 text: FROM		
			generation of the InventoriedRawProduct and associated auxiliary files	
			то	
		generation of the InventoriedRawProduct and associated auxiliary files per segment 		
		Conclusion : we suggest to set the status as "Converted in Action" as this RID is accepted by the Contractor.		
	CLOSE Tab field	is		
		Status:	-> Action	
	Converted Action Item:	AIL-0079		
	Converted Action Responsible:	Valter Spaventa		
		Date of First Response:	21/Nov/07 05:01 PM	
		Resolution Date:	20/Nov/07 06:50 PM	
	Notify Issue to:	[CNES] Aime Meygret, [CNES] Emmanuel Hillairet, [CNES] Maurice Poncet, [VEGA] Christelle Barbey and Antonio		
		100	Vollono	
		DaysSinceLastComment:	Vollono 21 weeks, 1 day ago	
		DaysSinceLastComment: Document Theme:	Vollono 21 weeks, 1 day ago DSL : spécification des sous-systèmes et matrices de conformité	

Figure 37 : Correct handling of an RID closed with an Action