The Life Span of a JIRA Issue

AASHTOWare Design and Rating Bridge
User Group Meeting
Albany, NY – August 2015

So what is JIRA?

- JIRA is a proprietary issue tracking system used by the Contractor to track issues.
- Each licensing organization (Unlimited and Single Workstation) receive an account
- Special Consultant Option licensees need to enter issues through the Host State.
- http://aashtobr.org/wp-content/uploads/2015/06/What-is-JIRA.pdf

So what is an Issue?

Wikipedia Says

- the biological offspring of parents
- an unincorporated town in Maryland
- a mobile publishing company
- a metalcore band from Atlanta
- a unit of work to accomplish an improvement in a data system

So what *really* is an Issue?

Lets look at JIRA's definition

- Bug
- Configuration
- Cosmetic
- Data Dictionary
- Documentation
- Education
- Enhancement
- Epic
- E-R Diagram
- Error Message
- Flow Diagram
- Help
- How-to
- Improvement
- Report
- Information needed
- Installation
- License Activation Request
- Maintenance
- Unclassified
- Unexpected Results
- Memorandum
- Mini-Study
- Mockup
- Mockup-Guide
- New Feature
- Question
- Request for Materials
- Requirement
- Requirements Document
- Story
- System Crash
- Task
- Technical Paper
- Tech Note
- Test Results
- Third Party
- Training
- Unknown
- White Paper

Most Common Issues

- Bug
- System Crash
- Maintenance
- Enhancement
- Education
- License Activation Request
- Configuration
- Installation
- Error Message
- Unexpected Results
- Requirement
- Cosmetic
- Report
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- Third Party

A problem which impairs or prevents the functions of the product.

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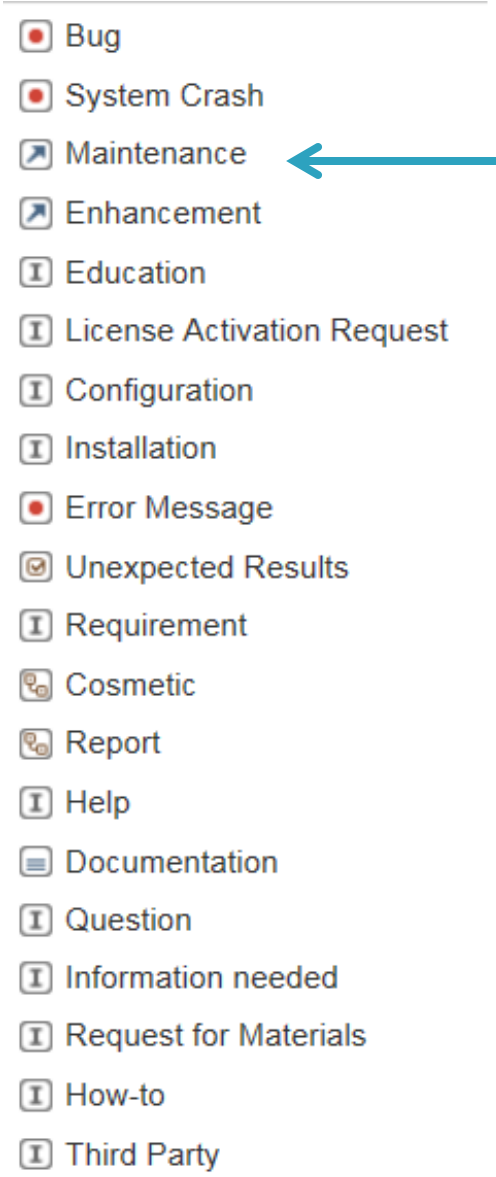
A system crash has occurred



A program issue that is not handled appropriately ….or does not follow the AASHTO Code …… This item was not identified during approval of the original work plan, but should be resolved.

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A request for new feature or improvement

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An issue that can be resolved by providing information to the user.

