

► **JIRA**

Issue Tracking System



Version: 1.1

Written for: Validated Enterprise Dynamics Customers

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## 1 OVERVIEW OF USE

Incontrol JIRA is an issue tracking system that is used to track issues (bugs, improvements, features, tasks, etc.) for different purposes. Within Incontrol, there are two types of usage of Incontrol JIRA. They are listed in the following categories:

1. **Development.** The development category contains the issues resulting from customer questions. These issues are created by Incontrol staff and are visible by customers. Issues are always related to, and focused on a software product.
2. **Support.** The support category is used to report issues and keep track of the status (and related development issues) and communication with customers (customer issues are private; customers can only see their own issues). Issues are always related to, and focused on a customer. Support issues can lead to development issues.

**Browse Projects**

The table below shows the projects within JIRA. The projects are grouped by category where applicable.

| Category : Development                              |     |                                   |   |
|---|-----|-----------------------------------|---|
| Project   | Key | Lead                              | URL   |
| <a href="#">Enterprise Dynamics Applications</a>    | APP | <a href="#">Matthijs Jongboer</a> | <a href="http://www.enterprisedynamics.com">http://www.enterprisedynamics.com</a> |
| <a href="#">Enterprise Dynamics Engine</a>          | ED  | <a href="#">Janis Britals</a>     | <a href="http://www.enterprisedynamics.com">http://www.enterprisedynamics.com</a> |
| <a href="#">Enterprise Dynamics Logistics Suite</a> | LOG | <a href="#">Holger Pitsch</a>     | <a href="http://www.enterprisedynamics.com">http://www.enterprisedynamics.com</a> |
| <a href="#">Enterprise Dynamics Transport Suite</a> | TRS | <a href="#">Jan Thiermann</a>     | <a href="http://www.enterprisedynamics.com">http://www.enterprisedynamics.com</a> |
| <a href="#">ShowFlow</a>                            | SFW | <a href="#">Fred Jansma</a>       | <a href="http://www.showflow.co.uk">http://www.showflow.co.uk</a>                 |

| Category : Support      |     |                                   |   |
|-------------------------|-----|-----------------------------------|---|
| Project                 | Key | Lead                              | URL   |
| <a href="#">Support</a> | SUP | <a href="#">Matthijs Jongboer</a> | <a href="https://support.enterprisedynamics.com">https://support.enterprisedynamics.com</a> |

To identify an issue, the issue receives a unique number that is preceded by its key. The project lead receives all issues for that project and manages the issues for that project.

## **2 USER SETTINGS**

A user is: an institute with a valid M&S contract. Note that this is not an individual within the institute but the institute can assign an individual (referred to as customer).

### **2.1 User**

For a user, the following must be provided (with the matching conventions):

- Username: all lower case, call-sign of an institute set by Incontrol
- Password: The password is automatically sent to the email address listed. Users themselves can change it.
- Email: The e-mail address that will be used to communicate issue actions.
- Full Name: Full name of the institute
- Groups: An institute user defined in Incontrol JIRA is always a member of external users and jira-users.



### 3 WORKFLOW

On the following pages, the workflow is described. The workflow defines the actual process of how issues navigate through the system.

#### 3.1 Support

The support project is only used for customers with a valid maintenance & support contract. Questions from users without an M&S contract are not entered into the support project.

The following procedure is based on the overview as presented in Figure 1: Support Issue.

1. A **customer** can raise an issue. The customer can access Incontrol Support JIRA to enter the issue.
2. When entering an issue into Incontrol Support JIRA, the following information must be provided (in English):
  - i. **Issue type**. This can either be:
    - a. Question (a question that is not part of the two options below)
    - b. Problem Report (something does not work)
    - c. Feature or Improvement request (a request to add functionality)
  - ii. **The version**. The detailed information about the version of the software so major, minor, build number and revision number should at least be included.
  - iii. **Environment**. Any information that is required and/or relevant for the issue such as used hardware or other software, used add-ons, O.S. etc.
  - iv. **Summary**. A clear, short description of the issue.
  - v. **Description**. A clear description of what the (single) issue is. It can be very helpful to describe how the issue can be reproduced or relate to other sources such as attached files (.mod, .atm, etc.) or include images. This field also comes with special markup that can assist in the readability of the text such as:
    - a. Place 4DScript code between {code} tags
    - b. Place important things between {color:red} and {color} tags (to display red)
    - c. Press  to see all markup and press  to see a preview.
  - vi. **Attachment**. If any attachments are available, add them such as models, atoms or screenshots.
3. When an issue is entered, it is assigned to the support project lead and the issue displays “OPEN”.
4. The project lead determines if the issue requires development or a developer. If this is the case, a general issue is created identifying the development issue (D1\_out) (not customer specific). The Support issue is linked to this

development issue (Development issue is 'raised by' support issue, support issue 'means' development issue).

5. When work on the issue is done, this is all logged in Support JIRA. The submitter receives emails on these changes and can be asked to provide additional information. These can be entered into the issue using the built-in comment functionality. Voting is not yet possible. When a user is either the reporter or the assignee, information emails are sent when an issue is edited. To keep track of an issue where a user is not one of these (so for example in a linked development issues), you can choose to watch it.
6. When the assignee has a solution to the problem, this is included in the issue and the issue is set to 'resolved'. In addition, when the linked development issue is resolved (S1\_in) the support issue is set to 'resolved'. When setting an issue to resolved, one of the following resolutions is provided:
  - i. Fixed - A fix for this issue is checked into the tree and tested whereafter it will be included in the next release.
  - ii. Won't Fix - The problem described is an issue, which will never be fixed.
  - iii. Duplicate - The problem is a duplicate of an already existing issue.
  - iv. Incomplete - The problem is not completely described.
  - v. Cannot Reproduce - All attempts at reproducing this issue failed, or not enough information was available to reproduce the issue. Reading the code produces no clues as to why this behavior would occur. If more information appears later, please reopen the issue.
  - vi. Issue supported - The raised problem is supported
7. The solution is automatically communicated to the reporter (JIRA sends an email).
8. When the answer is satisfactory, the reporter closes the issue.
9. If the answer was not satisfactory, the reporter reopens the issue, giving an explanation why the issue was reopened. This can also lead to reopening a development issue.

Figure 1: Support Issue

