FSW Workshop 2014

December 2014, Pasadena CA
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- 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

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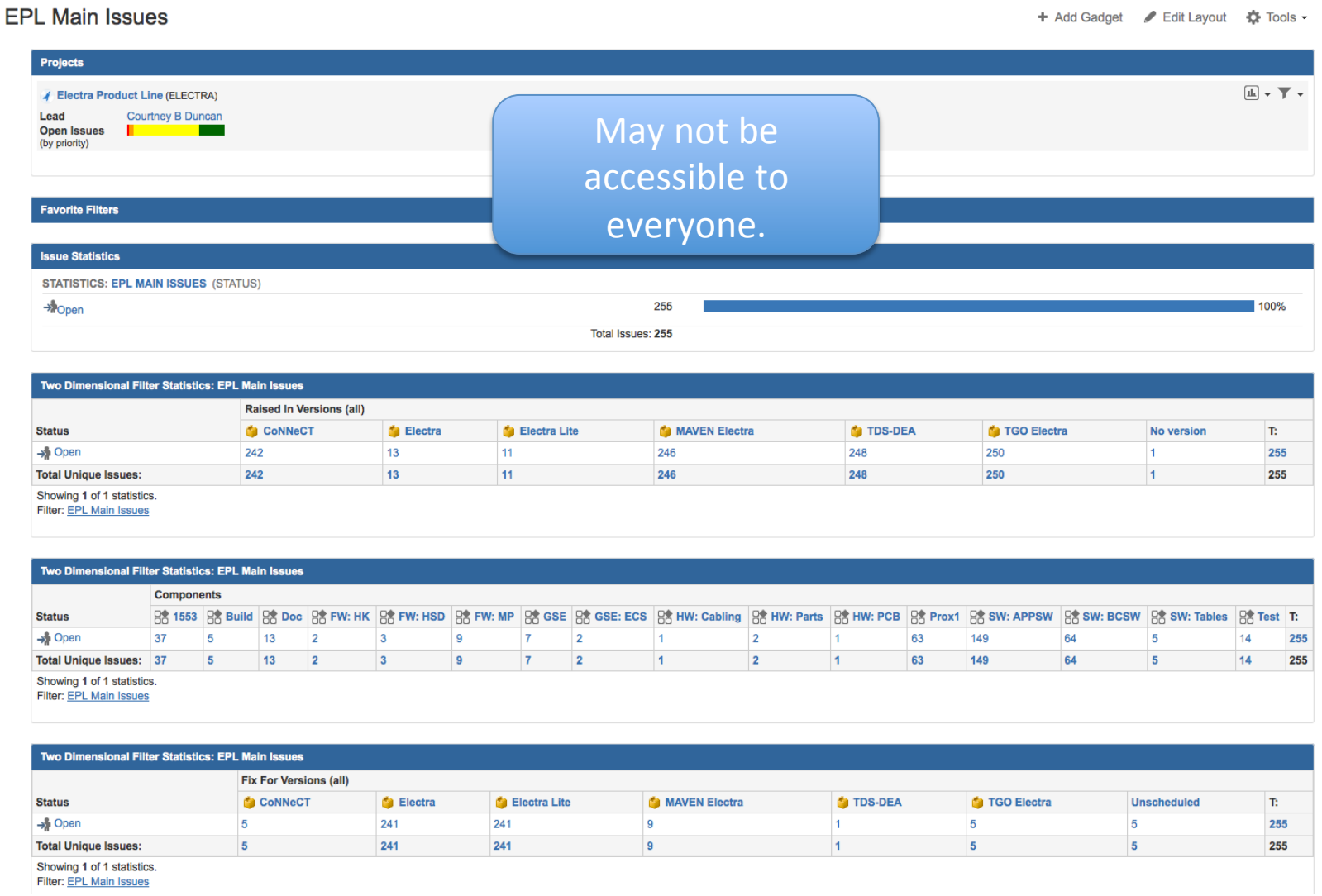
Primary Goals

- 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

Not the typical usage of issues within a single project, maybe with a few links to other projects

Main View (special dashboard)



The Important Part

Products

Two Dimensional Filter Statistics: EPL Main Issues

Status	Raised In Versions (all)							
	CoNNeCT	Electra	Electra Lite	MAVEN Electra	TDS-DEA	TGO Electra	No version	T:
Open	242	13	11	246	248	250	1	255
Total Unique Issues:	**242**	**13**	**11**	**246**	**248**	**250**	**1**	**255**