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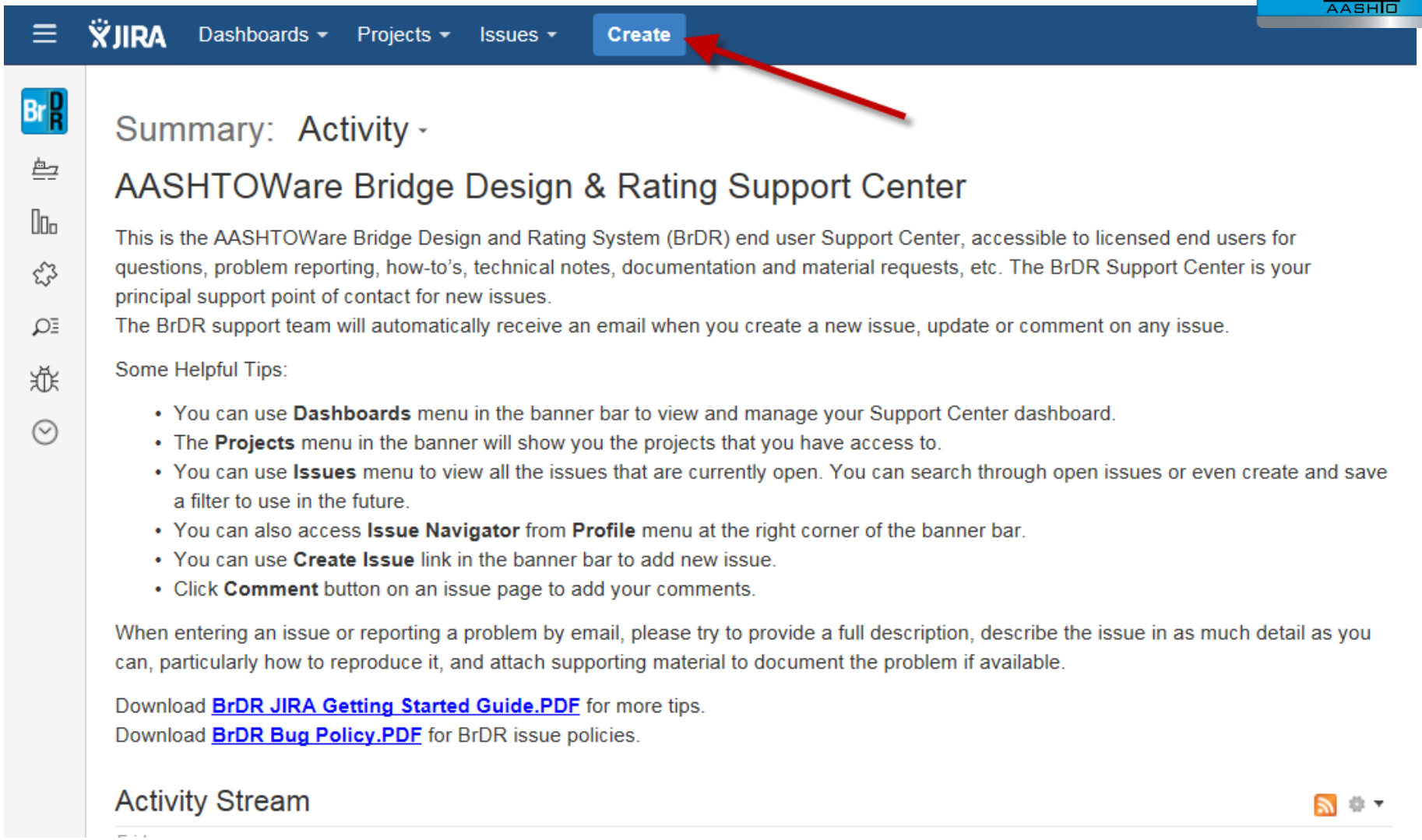
When an error message is received. Please detail the error message.

