



Publications Office

AO 10710

**Provision of DOI Back Office
and DOI-related Services**

Technical Annex I

**The Publications Office
Recording and Tracking system**

1. INTRODUCTION

For the tracking of bugs, improvements, new features, assistance tasks and potentially other tasks, the Publications Office will provide an issue tracking system (ITS), which the Contractor will access via the web. Presently, this system is JIRA, though the Publications Office reserves the right to switch to another system, with due notice.

2. JIRA

JIRA is a commercial software product that combines agile project management, customisable workflow, and a pluggable integration framework to increase the velocity and collaboration of the software development teams. Generally, the Publications Office staff will create dedicated JIRA repository for each application (or group of related applications) and external access is granted to the Contractor to access and use it as ITS.

3. ACCESS

The Contractor will create a mailing list or functional mailbox dedicated to the activities of the Contract, and the Publications Office will set up an account for this entity in the ITS. It will be the responsibility of the Contractor to monitor this account, and make sure that its staff is notified of any activities as necessary. Mail notifications will be set up by the Publications Office, using the built-in functionalities of the ITS. The Publications Office reserves the right to modify the provisions for the management of the Contractor's user account(s) in the ITS when deemed necessary.

4. ISSUE WORKFLOW

Once an issue (ticket) is assigned to the Contractor in the ITS, the Contractor is required to acknowledge the receipt of the issue within the ITS, and provide initial feedback: accepting to resolve the issue; disputing the issue; or requesting more information.

The Publications Office defines the priority of each issue.

The acknowledgement of the issue must include:

- a description of the Contractor's understanding of the issue;
- a statement whether the Contractor acknowledges the type and priority of the issue;
- preliminary proposal for the time planning of the resolution of the issue.

Unless the Publications Office cancels the issue, the Contractor is required to resolve it according to the provisions of the Contract. The Publications Office will evaluate the resolution of the issue, and either accept it and close the issue, or reopen the issue if the solution provided by the Contractor does not work or is unacceptable for other reasons. A reopened issue will remain open until the Publications Office closes it (by cancelling it, or accepting a working resolution for it from the Contractor).

5. ISSUE TYPES

Issue types are one out of several basic attributes of an issue, aiming to define exactly to which category the incident created belongs.

Currently, the Publications Office uses following types:

Bug:

A problem which impairs or prevents the functions of the application. The resolution of a bug implies application code and/or application configuration changes.

Improvement:

This type of issues deals with requests for modifications of the application specifications and corresponding application code modifications, related to the enhancement of an existing feature. The resolution of an improvement implies application code and possibly application configuration changes and an update of the corresponding relevant application documentation.

New feature:

This type of issues deals with requests for modifications of the application specifications and corresponding application code modifications, related to the creation of a new feature. The resolution of a new feature request implies application code and possibly application configuration changes and an update of the corresponding relevant application documentation.

Assistance:

This type of issue deals with any intervention needed to allow the application to operate and the data to be processed or re-processed as foreseen by the application and data flow specifications. Assistance issues do not result in a modification of the application's code but could lead to modifications of the application's configuration.

Examples are:

- Providing answers to specific ad-hoc questions on the application (mode of operation, code, configuration) and –to the extent possible– linked applications, possibly within the context of a dedicated meeting.
- The investigation of apparent non-compatibility of the application with specific cases of application input.
- The re-processing of data that previously could not be treated correctly because of an application bug.
- The update of the system's configuration to reflect anticipated changes of the processing flow.
- The provision of work-arounds for data processing and/or system operation while awaiting a bug fix.

Task:

Task issues deal with interventions that do not result in a modification of the application's code, and that are outside the scope of assistance issues. They normally result in a document to be provided to the Publications Office. As an example, functional analyses should result in the provision of a specifications document.

Examples are:

- Functional, feasibility and risk analyses of improvements or new features.
- Impact analyses of modifications of input from and output to external applications.
- Provision of analyses of and instructions for the removal of redundant or obsolete parts of the application.
- Creation, documentation and execution of ad-hoc test plans, other than the test plans already required as part of the application code update deliveries.
- Creation and provision of presentations on technical or operational aspects of the application.
- Creation and provision of structured documentation on technical or operational aspects of the application, other than the documentation already required as part of the application code update deliveries.
- Creation and provision of user training courses.

The Publications Office reserves the right to modify the list of issue types at its discretion, provided that there will always remain issue types representing the categories of errors and evolutions. The contractor will be notified in due time about any such changes.

Issue types as well as other issue attributes can be easily changed by editing or moving operations, as long as the flow of actions and investigations indicates such an action.

Being both customer and technical administrator of the related issue tracking system, the Publications Office has the right to administer issues as to supply the contractor with the most accurate information on the material under work. It is assumed that both parties, customer and contractor, use the issue tracking system as to efficiently communicate in order to prevent all misunderstandings by sharing the same information that the use of the issue tracking system makes possible.

The Publications Office reserves the right to modify the issue type of any ticket as well as other issue attributes if it is justified. The contractor may also suggest such changes, but the decision lies with the Publications Office.

6. ISSUE TRACKING

The ITS will be considered the primary official channel for tracking issues. It is the Contractor's responsibility to:

- make sure that each issue is represented and up to date in the ITS by making the necessary updates or adding relevant comments in the ITS ticket itself,
- propose to open a ticket in the ITS in case of issues reported elsewhere or discovered by the Contractor,
- attach to the ITS ticket any relevant documentation or reference to other communications that took place outside the ITS concerning the issue,
- monitor the KPIs concerning issues, ensure that no issue is overdue, and provide regular reports.