Showing 1 of 1 statistics.
Filter: EPL Main Issues

Issues that MIGHT apply to product

Components

Two Dimensional Filter Statistics: EPL Main Issues

Status	Components																
	1553	Build	Doc	FW: HK	FW: HSD	FW: MP	GSE	GSE: ECS	HW: Cabling	HW: Parts	HW: PCB	Prox1	SW: APPSW	SW: BCSW	SW: Tables	Test	T:
Open	37	5	13	2	3	9	7	2	1	2	1	63	149	64	5	14	255
Total Unique Issues:	**37**	**5**	**13**	**2**	**3**	**9**	**7**	**2**	**1**	**2**	**1**	**63**	**149**	**64**	**5**	**14**	**255**

Showing 1 of 1 statistics.
Filter: EPL Main Issues

Issues KNOWN to apply to product

Two Dimensional Filter Statistics: EPL Main Issues

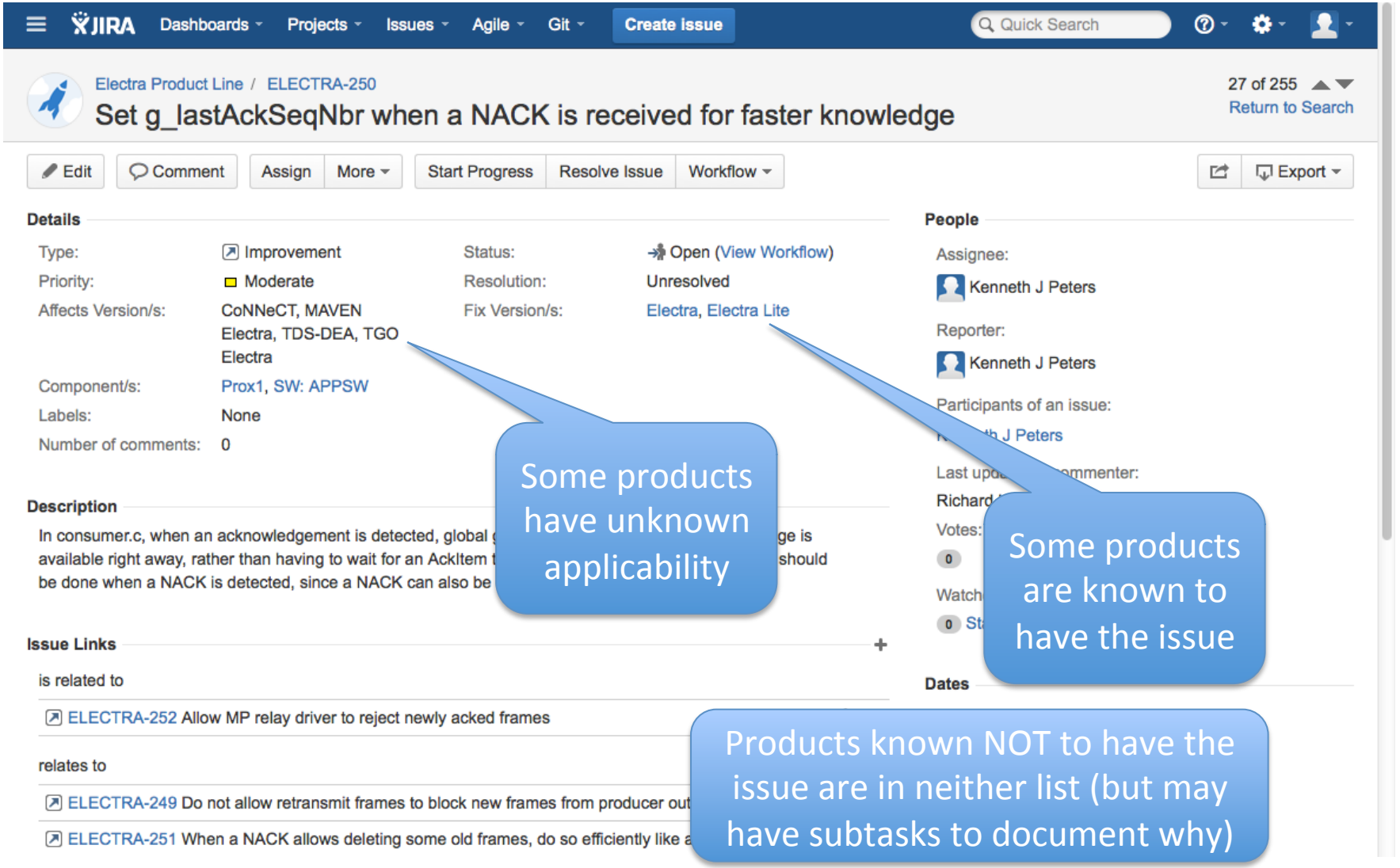
Status	Fix For Versions (all)							
	CoNNeCT	Electra	Electra L	MAVEN Electra	TDS-DEA	TGO Electra	Unscheduled	T:
Open	5	241	241	9	1	5	5	255
Total Unique Issues:	**5**	**241**	**241**	**9**	**1**	**5**	**5**	**255**

