Submitting Bugs & Enhancements via Jira

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

• 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.

ERS Project Website for Jira Submission

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.

ERS Project Website
UNIVERSITY OF CALIFORNIA ~ EFFORT REPORTING SYSTEM

| Maintenance & Support | Design & Development | Training & Communications | Management Group | Requirements Group | TAG | User Group |

MAINTENANCE ACTIVITIES

Welcome to the ERS Project website. This page provides a starting point for access to project maintenance and support information. The other tabs lead to documentation, design concepts and prototypes as well as sets of documents created by each of the project working groups.

DOCUMENTATION

- Implementation Planning Guide
- ERS Interface File Specification revised 12/18/12
- Installation and Operations Guide revised 05/16/12
- Customization Guide revised 06/17/13

ISSUE TRACKING

- Access ERS Bugzilla (account required for entry/update)
- ERS Bugs and Enhancements Submission
- Jira Ticket Tracking and Reporting

RELEASE MATERIALS

Number	Date	Contents
Release 10.11	04/23/2014	Release Letter
		ERS WAR file (10.11 B004) 06/20/2014
		ERS Training Modules (ZIP file, ~300MB) revised 1/12/07
		Installation and Operations Guide revised 05/16/12
		Customization Guide revised 03/03/14
		ERS Interface File Specification revised 12/18/12
		ERS 10.11 Design Document

ERS: Bugs / Enhancement Submission Form

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

August 2014

ERS: Bugs / Enhancement Submission Form

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

ⓘ Please provide a brief description of the bug or enhancement.

Summary*

Description

Priority ↑ Major

Attach file [Browse...]

Affects Version/s

Submit   Close

🚫 Blocker   Blocks development and/or testing work, production could not run.

↑ Critical   Crashes, loss of data, severe memory leak.

↑ Major   Major loss of function.

↓ Minor   Minor loss of function, or other problem where easy workaround is present.

↓ Trivial   Cosmetic problem like misspelled words or misaligned text

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

ERS: Bugs / Enhancement Submission Form

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.

ERS: Bugs / Enhancement Submission Form

Priority	↑ Major
Attach file	Browse...
Affects Version/s	

Start typing to get a list of possible matches or press down to select.

Service Now #	

Service Now ticket, incident or task number.

