JIRA Issue Creation (Cheat Sheet) v.2.0

NMFS | Northeast Regional Office | Fisheries Data Services

The FDSD has developed several business rules for properly creating issues for the Fish Harmony project in the JIRA issue tracking tool. You should follow these rules prior to final changes being incorporated into JIRA.

Create Issue

Project

Fish Harmony: **https://www.st.nmfs.noaa.gov/jira/browse/FH**

Issue Type

The default is Data Error; select only Data Error as the Issue Type unless there is a valid reason to select an alternate Issue Type.

Summary

You must enter one of the following items:

- Vessel Issue
- Dealer Issue
- Other Industry Issue
- Unidentified Issue

If an issue comes to you that does not have one of the above, please edit it so that it does.

Please note: You may add one piece of information (such as name or permit number) after entering an item from the list above, however it must be very brief. Do not include excessive detail in this section. For example, "Vessel Issue – FV Allegiance" or "Dealer Issue – 0000".

Priority

Select Critical, Major, Minor, or Trivial. Do not select Blocker; it will be removed.

- Critical - use only if a sector ACE is in jeopardy of being reached or for other similar circumstances.
- Major - use for issues that require near term attention.
- Minor - use for longer term corrections.
- Trivial -primarily used for informational purposes.

Due Date

Assign the due date in accordance with the priority rating:

- Critical issues - require a real time response.
- Major issues - assign a one week turnaround time.
- Minor issues - assign a two week turnaround time.
- Trivial issues - do not require a due date.

Assignee

When creating the issue assign it to yourself until you have added all the watchers and attachments, as well as proofread it for any errors. Then select the appropriate team member for action on this issue. All public users

will assign issues to Anthony Conigliari, as he is the default assignee. He will then pass the issue on to the appropriate team member.

Environment

Enter one of the following:

- VTR Submission Error
- Other Industry Submission
- VTR Data Entry
- Dealer Submission Error

If an issue comes to you that does not have one of the above please edit it so that it does.

Description

Add a brief, concise description of the issue, including the following as applicable: FV/Dealer Name, FV/Dealer permit #, VTR #, Date landed, Date sold, species in question, Contact info, etc. Add an attachment if necessary using the "choose files" button below the description, or by the "more actions" button on the upper menu bar; you can add files of all types as attachments.

Organization

Leave as None.

Labels

Select from a label(s) from the drop down menu if applicable. These can help to quickly identify the source of the issue. Here is a list of some of the labels that are currently being used (if you have other labels please ask Tony before creating them):

- Sector Affiliation or CommonPool
- Dealer_Contact_Required/Automated_Audit
- Dealer_Contact_Required/Port_Validation_Audit
- Dealer_Contact_Required/DSR_Identified_Issue
- Dealer_Contact_Required/RTL_Identified_Issue
- Dealer_Contact_Required/Sampling_Identified_Issue
- FV_Contact_Required/DSR_Identified_Issue
- FV_Contact_Required/RTL_Identified_Issue
- FV_Contact_Required/Sampling_Identified_Issue
- Dealercombinedtrip
- EVTR
- Scallop_DAS
- Scallop_IFQ

The Upper Menu Bar

Comments

Please comment on the issue as you work on it, adding in more pertinent information to your investigation. Document all contacts with the FV/Dealer using comments.

Workflow

Open Issue

Issue has been created and assigned prior to progress being initiated.

Status/Start Progress

When you start working on the issue make sure to hit the *Start progress* button to show you your progress.

Resolve Issue

Click this button when the issue has been corrected by the dealer and/or the VTR(s) have been received.

Close Issue

Close the issue when the correction has been verified in the CFDERs/VTR databases.

Linking issues

Using the *Link* option under the *More Action* buttons you can link issues that are parallel/ duplicate/dependent on/related to the primary issue (issues can be linked from Fish Harmony to NERC).

Sub-tasks

Sub-Tasks should be used when an issue becomes split between a dealer corrected issue AND a FV corrected issue, or splits between multiple dealers that require different F.IDI staff contact.

Watchers

Add in other Fish Harmony users as watchers who may have involvement in the issues. Make sure to put watchers on just after you create the issue, that way the watchers will receive an email notification of the issue.