Tips

1. One JIRA record for one issue; do not submit multiple issues in one ticket.
2. Use a Workflow operation to move an issue along instead of Assign, which keeps the issue in the same Workflow step.
3. Use **OK to Migrate** link to indicate that issue is fixed properly, has passed retest, and is ready for production migration.
4. If you do not see the **OK to Migrate** link, the issue has not progressed to UAT yet. Inform the AS Analyst that he/she needs to use the **Send to UAT** Workflow operation in order for you to use the link.
5. Try to pick one component when logging an issue, not “all” or many components.
6. Make sure to pick the correct environment.
7. Can’t find the link to push an issue along? The issue might not be in the right step of the Workflow. You may not have permission to act on the ticket while in the current step. Contact your AS Analyst or project manager to get the issue pushed to its proper step in the Workflow.
8. Only the following project roles can set the Fix Version(s) on a project: Analyst, QA, and Developer. Users assigned to any other role will be able to view the Fix Version(s) information but will not be able to change the value when editing.
9. The standard user session timeout is 60 minutes. If you exceed the timeout, please check the “Remember Me” checkbox when logging into JIRA. This will help ease re-entry into JIRA.
10. When linking issues, remember that linked issues that are closed will appear in the ~~strike out~~ font. Issues that are unresolved appear in normal font. See image below: 

Common Mistakes

1. Tickets are not being promoted through the Workflow. A lot of development and testing is occurring in the Review step-.
	1. If a ticket is being fixed, it must be in the Development step:
		1. Click on **Send to Development** to promote the ticket out of the Review step and assign the ticket to the appropriate developer or tech lead on the transition screen.
	2. If a ticket is ready to be tested it must be in QA for a QA analyst to verify the fix in OF1INT. **Note:** Do not promote the ticket before the fix has been migrated to and spot checked in the INT environment.
		1. Click on **Send to QA** to promote the ticket out of the Development step and assign the ticket to the appropriate tester or QA Lead on the transition screen.
	3. If testing passes, the AS Analyst checks **Send to UAT** for the business reporter to verify in OF1UAT. **Note:** Do not promote the ticket before the fix has been migrated to and spot checked in the INT environment.
		1. Click on **Send to UAT** to promote the ticket out of the QA step and assign the ticket to the appropriate business tester on the transition screen.
	4. If you don’t see an appropriate Workflow action, one of two things might be wrong:
		1. You have the wrong access; create a JIRA ticket in ASTools, component=JIRA (or log a HelpSU ticket) and indicate that you can’t see Workflow actions.
		2. The ticket is in the wrong step of the Workflow; notify the project manager or the QA Lead to get the ticket “unstuck.”
2. JIRA tickets that have an Oracle TAR associated with them do not consistently have the TAR number in the JIRA Reference field.
	1. All Oracle TARs must have their SR number appear in the Reference field that appears on the Additional Info tab. Follow the format of “SR <number>” exactly.
3. Tickets that are fixed but need to be kept open for monitoring or any other purpose are not being flagged consistently.
	1. **Pertains to SIT (OF1INT) only.** All tickets that must remain open but cannot be closed in OF1INT must have the following string appear in the Reference field that appears on the Additional Info tab: “OF1UAT Verification required.”
4. When using any Workflow or operational actions or when making any editorial changes after a ticket has been reported, a comment is not being added consistently.
	1. Always add a comment whenever making any Workflow, operational, or editorial changes to a ticket. This helps during ticket triage.
5. Tickets are aging.
	1. Review the “Your Projects” dashboard at least 2x/day—morning and afternoon—to make sure you have traction on your tickets. If your project dashboard does not have an aging metric, then please ask your project manager or QA Lead to get one set up.
6. Bugs or enhancements are often being logged when a task might be a better issue type. Likewise, tasks are often logged when a bug or enhancement issue type is better.
	1. If an issue is a To-Do item, an action item, or post-it note reminder, it should be logged as a task. Bugs are issues with the software (errors, faults, or problems) that have been fixed and are undergoing AS-wide and/or business testing. Enhancements are suggested improvements for change that don’t require extensive analysis and sign-off. CRs (change requests) are suggested improvements for change that require analysis and sign-off before implementation.
7. Team members other than the reporter are closing tickets.
	1. IF you have to close a ticket on behalf of the reporter, be sure to add a comment and assign the ticket back to the reporter so he/she is informed.
8. Ticket dialog is occurring in email, not in the JIRA ticket itself.
	1. All commentary regarding a JIRA ticket should be placed in the ticket itself via a comment. The ticket can be assigned back to the person to which the comment is addressed. This is critical information when conducting JIRA triage.