Bug Number	

Bugzilla Number

Name	Debra Turnage
Email	Debra.turnage@ucop.edu ✕

Submit   Close

Description area has been completed comprehensively.
Reporter: Debra Turnage
E-mail: Debra.turnage@ucop.edu ✉
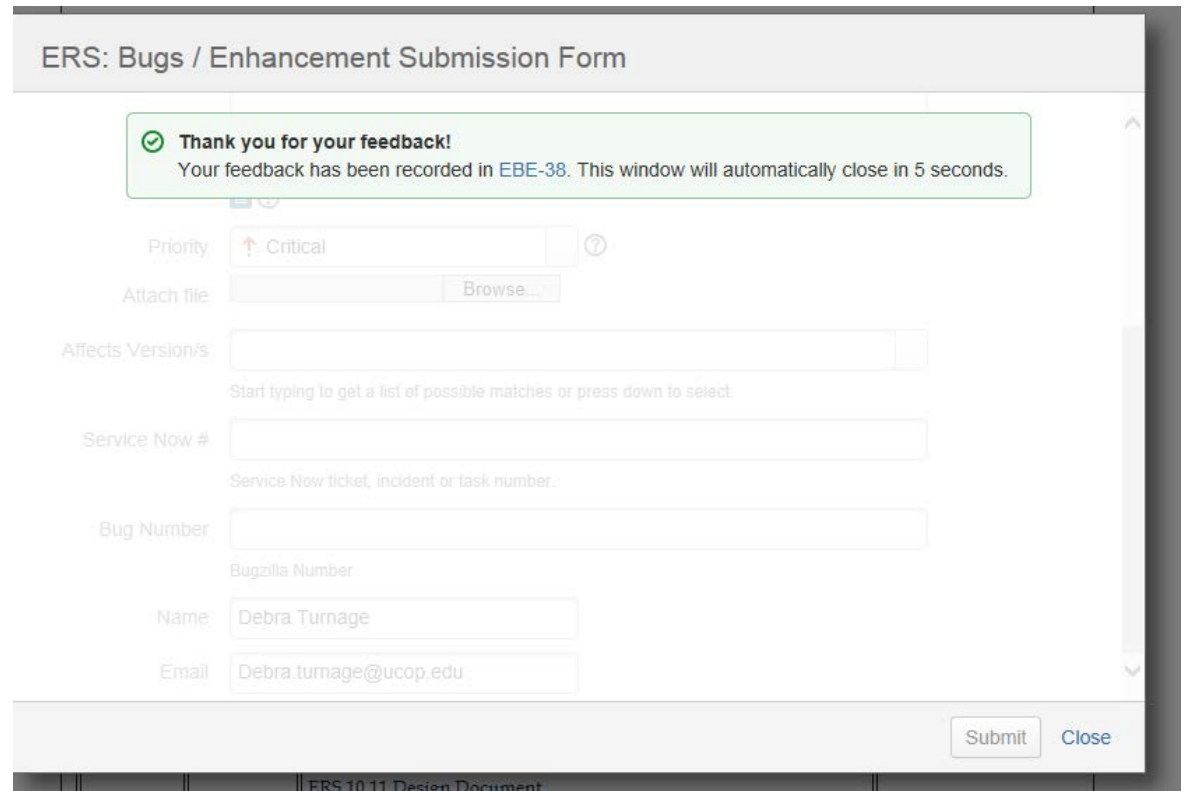
ERS: Bugs / Enhancement Submission Form

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.

Jira Ticket Tracking and Reporting

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*

ERS Project Website
UNIVERSITY OF CALIFORNIA ~ EFFORT REPORTING SYSTEM

| Maintenance & Support | Design & Development | Training & Communications | Management Group | Requirements Group | TAG | User Group |

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ISSUE TRACKING

- Access ERS Bugzilla (account required for entry/update)
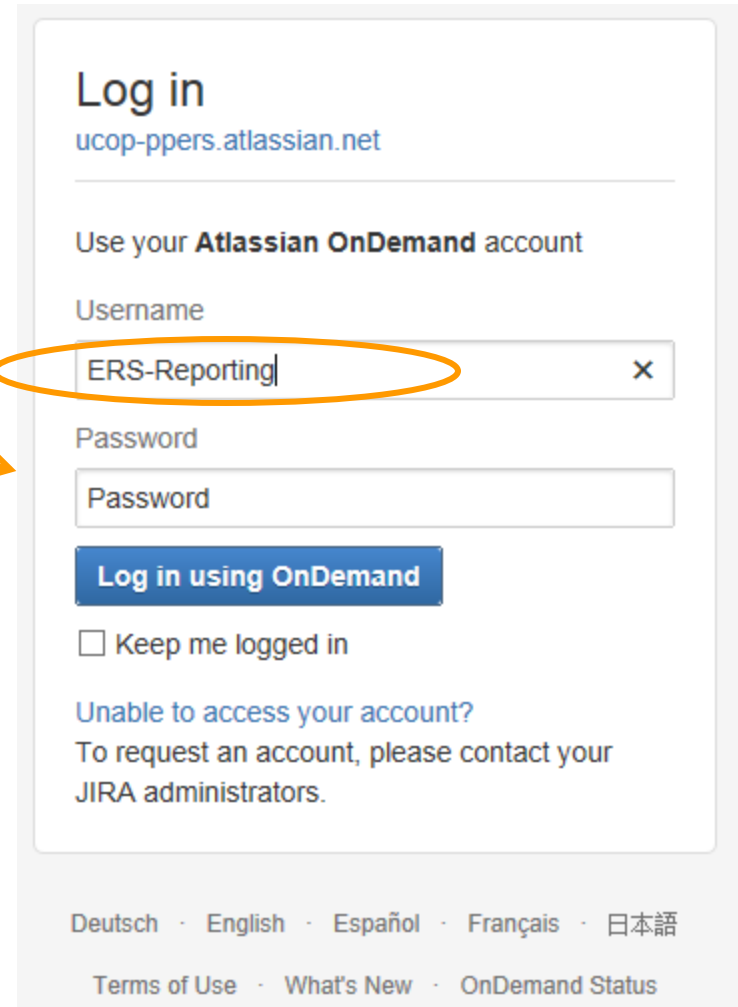- ERS Bugs and Enhancements Submission
- Jira Ticket Tracking and Reporting

