ERS provides a facility to easily enable and track multiple certifications on Effort Reports. Typically, Department Administrators or certifiers are responsible for activating this feature. Once activated, review and certification of the Effort Report is required on a line by line basis.
ERS Bugs and Enhancement Submission

In this module you will learn how to submit new bugs and enhancements for review by the Requirements Group and/or the Development team.

This new process is implemented as a replacement to Bugzilla.
ERS Bugs and Enhancement Submission

The ERS Development team is migrating to Jira for managing the intake of all bugs and recommended enhancements for the ERS application. This new process will replace the bugs and enhancement submission process currently in place with Bugzilla. This does not replace the Service Now process that is in process for ERS campus users.

You will access the Jira by:

• Selecting the ‘Submit for Requirements Review’ link from the ERS Project Website to submit a bug or enhancement:

• Using a Generic ID (ERS-Reporting) to access the Jira application to track issues and run reports:
  - Select the Jira Ticket Tracking and Reporting link from the ERS Project Website.
  - This ID will be shared by the Requirements team and has limited capabilities. Please send an email to the ERS-Users-L@ucop.edu email address for the password.
The ERS Requirements Workgroup Users will access the link via the Maintenance & Support tab on the ERS Project Website at:

http://ersproj.ucop.edu/ers_MandS.html

- Select **ERS Bugs and Enhancements Submission** to submit a bug or enhancement request
- Select **Jira Ticket Tracking and Reporting** to track an open ticket or run Jira reports.
Users will be taken to a submission form designed to collect key information from the submitter:

- **Summary:**
- **Description**
- **Priority**
  - Major
  - Blocker
  - Critical
  - Minor
  - Trivial
- **Attach file**
- **Affects Version/s**
- **Service Now#**
- **Bug Number**
- **Name**
- **Email**
- **Submit**
- **Close**
The form is designed to be brief, yet comprehensive in the collection of data.

- **Summary** is a ‘Required’ field and will act as the title for your submission.
- **Description** should be completed with as much detail as you can provide.
- **Priority** can vary, depending upon the severity of the issue.
  - Submit priority, as it relates to your campus. The issue will be reviewed and confirmed by the Requirements Workgroup.
- **Attach file(s)** – if available.

ERS: Bugs / Enhancement Submission Form
• **Affects Version/s:** If you are aware of a release version the bug or enhancement may impact, please feel free to add it, using the drop-down option. Keep in mind – this is not a required field. If you don’t know – don’t worry.

• **Service Now #** is used if you have opened a ticket, prior to this submission.

• **Bug Number** is used if you are aware of a past Bugzilla Number that may tie to the issue.
The final steps in the process are the most critical:

- **Name** – Please enter your full First and Last name
- **Email** – Please provide your complete email address. This will also help identify your campus location.

  - **Note**: This information carries over to reporting.

- **Submit** to send
- **Close** – note, the form will close automatically after 5 seconds.
Once submitted, the system will provide you with a Jira ID number. In this case, the number is **EBE-38**.

When the window closes, you will be back at the ERS Project Website.
Once submitted, the Jira ticket is posted in the system for review by the ERS Development team.

You are now able to track the ticket (and other Jira tickets) by accessing the following link from the ERS Website:

- Jira Ticket Tracking and Reporting
The Jira Log-In screen appears.

- Enter the user ID: ERS-Reporting

- **Note**: If you are a new user, you must notify Debra Turnage (debra.turnage@ucop.edu) for the password
The Jira Dashboard has been defined to provide an overview of tickets in the system.

- **Filter Results: Current/Active Sprints EBE**
  - Jira items that are in development and being prepared for an upcoming release or resolution

- **Issue Statistics**
  - Summary of the status Jira items that are in development

- **Issue Statistics**
  - Uses the ‘Labels’ data field to identify campus submissions.

- **Filter Results: EBE Backlog Items**
  - Open Jira items that are not yet scheduled for deployment

ERS Bugs and Enhancements
All Jira tickets can be accessed from the Dashboard, or you can use the menu bar at the top of the screen:

- The first 2 links: JIRA and Dashboards will bring you back to the original display (on the previous slide).
- **Projects**: Opens the entire ERS: Bugs and Enhancement list of project items
- **Issues**: Allows navigation to specific issues or an import from CSV
- **Agile**: Takes you to the board to view the progress of the Release and Backlog items.
Reports can be defined based on a number of status definitions.

You’ll first need to select ‘Projects’ and then ERS: ‘Bugs and Enhancements (EBE)’ to get started.

- Select any active link to view related Jira items.
- The system has been defined to provide an on-screen reporting display, to help validate your request.
- If you require a printout of the data, you will need to use the Export feature.

**Note:** If you do not see the same screen as below, just select ‘Issues’ from the menu on the left.
The Export feature is located at the top of the report page.

You will now have a variety of options for printing your Jira reports.

Use the menu bar at the top of the screen to navigate back to other areas of Jira.
Creating a Ticket within Jira

You also have an opportunity to ‘Create’ a ticket within the Jira application by selecting the link from the menu bar at the top of the screen:

**Note**: This form contains more fields than the one provided via the ERS Project Website.

- Proceed with inputting info in the same manner as the fields described earlier, however, you now can use the ‘Labels’ data field to input your campus name, i.e. UCSC.

*Please do not worry about unfamiliar data fields.*
The exported report will resemble the onscreen display.

Note: The description will reflect the info you’ve placed in the ‘Summary’ and the ‘Description’.

- If the Submission form is used, your name and E-mail address will appear in the description.

- If you use the ‘Create’ feature, from within the Jira application, you will have opportunity to use the ‘Label’ field to identify your campus.
Conclusion

In this module:

You learned how to submit bug issues and enhancement recommendations for the ERS application, using Jira.

You also learned how to track and print reports via the Jira application via a link ERS.