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

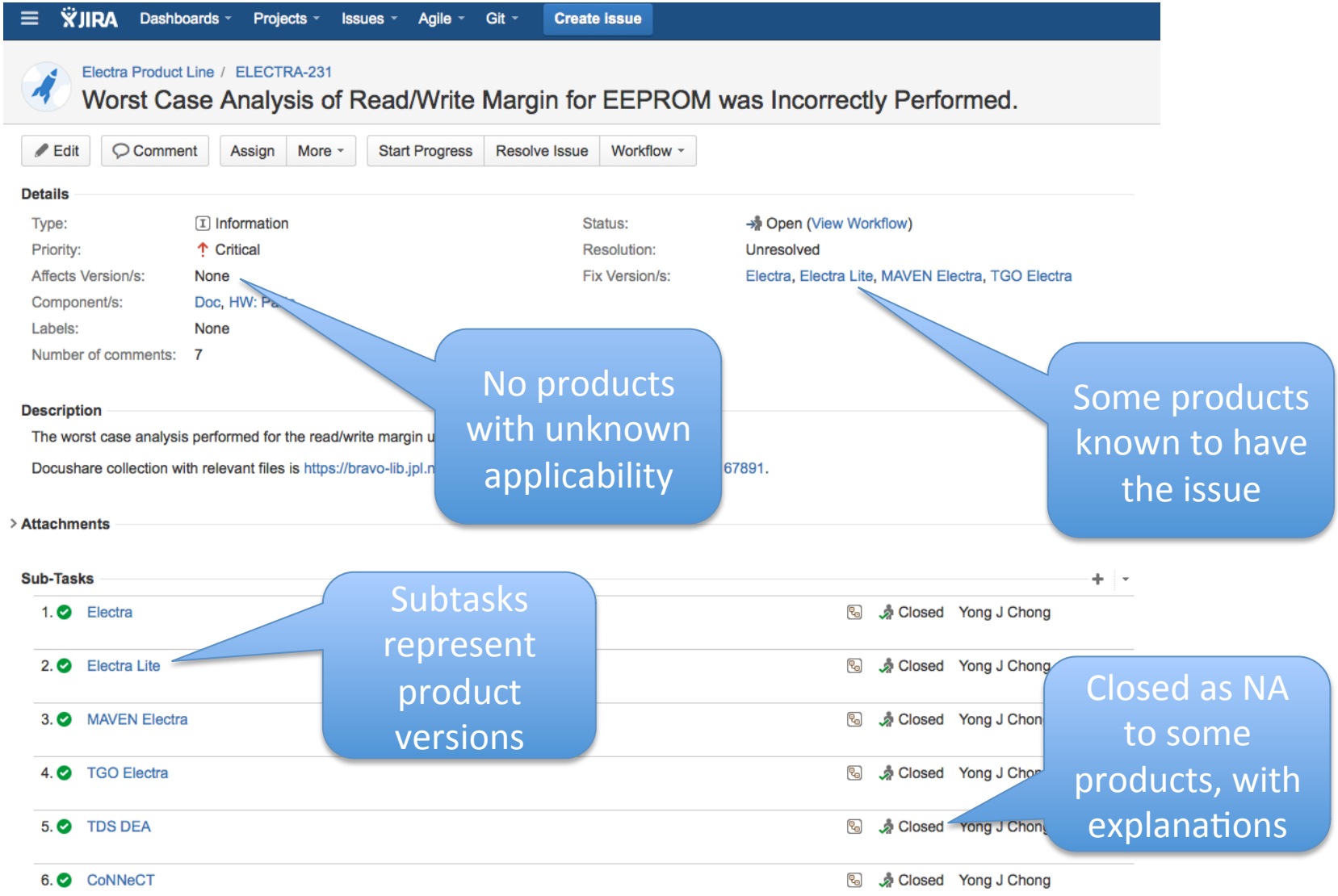
Sample Issue



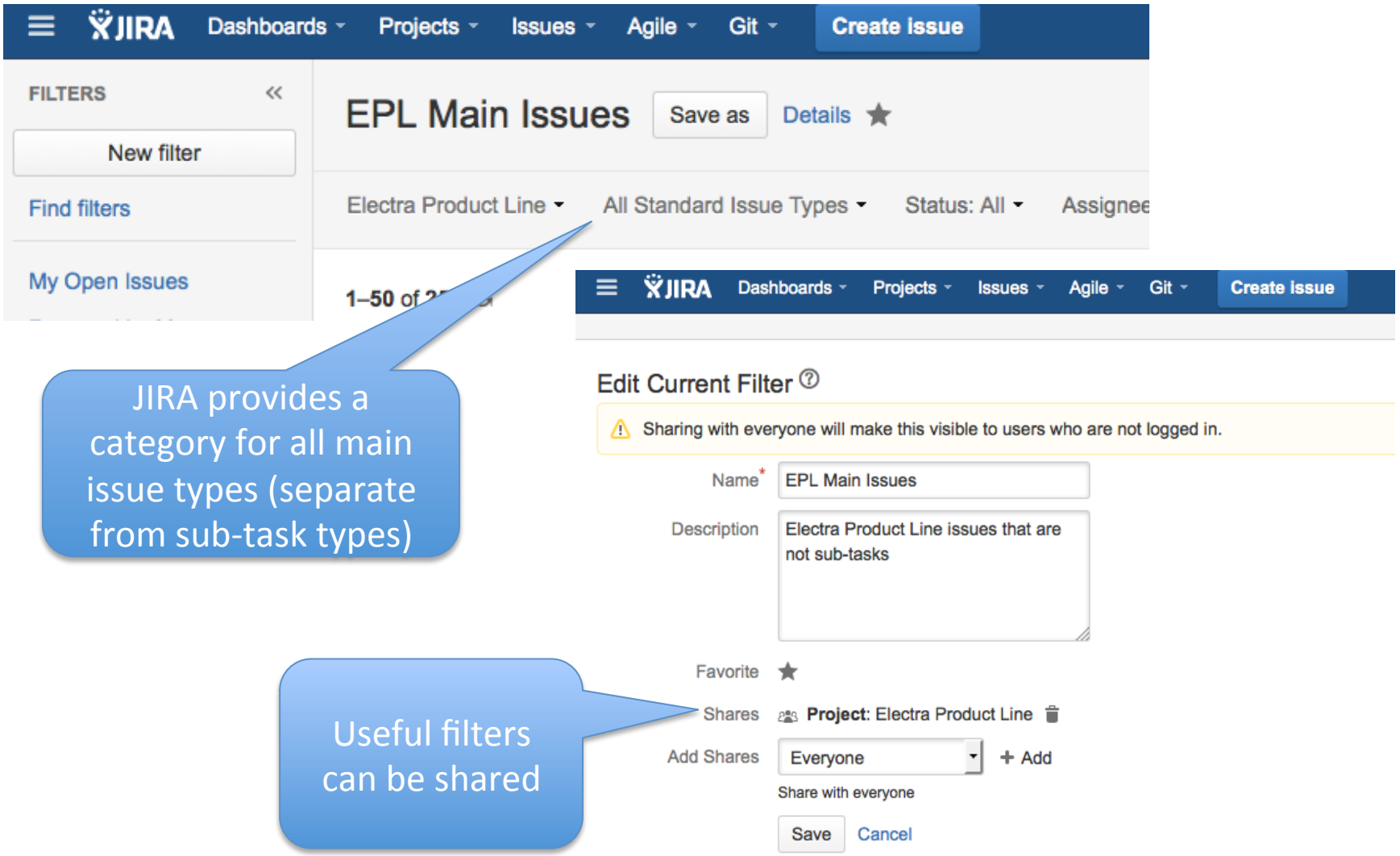
Required Tracker Features

- 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

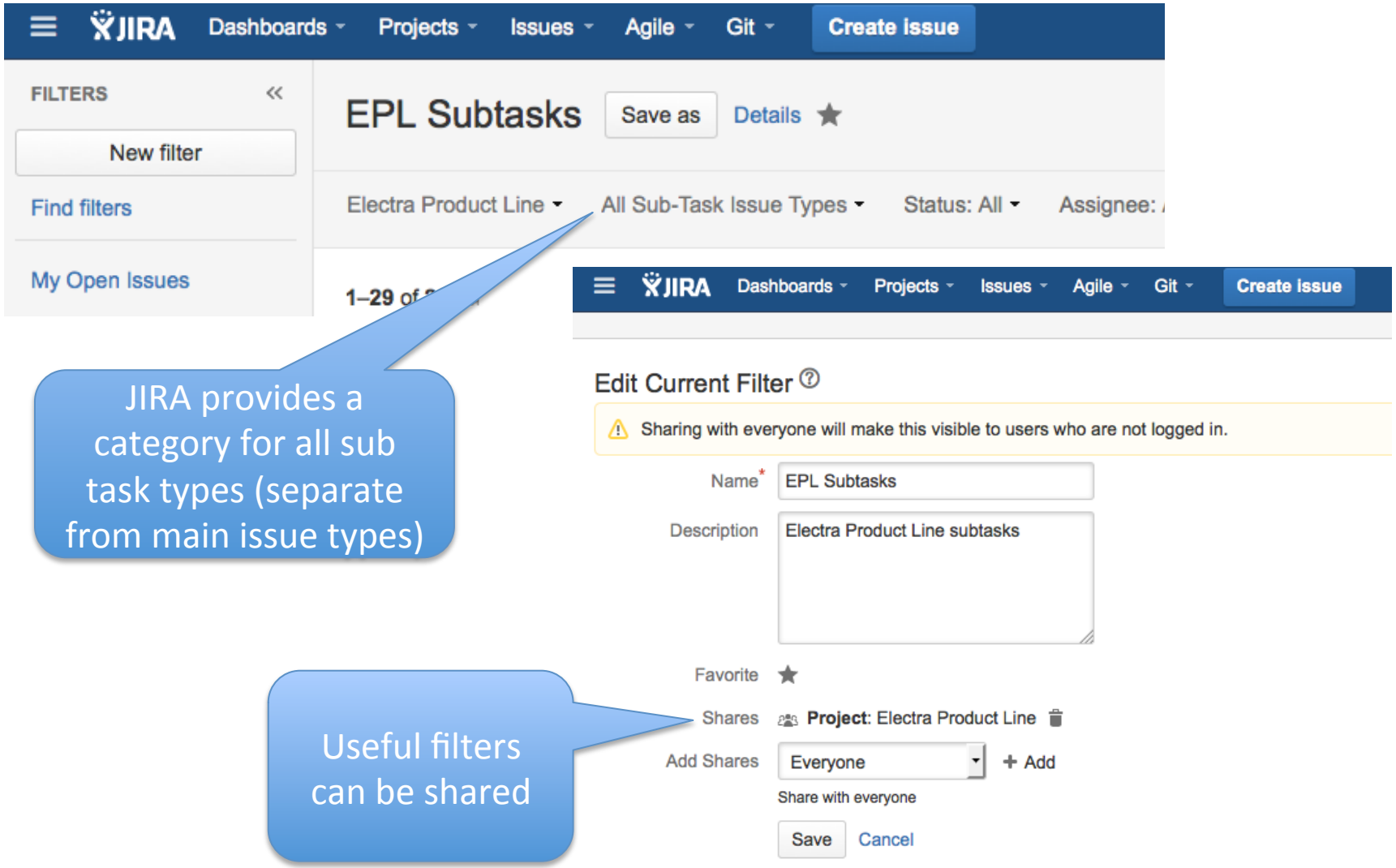
Task With Subtasks



Filters: Main vs Sub Tasks