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		ERS 10.11 Design Document

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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

Log in
ucop-ppers.atlassian.net

Use your **Atlassian OnDemand** account

Username

ERS-Reporting   ✕

Password

Password

Log in using OnDemand

☐ Keep me logged in

Unable to access your account?
To request an account, please contact your JIRA administrators.

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Jira Ticket Tracking and Reporting

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

Information Technology Services
Office of the President

JIRA   Dashboards ▾   Projects ▾   Issues ▾   Agile ▾   **Create**

Search ⌕   ⑦ ▾   👤 ▾

NOTE: Testing Announcement Banner!!!

ERS Bugs and Enhancements

\+ Add Gadget   ✏ Edit Layout   ⚙ Tools ▾

Issue Statistics

Statistics: **EBE Backlog Items** (Labels)

UCD	3	13%
UCOP	3	13%
UCSC	2	8%

Total Issues: **8**

Issue Statistics

Statistics: **Current/Active Sprints EBE** (Status)

IN PROGRESS	9	82%
CLOSED	1	9%
TO DO	1	9%

Total Issues: **11**
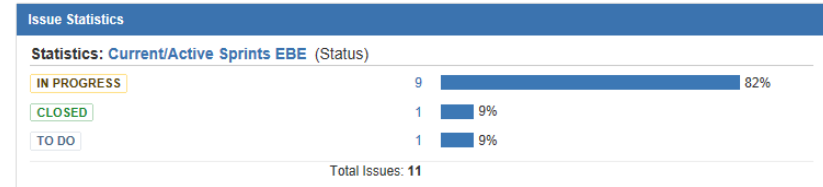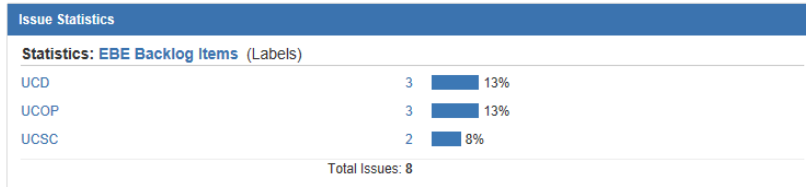
Filter Results: Current/Active Sprints EBE

T	Key	P	Summary	Bug Number	Affects Version/s
●	EBE-37	↑	Revise Report Generation Drop-down list to Exclude Archived Reports	3819	10.12
◎	EBE-34	↑	Update Design Documentation with Bug Resolution Info		10.12
◱	EBE-33	↑	EBE-12 / Upload 'How To' documentation into ERS system		10.12
●	EBE-18	↑	ERS - Add New Academic Pay Period Code	3717	10.12
↗	EBE-15	↑	Update Scrambler Application to Work with Archived Records	3817	
●	EBE-13	↑	Mixed Earnings are not accurately calculating 'normalized value' correctly for the weighted earnings.	3815	10.12
●	EBE-12	↑	Create 'how to' information for end users for release 10.11 Archive and Purge	3813	10.12
●	EBE-10	↑	Online report views erroneously mark reports as overdue when added on same day as period due date	3812	10.12
●	EBE-9	↑	Add count to archive search results	3801	10.12
●	EBE-8	↑	Handling of late pay transactions that belong to archived reports	3799	10.12

