# Issue Policy Overview(JIRA)

BrMUG 2015

Park City, Utah

# Overview

- Issues can be reported by the agency in JIRA
  - https://bridgeware.atlassian.net/

- Must have a JIRA account to use JIRA

- Internet Explorer 8, 9, Edge are **NOT** supported
  - https://confluence.atlassian.com/cloud/supported-browsers-744721663.html

- Email to generate an issue via email and/or request a JIRA account
  - BrM@Bentley.com

- BrM Bug Policy was included in quarterly update.

**AASHTOWare Bridge Management**
www.AASHTOWareBridge.com

# Email Submission

- Send email to [BrM@Bentley.com](mailto:BrM@Bentley.com)
- Summarize issue in Subject field
  - Will become topic in JIRA
- In the body include as much detail as possible
  - Description
  - Steps to reproduce
- Attach screenshots if possible
- Attach log file if possible

# JIRA Submission

- Navigate to JIRA
  - https://bridgeware.atlassian.net/
- Navigate to the BRMBETA Dashboard
- Click "Create" in top of the page
- Fill out "Create Issue" popup.
- Include screenshots and log file if possible
- Click "Create" at bottom of screen

# JIRA Submission



AASHTOWare Bridge Management
www.AASHTOWareBridge.com

# Issue Types and Priorities

- Types that can be assigned to an issue:

    - **Unclassified** – This is assigned to all issues submitted via Email by default. All issues of this type will be evaluated by the Customer Support Analyst and re-classified as necessary.
    - **Bug** – An issue that exists within the AASHTOWare Bridge Management software that causes it to not work as defined by the software's documentation.
    - **Maintenance** – An issue that exists within the AASHTOWare Bridge Management software that is not handled appropriately (as determined by the Task Force and TAG) or does not follow the AASHTO Manual or NBI Requirements for the software to function as it was intended.
    - **Enhancement** – An issue that requires changing the capabilities of the software in order to add additional functionality or to improve usability but is not part of the current capabilities.

# Issue Types and Priorities

- Priority levels that can be assigned to an issue:

    - **New** – This is assigned to all issues submitted via Email by default. All issues of this type will be evaluated by the Customer Support Analyst and re-classified as necessary.
    - **Urgent** – An issue that prevents users from performing critical business functions.
    - **Critical** – An issue that produces incorrect results in key business areas without giving a warning to the user.
    - **High** – An issue that produces incorrect results, or prevents portions of the program from functioning, but the user is made aware of the error (Ex. Program crashes, error window is displayed or a warning is issued).
    - **Low** – An issue that causes minor inconveniences to the business process but a workaround is available.

