AASHTOWare BrDR Service Request Management

1.0   Introduction

This document establishes the service request review process for AASHTOWare BrDR software issues.

2.0   Definitions

Jira Service Desk – web-based service portal used to create, manage, and track software issues
https://bridgeware.atlassian.net/servicedesk/customer/portals

Bug – an issue which prevents the software from working the way it was originally designed to work

Urgent Bug – a bug which prevents users from performing critical business functions

Critical Bug – a bug which produces incorrect final results without warning the user

High Priority Bug – a bug which produces incorrect results or prevents portions of the program from functioning, however, the user is alerted to the error (e.g. the program crashes and an error window is displayed or a warning is issued)

Low Priority Bug – a bug which causes minor inconvenience to business process but has a known workaround

Maintenance – missing or improperly handled functionality or feature that was not identified or scoped during development, but should be addressed

Enhancement – new functionality or improved usability that would expand the software feature set

High Impact – resolution would benefit many states/clients, significantly improve software performance, or provide features that are in high demand

Low Impact – resolution would benefit few states/clients, address isolated issues, or provide nominal improvements to existing features

3.0   Issue Type

Reported issues will be categorized into the following types:
1. Bug
2. Maintenance
3. Enhancement
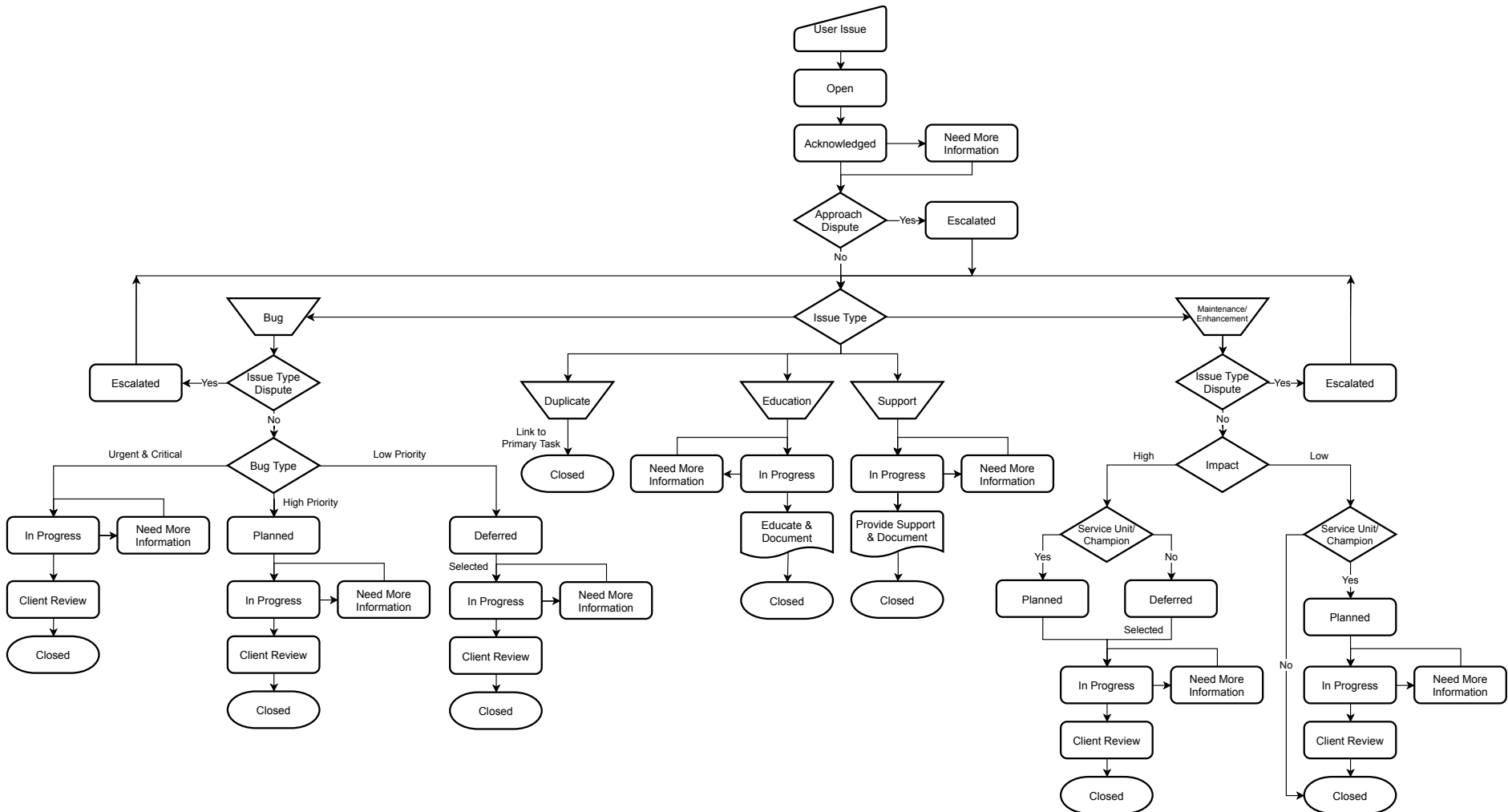4. Education
5. Support
6. Duplicate