1–10 of 11   1 2 ▶

Filter Results: EBE Backlog Items

| T	Key	P	Summary	Bug Number	Labels
●	EBE-42	↑	Title of Your Issue		UCOP
●	EBE-41	↑	Second TEST - UCSC	346346	UCSC
●	EBE-40	⊘	Joy Test	7785	UCSC
●	EBE-39	↑	Database access from web app	1	None
●	EBE-38	↑	Testing New Submission		UCOP
●	EBE-31	↓	compliance reports: Statistics Rpt detail has incorrect totals		None
●	EBE-30	↓	compliance reports: Status Report summary by Account Org has incorrect counts		None
●	EBE-29	↑	Detail Report Subtotals on Not Self-Certified Reports		None
●	EBE-28	↓	Archive and Purge Effort Reports and Payroll Detail		None
●	EBE-27	↑	Add auto-comment generation when Effort Report option boxes are checked or unchecked		None

1–10 of 25   1 2 3 ▶

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Jira Navigation

All Jira tickets can be access 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.
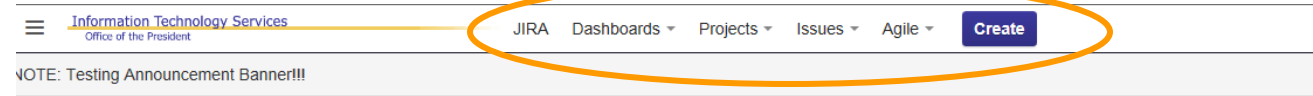
August 2014
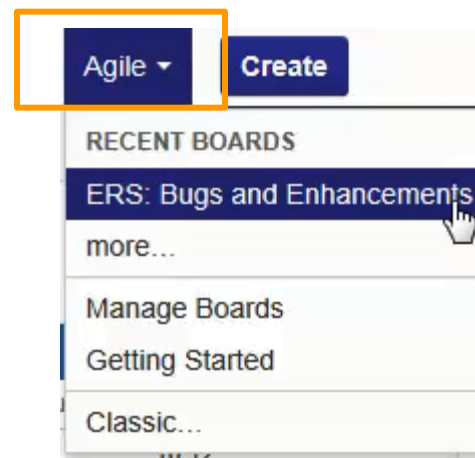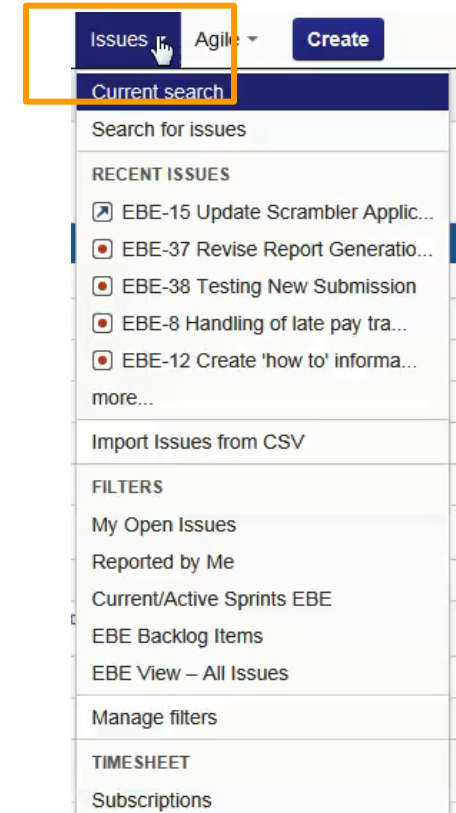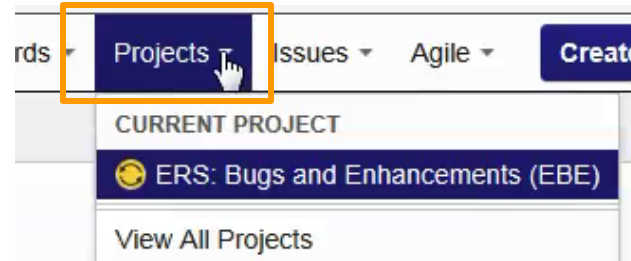
Jira Ticket Tracking and Reporting