# Issue Response Workflow
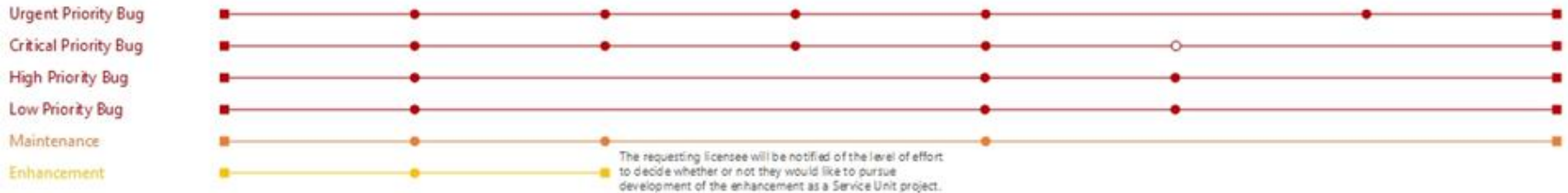
# BrM Support Workflow
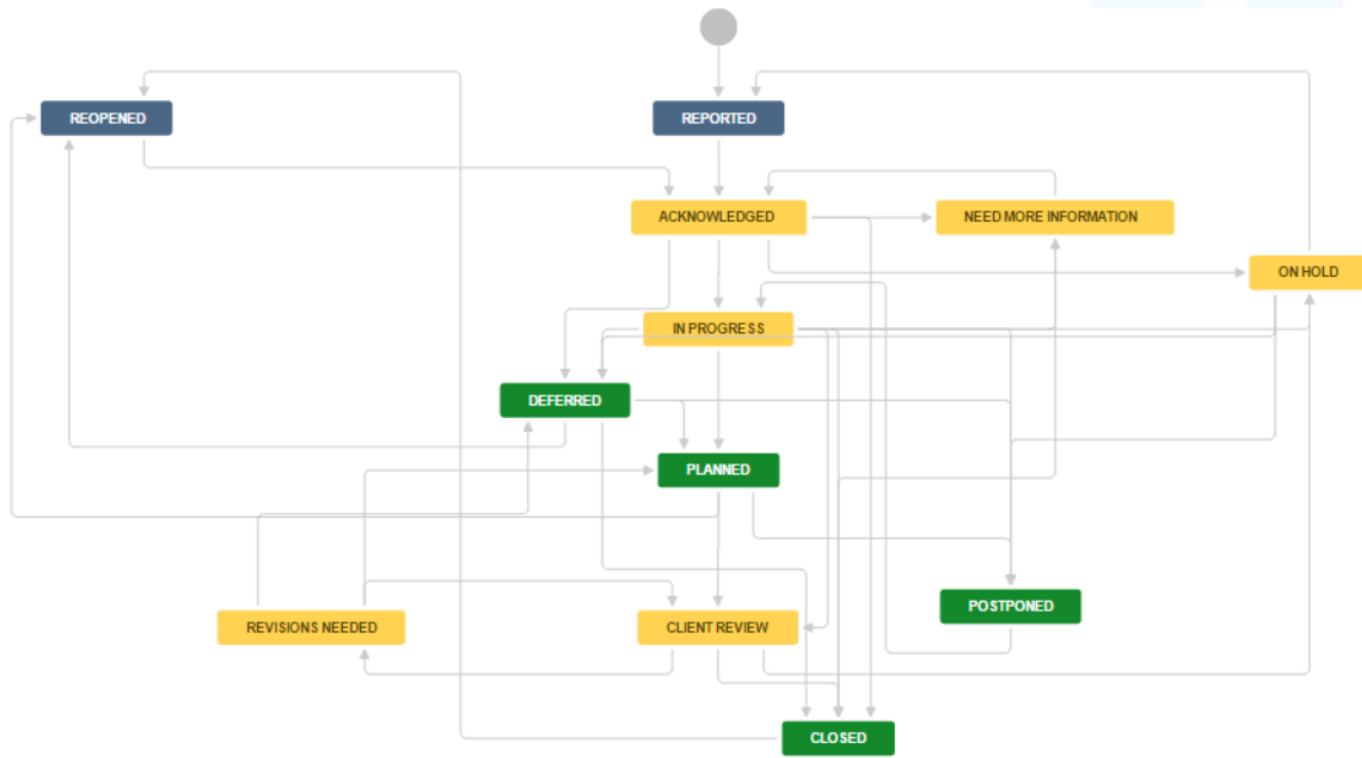
# BrM Support Workflow

- **Reported** – The issue has been created but not yet reviewed by the Customer Support Analyst.
- **Acknowledged** – The issue has been acknowledge by the Customer Support Analyst and is being reviewed.
- **In Progress** – The issue is being addressed.
- **Client Review** – The issue is ready to be reviewed by the client.
- **Need More Information** – There is not enough information to proceed. The reporter is being followed up with to gain the necessary information.
- **Revisions Needed** – The issue is not resolved, and revisions need to be made to correct the core issue.
- **Closed** – The issue has been resolved and has been submitted to the code base for inclusion in a future release.
- **Postponed** – The issue resolution has been postponed.
- **Planned** – The issue will not be addressed currently, but is instead planned for development during a future release cycle.
- **Deferred** – The issue will not be addressed currently, and a date for development has not yet been defined.
- **Reopened** – The issue has not been resolved adequately and the issue was reopened.

# Questions

- **Website:** www.aashtowarebridge.com

- **JIRA:** https://bridgeware.atlassian.net/

- **Email:** BrM@bentley.com