• Product line issue tracking using common tools such as JIRA

• Ways to use the JIRA system to track an issue across multiple projects, rather than multiple issues within a project
Primary Goals

• Track issues across different products
  – Know when issues found in one product need to be looked for in other products
  – Know when issues are fixed in some products but are not yet fixed in others

• Get away from former spreadsheet
  – Not very scalable or accessible

• Avoid customization of JIRA
  – Allow others to use the ideas more easily in other product lines

Ken.Peters@jpl.nasa.gov
Main View (special dashboard)

EPL Main Issues

Projects

Load
Open Issues
(by priority)

Favorite Filters

Issue Statistics

STATISTICS: EPL MAIN ISSUES (STATUS)

Open

Total Issues: 255

Two Dimensional Filter Statistics: EPL Main Issues

Status

Raised in Versions (all)

Components

Fix For Versions (all)

May not be accessible to everyone.

Ken.Peters@jpl.nasa.gov
### The Important Part

#### Two Dimensional Filter Statistics: EPL Main Issues

<table>
<thead>
<tr>
<th>Status</th>
<th>CoNNeCT</th>
<th>Electra</th>
<th>Electra Lite</th>
<th>MAVEN Electra</th>
<th>TDS-DEA</th>
<th>TGO Electra</th>
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<td>250</td>
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</table>

Showing 1 of 1 statistics.
Filter: EPL Main Issues

### Products

- MAVEN Electra
- TGS-DEA
- TGO Electra
- No version

### Components

- Doc
- Build
- HW: HK
- HW: HSD
- HW: MP
- HW: GSE
- HW: ECS
- HW: Cabling
- HW: Parts
- HW: PCB
- Prox1
- SW: APPSW
- SW: BCSW
- SW: Tables
- Test

### Issues that MIGHT apply to product

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</table>

Showing 1 of 1 statistics.
Filter: EPL Main Issues

### Issues KNOWN to apply to product

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<th>Status</th>
<th>CoNNeCT</th>
<th>Electra</th>
<th>Electra Lite</th>
<th>MAVEN Electra</th>
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</table>

Showing 1 of 1 statistics.
Filter: EPL Main Issues
The Key Points

• JIRA “version” = product
  – eg. MRO Electra, MSL ElectraLite
  – Not trying to track release numbers here
• JIRA “Affects Version/s” aka “Raised in Version/s”
  – Means thing to do is determine IF the issue affects the product/s
• JIRA “Fix Version/s” aka “Fixed in Version/s”
  – Means thing to do is to fix the issue (issue does apply)
• JIRA “Sub-tasks” track status/progress for individual product versions
  – Could also have separate product JIRA systems for details and issues that are not cross-cutting

Ken.Peters@jpl.nasa.gov
Sample Issue

Some products have unknown applicability

Some products are known to have the issue

Products known NOT to have the issue are in neither list (but may have subtasks to document why)
Required Tracker Features

• Multiple versions (products) can be listed under “Affects Version/s” and “Fix Version/s”
  – So many products can be assigned to a single issue
• Can create “sub-tasks” under main tasks
  – So status for specific products can be tracked
• Sub-task issue “types” are distinct from main task issue “types”
  – So useful views can be created that separate main issues from sub-tasks
Task With Subtasks

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<tr>
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</table>

No products with unknown applicability

Some products known to have the issue

Subtasks represent product versions

Closed as NA to some products, with explanations
Filters: Main vs Sub Tasks

JIRA provides a category for all main issue types (separate from sub-task types)

Useful filters can be shared
Filters: Main vs Sub Tasks

JIRA provides a category for all sub task types (separate from main issue types)

Useful filters can be shared
Shared Filters

- Once useful filters are set up, edit to share with others
- Shared filters can be used to create shared dashboards

Separate main issues from subtasks
Subtask View (special dashboard)

- Issue stats panel
- Two-D filter stats panel
- Two-D filter stats panel

- Adds various panels ("gadgets") to the window
- Hover mouse to get panel edit menu icon
The Detailed Part

### Two Dimensional Filter Statistics: EPL Subtasks

<table>
<thead>
<tr>
<th>Status</th>
<th>CoNNeCT</th>
<th>Electra</th>
<th>Electra Lite</th>
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Showing 4 of 4 statistics.
Filter: EPL Subtasks
Edi9ng Dashboards

Hovering mouse gets to edit menu

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</tbody>
</table>

Showing 4 of 4 statistics.
Filter: EPL Subtasks

Gadget panel
Use predefined filter
Select axes
Miscellaneous options

Ken.Peters@jpl.nasa.gov
Shared Dashboards

- Shared dashboards might use shared filters in various panels

Main issue vs subtask views
JIRA Customizations

• Shared filters and dashboards
  – Not much of a “customization”, no permission needed

• Product versions and components
  – Need only JIRA project admin permission, not full JIRA admin permission

• Issue resolution “Not applicable” added
  – Had to request from full JIRA admin
  – But now available to all JPL users

• Additional full JIRA admin customizations might be convenient, but not necessary
More information

• Link to wiki with detailed documentation

May not be accessible to everyone.