4.0   Issue Status

Status will be provided on all issues using the following status:
1. Open – New issue
2. Acknowledged – Issue has been received and response has been provided. Additional information may be needed. If user has not responded within two (2) days, change status to Need More Information.
3. In Progress – Issue is being addressed.
4. Client Review – Client review of proposed resolution.
5. Need More Information – Additional information needed from client.
6. Escalated – Issue will be reviewed and determination made regarding how to proceed.
    a. Differences due to code interpretation/engineering approach or issue type assignment that cannot be resolved.
    b. Submit issues to the Backlog TAG and technical experts as appropriate.
    c. Backlog TAG to provide recommendation to Task Force.
    d. Task Force to make decision on how to proceed.
7. Planned – Issue has been added to a development work plan and will be delivered in an upcoming release.
8. Deferred – Issue may be addressed at a later date.
9. Closed – Issue has been resolved, culled, or closed due to non-responsiveness.
    a. If submitter non-responsive after one (1) month, provide follow-up.
    b. If submitter non-responsive after two (2) months, provide 2nd follow-up.
    c. If submitter non-responsive after three (3) months, closeout task and note.

5.0   Issue Status Workflow

The following workflow will be used to track issues:

Flowchart: User Issue resolution process

- **User Issue**
  - → **Open**
    - → **Acknowledged**
      - → **Need More Information**
      - → **Approach Dispute** (decision)
        - **Yes** → **Escalated**
        - **No** → **Issue Type** (decision)

Issue Type branches:

Bug
- → **Issue Type Dispute** (decision)
  - **Yes** → **Escalated**
  - **No** → **Bug Type** (decision)
    - **Urgent & Critical** → **In Progress**
      - → **Need More Information**
      - → **Client Review** → **Closed**
    - **High Priority** → **Planned**
      - → **In Progress**
        - → **Need More Information**
        - → **Client Review** → **Closed**
    - **Low Priority** → **Deferred**
      - **Selected** → **In Progress**
        - → **Need More Information**
        - → **Client Review** → **Closed**

Duplicate
- Link to Primary Task → **Closed**

Education
- → **Need More Information**
- → **In Progress** → **Educate & Document** → **Closed**

Support
- → **In Progress** → **Provide Support & Document** → **Closed**
- → **Need More Information**

Maintenance/Enhancement
- → **Issue Type Dispute** (decision)
  - **Yes** → **Escalated**
  - **No** → **Impact** (decision)
    - **High** → **Service Unit/Champion** (decision)
      - **Yes** → **Planned**
      - **No** → **Deferred**
        - **Selected** → **In Progress**
          - → **Need More Information**
          - → **Client Review** → **Closed**
    - **Low** → **Service Unit/Champion** (decision)
      - **Yes** → **Planned** → **In Progress**
        - → **Need More Information**
        - → **Client Review** → **Closed**
      - **No** → **Closed**

6.0   Issue Evaluation Process

Issues will be triaged using the following matrix. The Backlog TAG will follow a predefined workflow based on the quadrant classification.