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.
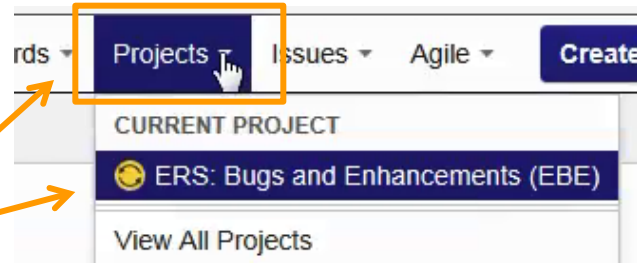
Note: *If you do not see the same screen as below, just select 'Issues' from the menu on the left.*
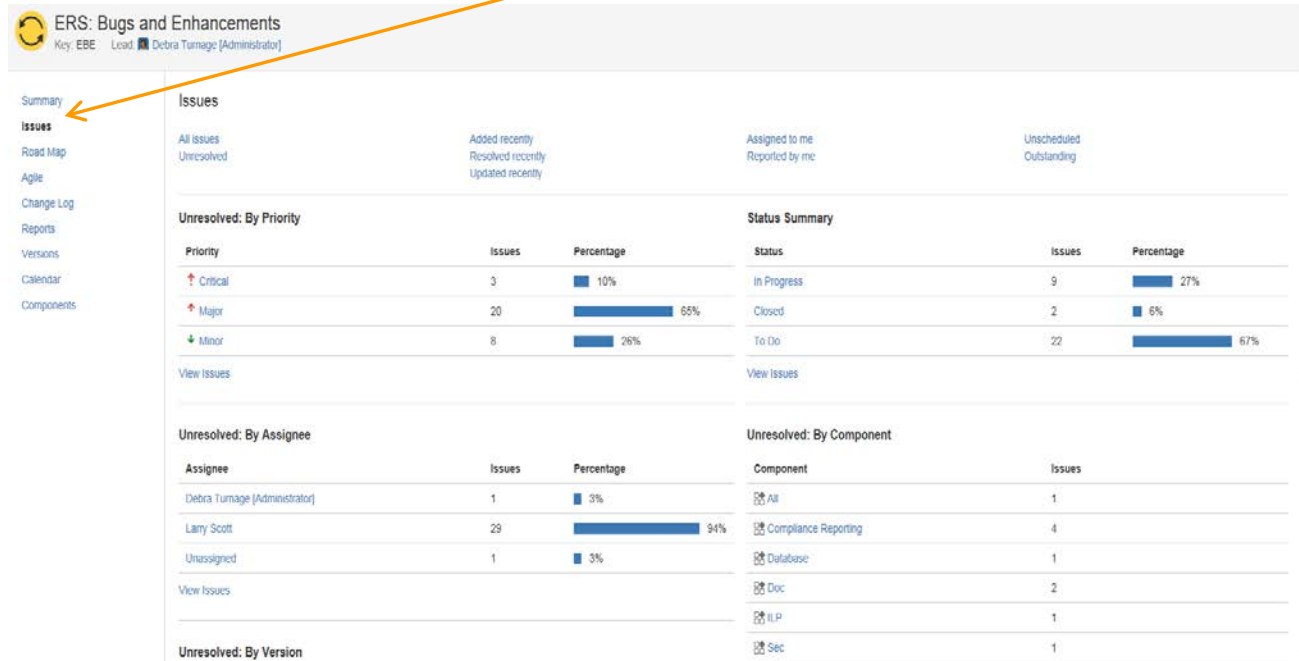
Jira Ticket Tracking and Reporting

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.

Jira Ticket Tracking and Reporting

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.

University of California Effort Reporting System

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.

August 2014