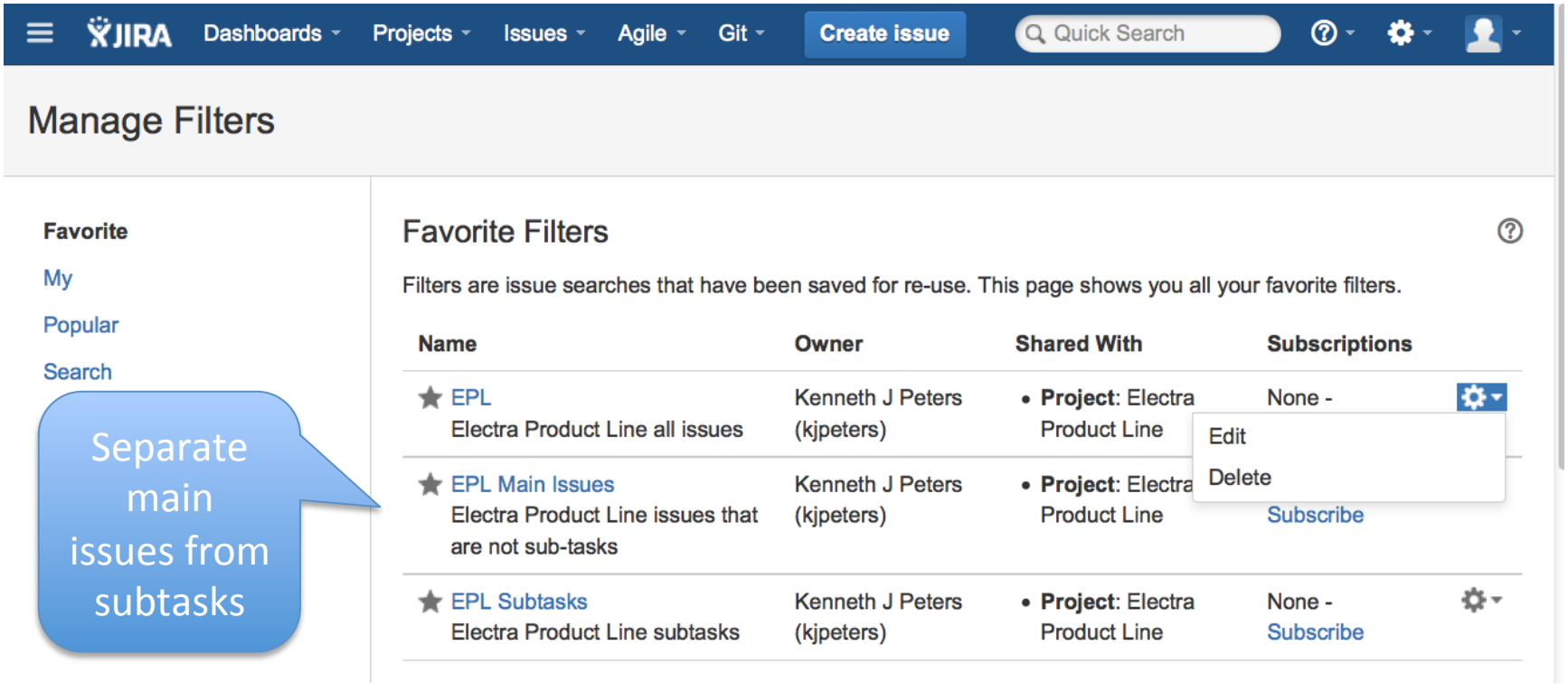


Filters: Main vs Sub Tasks



Shared Filters

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



Subtask View (special dashboard)

The Detailed Part

Subtask Status

Components

imensional Filter Statistics: EPL Subtasks

Status	Components										
	Doc	FW: HK	FW: HSD	HW: Parts	Prox1	SW: APPSW	SW: BCSW	SW: Tables	Test	No component	T:
Open	0	0	0	0	2	2	0	0	0	0	2
In Progress	0	0	0	0	0	0	1	2	0	0	3
Resolved	0	0	0	0	3	6	3	1	1	0	10
Closed	5	4	4	6	0	0	3	0	0	1	14
Total Unique Issues:	**5**	**4**	**4**	**6**	**5**	**8**	**7**	**3**	**1**	**1**	**29**

Showing **4** of **4** statistics.
Filter: EPL Subtasks

Products

Two Dimensional Filter Statistics: EPL Subtasks

Status	Fix For Versions (all)							
	CoNNeCT	Electra	Electra Lite	MAVEN Electra	TDS-DEA	TGO Electra	Unscheduled	T:
Open	0	1	1	0	0	0	0	2
In Progress	0	2	1	0	0	0	0	3
Resolved	2	2	3	3	0	0	0	10
Closed	1	2	4	2	2	2	1	14
Total Unique Issues:	**3**	**7**	**9**	**5**	**2**	**2**	**1**	**29**