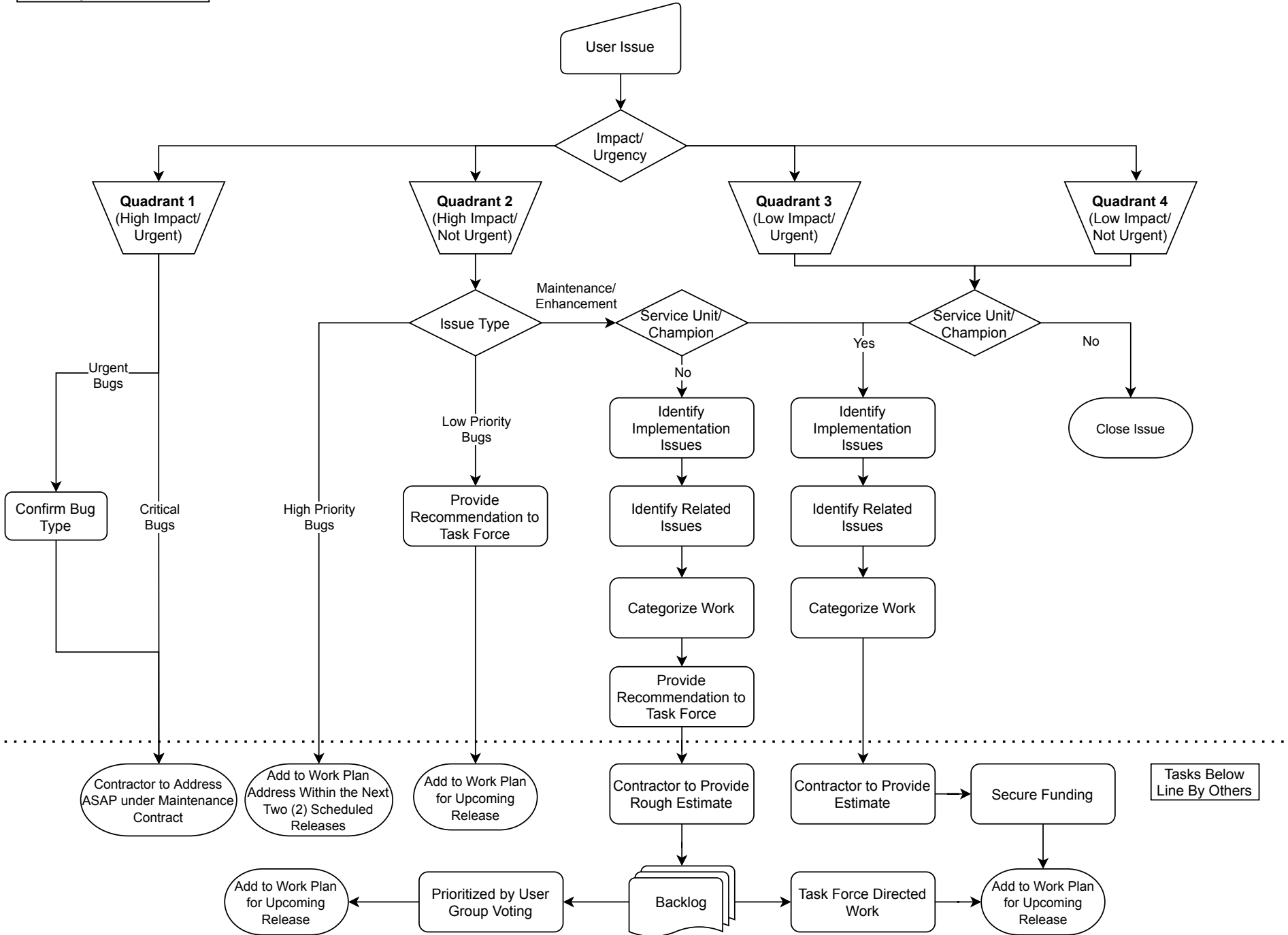|	Urgent/ Short Term	Not Urgent/ Long Term
High Benefit/ High Impact	**Quadrant 1** • Urgent Bug Fix • Critical Bug Fix	**Quadrant 2** • High Priority Bug Fix • Low Priority Bug Fix • Maintenance Item • Multi-State Enhancement • Task Force Directed Work
Low Benefit/ Low Impact	**Quadrant 3** • State Specific Enhancement • Isolated Issues	**Quadrant 4** • Nice-to-Have Features • Nominal Improvement to Existing Features

Quadrant 1 – issues will be fixed as soon as possible under the software maintenance contract.

Quadrant 2 – bugs will be fixed in upcoming release other items will be evaluated to identify potential implementation issues, identify related issues, establish a rough estimate, and prioritized based on User Group voting or through Task Force directed work.

Quadrants 3 & 4 – option will be provided for state funded service unit work or volunteer to champion effort to increase interest with other states. Otherwise, user will be notified that issue will not be incorporated and will be closed.

