Error workflow

in the Stibo Service Portal

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CONFIDENTIALITY LEVEL: Public

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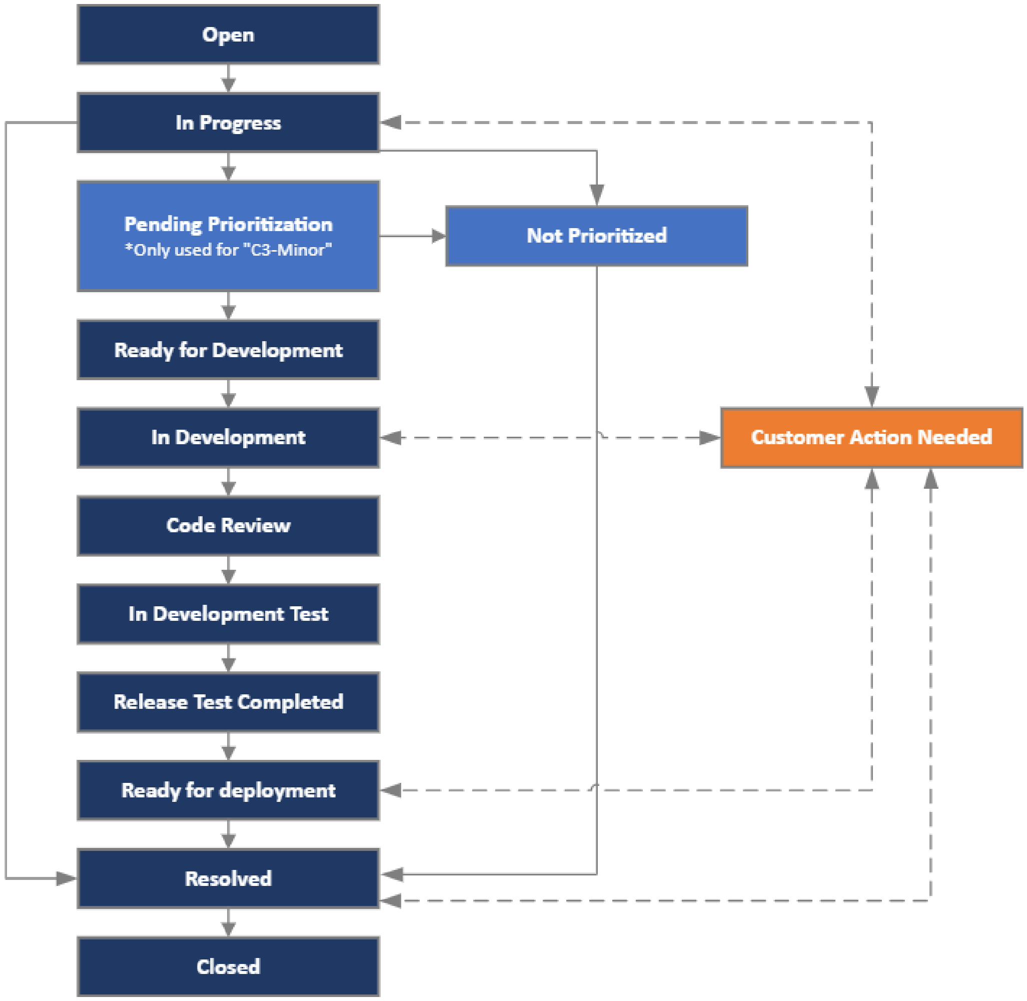
1 Error workflow in the Stibo Service Portal

Summary

This document describes the Stibo Service Portal Error workflow. The description should provide better visibility of the incidents and the different stages the incidents are going through.
The Error workflow is used when Stibo Systems has initially deemed an incident to be an error with the software.


Open
In Progress
Pending Prioritization
*Only used for "C3-Minor"
Not Prioritized
Ready for Development
In Development
Customer Action Needed
Code Review
In Development Test
Release Test Completed
Ready for deployment
Resolved
Closed

States

1.1 Introduction

All incidents that are created by the customer in the Stibo Service Portal are received as “Customer Requests”. Initially, the incident will be acknowledged and further categorized as one of the following categories: Error, Task, Enhancement Request, Change Request, or Question. This document focuses solely on Error-type incidents.
As part of the categorization process, the Stibo Systems support department will verify whether the incident holds all the necessary information, e.g. descriptions, logs, screen dumps, steps to reproduce, etc. Additionally, the severity of the incident must be properly defined among the following: C1 (Emergency ticket), C2 (Critical ticket) or C3 (Minor ticket). If the appropriate level of detail or visibility of severity is not clear to the Stibo Systems support team, then the Customer will be requested to provide more information and the incident will be set as “Customer Action Needed”.

1.2 Status “Open”

The “Open” status is a waiting state, where it is ensured that all prerequisites mentioned above are in place to start working towards a resolution.
It may also be used in the cases where a related or even a duplicated issue is worked upon, leaving this issue in “Open” state.

1.3 Status “In Progress”

Once the incidents are classified as one of the three categories as described in the agreement with the customer, the incident will be set to “In Progress” and worked upon according to the severity of the incident.

1.4 Status “Customer Action Needed”

This status means that the ticket has been passed to the customer and action is required from their side, which will shall be detailed in the comment. Notice that this status may happen in various steps of the workflow.

1.5 Status “Pending Prioritization”

Once an Error is defined with a "C3 - Minor” severity, it will be set to the status “Pending Prioritization”, meaning it may be considered a candidate for an upcoming maintenance patch. If it has been decided not to give priority or if it hasn't been confirmed for a patch in a period of up to 6 months, then the incident will be moved to the “Not Prioritized” status. This status means the incidents are not actively worked upon while being in this state.

1.6 Status “Not Prioritized”

When incidents are moved to the “Not Prioritized” status, they have been omitted from the candidate list for the coming patches. This means that they are unlikely to be fixed within the foreseeable future. A decision must be made on the further steps of such incidents. Only the incidents with the category “C3 – Minor” can get this status.

1.7 Status “Ready for Development”

If the given incident has been confirmed for a monthly patch or confirmed for a hotfix, it will go into this status and the issue is ready for the development team to start the further investigation. The ticket is assigned to a queue and awaits assignment of Developer. Once the issue is assigned, it shall go into below status “In Development”.

1.8 Status “In Development”

The issue is actively being worked upon, and it will stay in “In Development” until a fix has been committed, or the incident is solved by other means, i.e., configuration changes.

1.9 Status “Code Review”

The developed code is reviewed by another member of the R&D development team.

1.10 Status “In Development Test”

After a fix has been committed the incident will go into “Development Test”. The Stibo Systems Q/A department will perform a manual test of the specific fix as well as an automated regression test of the STEP software.

1.11 Status “Release Test Completed”

If the test has been successful, then the incident will stay in “Release Test Completed” until the maintenance patch or hotfix is released.

1.12 Status “Ready for Deployment”

At the time when the monthly maintenance patch or hotfix is released, the incident will change status to “Ready for Deployment”. The patch can now be deployed to a non-production environment.

1.13 Status "Resolved"

Once the customer has successfully tested the fix in the customer's non-production installation, the incident will be set to the status "Resolved".

1.14 Status "Closed"

Once the incidents are resolved and no further action is needed, incidents can be closed.

1.15 Final clarification

It is important to clarify that this document shows the commonly used path by incidents. Furthermore, depending on the severity and particularities of each case, the incidents will follow different paths within the workflow that are not necessarily reflected in this document, which has been created to be a mere guide to the customer.