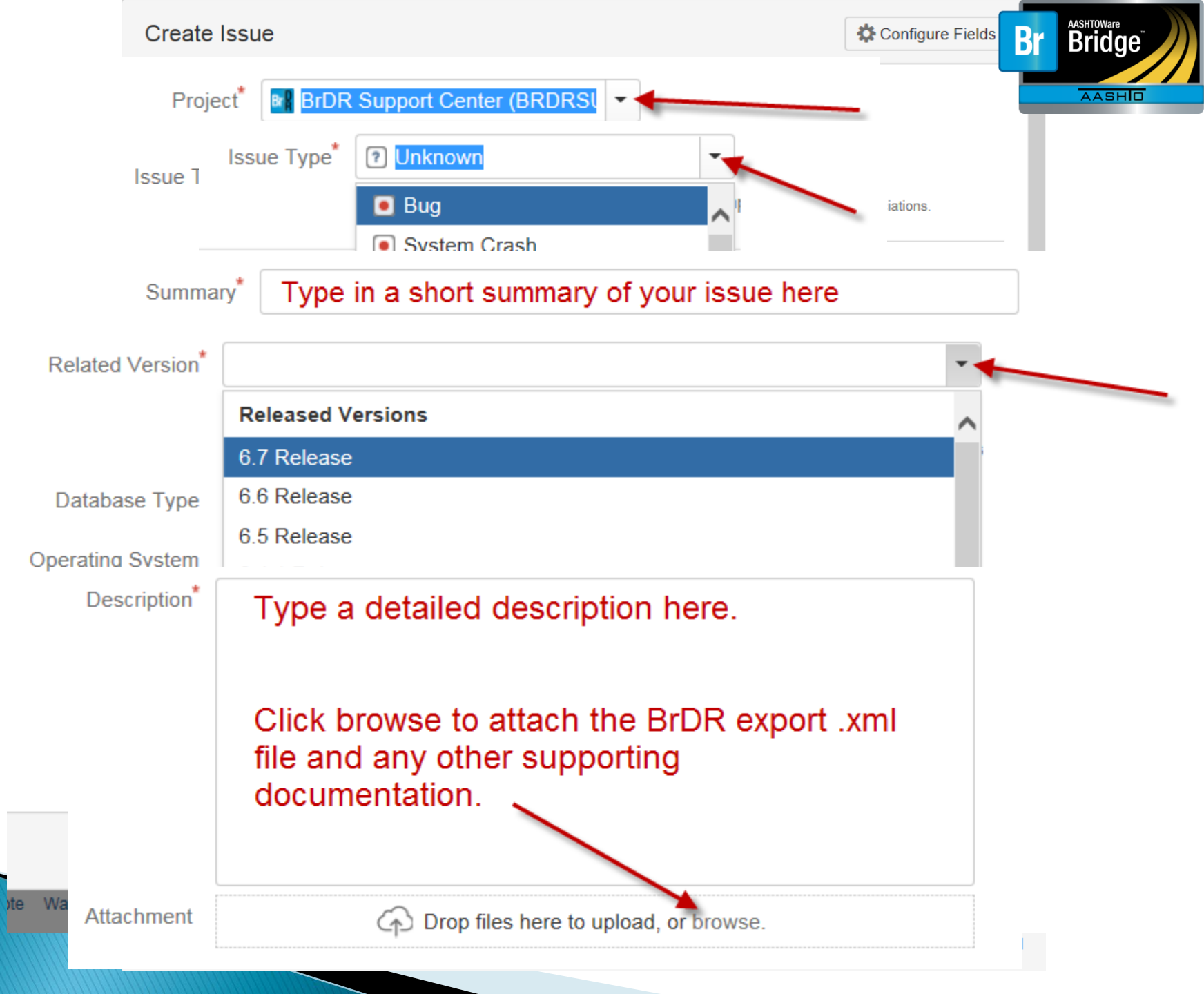
JIRA vs. Visual Intercept

- VI was the old issue tracking system
  - 7539
- JIRA is the new issue tracking system
  - BRDRSUP-110
  - BRDRBETA-416