The Backlog TAG will use the following workflow to evaluate issues:

Backlog TAG Workflow

User Issue

Impact/ Urgency

Quadrant 1 (High Impact/ Urgent)

Quadrant 2 (High Impact/ Not Urgent)

Quadrant 3 (Low Impact/ Urgent)

Quadrant 4 (Low Impact/ Not Urgent)

Issue Type

Maintenance/ Enhancement

Service Unit/ Champion

Yes

Service Unit/ Champion

No

Urgent Bugs

Low Priority Bugs

No

Close Issue

Confirm Bug Type

Critical Bugs

High Priority Bugs

Identify Implementation Issues

Identify Implementation Issues

Provide Recommendation to Task Force

Identify Related Issues

Identify Related Issues

Categorize Work

Categorize Work

Provide Recommendation to Task Force

Tasks Below Line By Others

Contractor to Address ASAP under Maintenance Contract

Add to Work Plan Address Within the Next Two (2) Scheduled Releases

Add to Work Plan for Upcoming Release

Contractor to Provide Rough Estimate

Contractor to Provide Estimate

Secure Funding

Add to Work Plan for Upcoming Release

Add to Work Plan for Upcoming Release

Prioritized by User Group Voting

Backlog

Task Force Directed Work

Add to Work Plan for Upcoming Release

7.0   Issue Review Process

When a user identifies an issue with the software, the user shall enter the issue into Jira Service Desk. The developer will review the issue and update the issue type within 3 working days. During the review process if an issue must be reclassified to a different issue type, the submitter will be notified. All issues shall be closed upon completion. Each issue type will be resolved according to the following processes:

7.1   Bug

   7.1.1 Urgent

   1. Notify the submitter, AASHTOWare BrDR Project Manager, Task Force Chair, the Testing TAG Chair, and the Backlog TAG Chair that an issue has been classified as an urgent bug.
   2. The Task Force and/or Backlog TAG will confirm the bug type.
   3. Directly notify all licensees (by email or phone call and a post will be created on the Customer Support Center) of the issue, state that a resolution is under development, and provide an estimated time frame to resolve the issue. At the discretion of the Task Force, depending upon the severity of the issue and the time frame to resolve the issue, this notification may be delayed to be released concurrently with the patch.
   4. An emergency patch will be developed by the Contractor and distributed to the licensee who reported the problem.
   5. Directly notify all licensees that a patch is available and will be provided by the Contractor upon request.
   6. The Contractor shall incorporate the fix into the base software in the next scheduled release.

   7.1.2 Critical

   1. Notify the submitter, AASHTOWare BrDR Project Manager, Task Force Chair, the Testing TAG Chair, and the Backlog TAG Chair that the issue has been classified as a critical bug.
   2. Directly notify all licensees on a monthly basis of the issue status and any known workarounds.
   3. The Contractor will apply the resolution to the base software in the next scheduled release provided the bug is received six (6) months prior to the published release date to allow for proper testing.
   4. Technical Notes will be issued as soon as possible.

   7.1.3 High Priority

   1. Directly notify the submitter that the issue has been classified as a high priority bug.
   2. The Contractor will apply the resolution to the base software within the next two (2) scheduled releases based on availability.

   7.1.4 Low Priority Bug

   1. Directly notify the submitter that the issue has been classified as a low priority bug.
   2. The Contractor will apply the resolution to the base software within the next two (2) scheduled releases and prioritized based on recommendations from the Backlog TAG and Task Force.

7.2   Maintenance and Enhancements

1.   Directly notify the submitter that the issue has been classified as a maintenance item or an enhancement item.
2.   The issue will be evaluated by the Backlog TAG and categorized as high impact or low impact.
3.   Provide the submitter with the option to incorporate the enhancement thru state funded service unit work or champion the effort to pool resources with other states to fund the effort. These issues will be scheduled, developed, and incorporated into the software.
4.   Otherwise, high impact items will be deferred and low impact items will be closed and noted with an explanation. Deferred items may be added to a work plan through User Group voting or through Task Force directed work.
5.   The Backlog TAG will review deferred issues and provide a recommendation to the Task Force for consideration in a future BrDR software development work plan.

7.3   Education

1.   Provide information to educate/inform the submitter as needed.
2.   Incorporate additional documentation into the software help file as deemed appropriate.

7.4   Support

1.   Provide technical support as needed.
2.   Incorporated additional documentation with to assist with technical issues as deemed appropriate.

7.5   Duplicate

1.   Add notes referencing the active service entry.
2.   Add user of duplicate entry to receive updates for active service entry.
3.   Close duplicate entry.