Jira Issue Management

CR Issue Type and Process Flow

- Reopen
- Close CR
- **Closed** — Status: Closed — **Resolution: set (locked down)**
- **Review** — Status: [In] Review
- Ready for Approval
- **Approve CR** — Status: Approve CR
- Approved, Work CR
- **Work CR** — Status: Approved, Work CR
- Return to Review

Task Issue Type and Process Flow

- Reopen
- Close Task
- **Open** — Status: Open
- **Closed** — Status: Closed — **Resolution: set (locked down)**
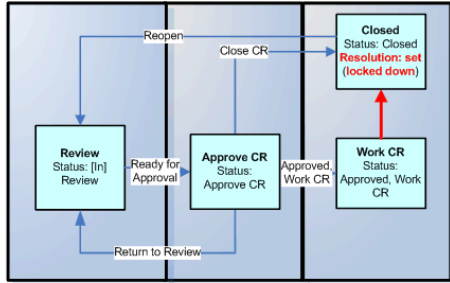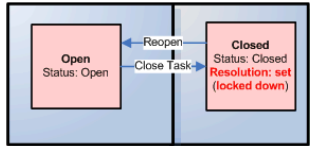
Jira Issue Types and Process Flows

Sources of Jira Issues

- HelpSU / Remedy
Business Work Request
(CR/enhancement)

- Project issue
(CR, bug, enhancement or task

- HelpSU / Remedy (production issue)

- AS
Request
(task)

Bug/ Enhancement Issue Type and Process Flow

- Reopen
- Close Issue
- **Closed** — Status: Closed — **Resolution: set (locked down)**
- Close Issue
- OK to Migrate
- OK to Migrate
- Reopen
- Return to Migrate
- Return to Migrate
- **Closed** — Status: Closed. In PRD (locked down)
- Return to Review
- Return to Development
- **Review** — Status: [In] Review
- Send to Development
- **Development** — Status: [In] Development
- Send to QA
- **QA** — Status: [In] QA
- Send to UAT
- Return to QA
- **UAT** — Status: [In] UAT
- **Migrate** — Status: [In] Migrate — **Resolution: set** (not locked down)
- Send for Approval
- **Awaiting Migration Approval** — Status: Approve Migration
- Approved, Conduct Migration
- **Conduct Migration** — Status: Conduct Migration
- Ready For Verification
- Close Issue
- **Verification** — Status:[In] Verification
- Return to Review
- Return to QA
- Migrate w/o Approval
- Return to Migrate