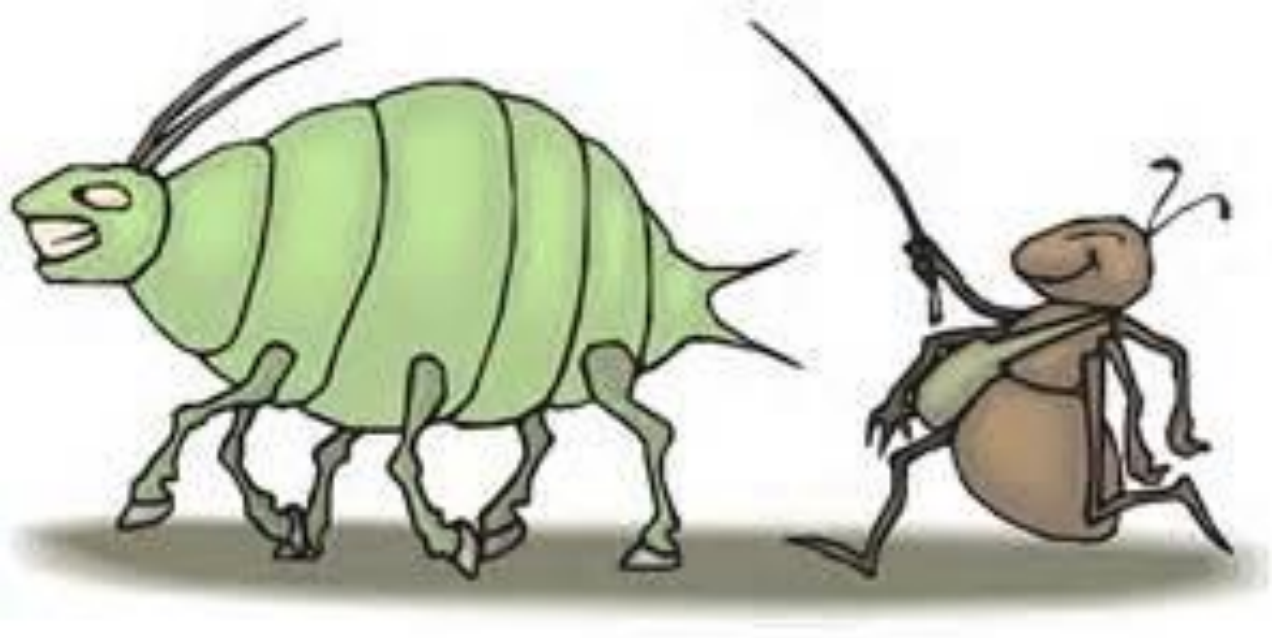
Using JIRA to Enter Issues

- If you have an enhancement idea or find an issue with the software, the first step is to log it into JIRA
- https://bridgeware.atlassian.net/


JIRA
Dashboards
Projects
Issues
Create
Summary: Activity
AASHTOWare Bridge Design & Rating Support Center
This is the AASHTOWare Bridge Design and Rating System (BrDR) end user Support Center, accessible to licensed end users for questions, problem reporting, how-to's, technical notes, documentation and material requests, etc. The BrDR Support Center is your principal support point of contact for new issues.
The BrDR support team will automatically receive an email when you create a new issue, update or comment on any issue.
Some Helpful Tips:
• You can use Dashboards menu in the banner bar to view and manage your Support Center dashboard.
• The Projects menu in the banner will show you the projects that you have access to.
• You can use Issues menu to view all the issues that are currently open. You can search through open issues or even create and save a filter to use in the future.
• You can also access Issue Navigator from Profile menu at the right corner of the banner bar.
• You can use Create Issue link in the banner bar to add new issue.
• Click Comment button on an issue page to add your comments.
When entering an issue or reporting a problem by email, please try to provide a full description, describe the issue in as much detail as you can, particularly how to reproduce it, and attach supporting material to document the problem if available.
Download BrDR JIRA Getting Started Guide.PDF for more tips.
Download BrDR Bug Policy.PDF for BrDR issue policies.
Activity Stream


Create Issue
Configure Fields
AASHTOWare Bridge
AASHTO
Project*
BrDR Support Center (BRDRSU
Issue Type*
Unknown
Bug
System Crash
Summary*
Type in a short summary of your issue here
Related Version*
Released Versions
6.7 Release
6.6 Release
6.5 Release
Database Type
Operating System
Description*
Type a detailed description here.
Click browse to attach the BrDR export .xml file and any other supporting documentation.
Attachment
Drop files here to upload, or browse.

So lets take a journey through a "Bugs Life"



Enhancement Request

- Lets say your issue is an enhancement idea that would make entering data easier, like copying shear reinforcement ranges from one beam to another
- This is actually Incident BRDRSUP-110
- Implemented in BrDR 6.7

Enhancement Request

- Contractor will review and set it as an enhancement request
- Assign a cost estimate range
- Beta TAG will review all new enhancement requests during the Spring Testing meeting and assign it to the appropriate bucket
- The enhancements considered most beneficial are added to the Short List Bucket

Enhancement Request

- During the RADBUG Business Meeting, the Short List is generally reviewed and discussed along with any other issues a user wants to promote
- Enhancements are voted on during the RADBUG meeting
- The voting results are presented to the Task Force
- The Task Force asks the Contractor to provide detailed estimates for the top 10 enhancements

