

PDS EN Issue Tracking Process

October 21, 2005 (Draft)

The PDS EN issue tracking process covers PDS EN issues identified internally by PDS EN staff and externally by others such as users, DNs, MC, etc. Issues include change requests and/or anomaly fixes for: System, Tools, Database, Catalogs, Web pages, Processes, and Requirements. This process does not cover Standards issues.

Issues initiated internally must be coordinated and worked out before they are formally submitted to Ops for entering into Issue Tracking Tool (pdsdev/bugzero) prior to Change Control Board (CCB) review.

Issues are submitted electronically to Ops using EN Issue Origination Forms.

Issues originated externally are turned into internal issue once Issue Owner is identified to be an internal issue originator. From then on, the issue is processed just as an internal issue.

Change Control Board (CCB)

- Is composed of EN SE, Dev and Ops Leads (or their alternate)
- Meet bi-weekly (Monday 10-11am at PDS Lab)
- Review and prioritize the issue lists
- Vote to disposition new issue
- Has the authority to change owner and assignee and due date

If an issue requires Management Council approval, EN manager will suggest MC to submit a formal Change Request.

A notification will be sent to appropriate party (Originator, Owner, and/or Assignee) when an issue's tracking status changes. Issue tracking status includes: Queued, In-Progress, Tabled, Rejected and Closed.

The Issue Owner is responsible for tracking and closing the issue when it's complete. If it's an external issue, a final response must be formally sent to the external originator. Providing status of progress to originator is recommended for complex issues.

Responsibilities;

- CCB – prioritization, acceptance and rejection
- EN Manager – Turn issue to CR if MC approval is required
- Internal Originator – submit issue for tracking
- Ops – create issue on-line, promote issue status, send notification when status changes, close issue when it's done, disposition issue generated by external users

- Issue Owner – monitor and track issue status and ensure issue is worked per schedule by assignee
- Assignee – actively and diligently work the issue to closure

EN Issue Origination Form (Proposed)

Originator:

Origination Date:

Issue Title:

Issue Description:

Potential impact:

Proposed issue owner:

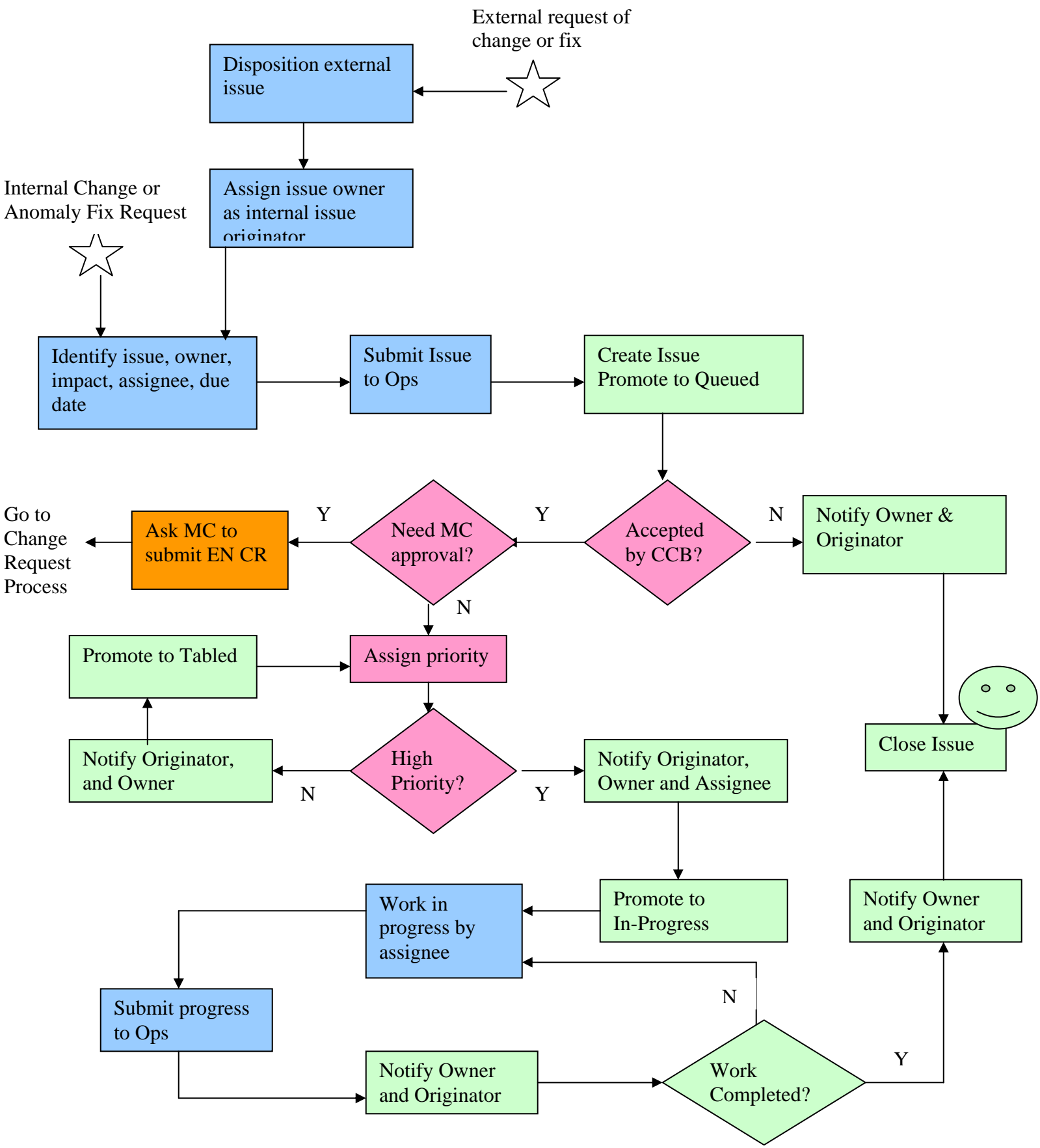
Proposed completion date:

Turn this into a scheduled task (Y/N):

[If Yes, provide description of scope of work and propose schedule change to appropriate EN Leads.]

For Operations Only

Issue Tracking Number:



EN Manager
 Ops
 EN Staff
 CCB

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