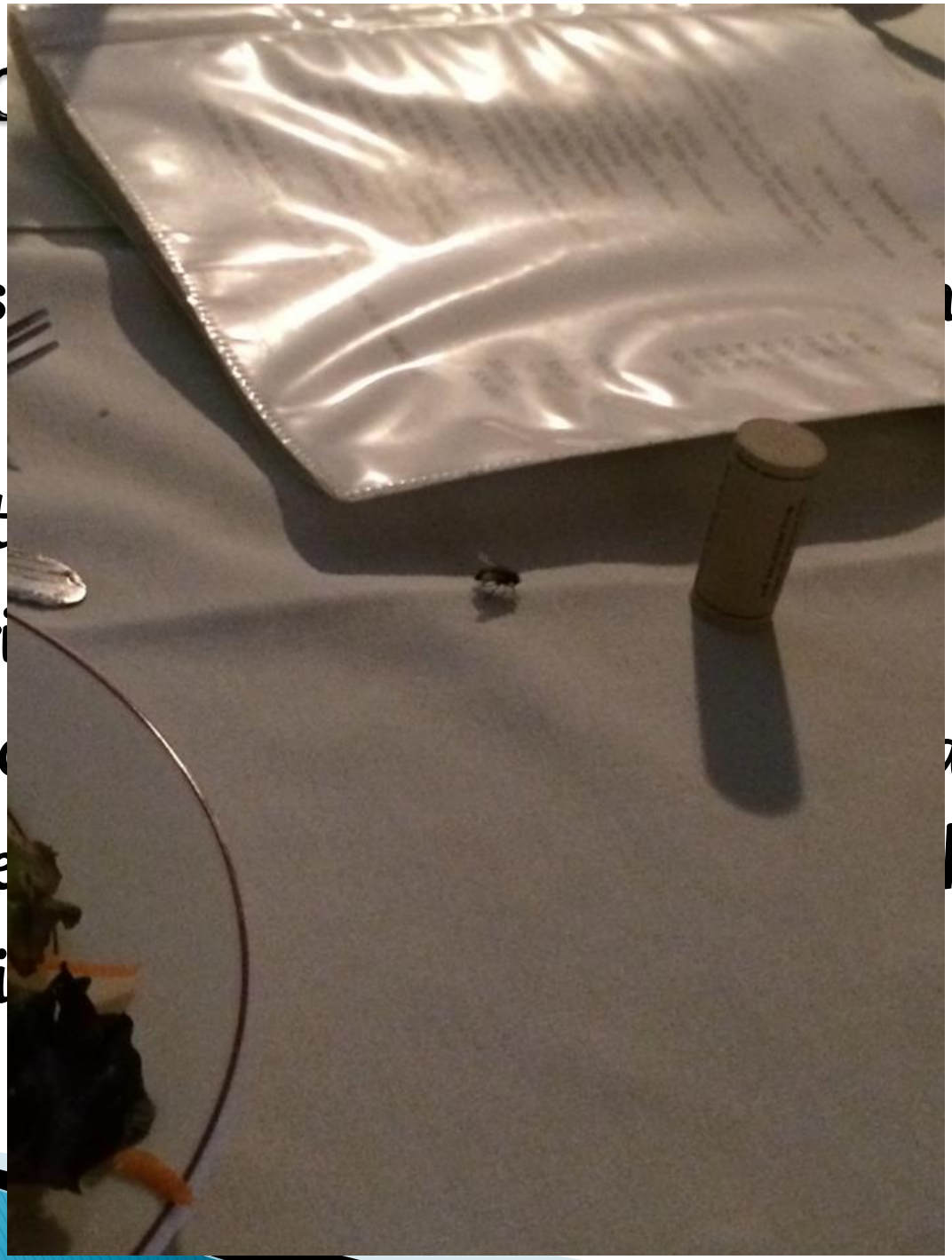
Enhancement Request

- The Task Force sets aside a pot of money to fund as many of the top 10 enhancements that there is money for
- The Task Force discusses the enhancements and estimates and decides which enhancements can be funded and adds them to the current work plan.
- The Contractor provides mockups of the enhancements for review by the TAG.

Enhancement Request

- The contractor develops the enhancement based on mock up comments and will include with June release
- This years release includes enhancements such as:
  - Copy Shear Reinforcement Ranges
  - Bending and Shear Capacity for Bend Over Bars
  - Run 3D FEA analysis for DL Only
  - Development Length of Deck Reinforcement

Bug Po



- Lets s n't seem right
- Log it descri
- The c d make a dete he priori

Bug Policy

- Priority Level determines course of action
  - Urgent – prevents users from performing critical business functions
  - Critical – produces incorrect final results without giving a warning
  - High Priority – produces incorrect results or causes program to malfunction, but alerts the user with an error or warning
  - Low Priority – causes minor inconvenience but a known workaround is available

References:

Contractor support site – https://aashto.mbakercorp.com

RADBUG site – http://aashtobr.org/

- What is JIRA? (pdf)
- BrDR Issue Policy – April 24, 2015 (pdf)
- JIRA Getting Started Guide (pdf)
- Bug Notifications — sign-up

References:

JIRA – https://bridgeware.atlassian.net/

- Read only account
- Enables users to view and search issues
- Requires username and password
  - (brd\brr)

Thank you