Showing **4** of **4** statistics.
Filter: EPL Subtasks

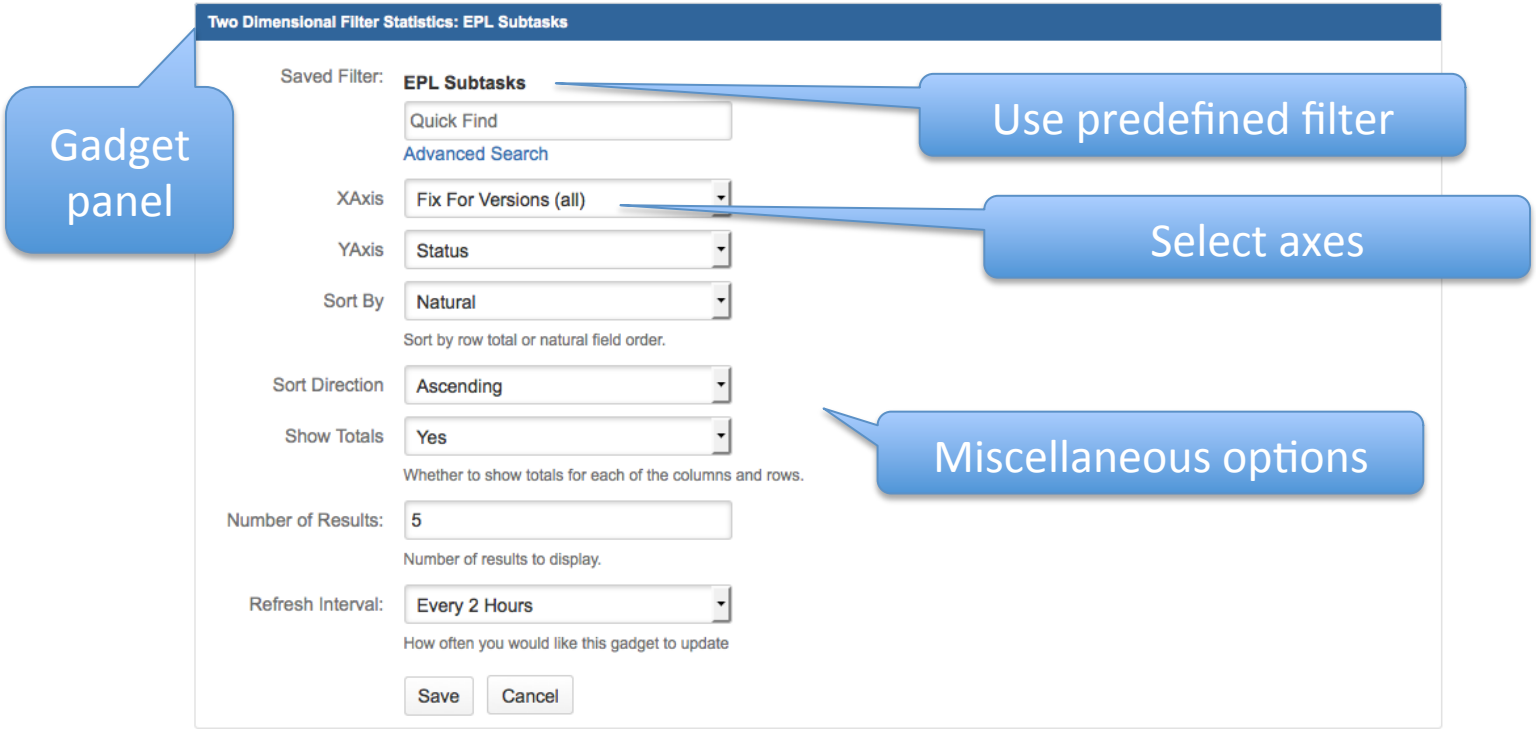
Editing Dashboards

Hovering mouse gets to edit menu

Two Dimensional Filter Statistics: EPL Subtasks

Status	Components										
	Doc	FW: HK	FW: HSD	HW: Parts	Prox1	SW: APPSW	SW: BCSW	SW: Tables	Test	No component	T:
Open	0	0	0	0	2	2	0	0	0	0	2
In Progress	0	0	0	0	0	0	1	2	0	0	3
Resolved	0	0	0	0	3	6	3	1	1	0	10
Closed	5	4	4	6	0	0	3	0	0	1	14
Total Unique Issues:	5	4	4	6	5	8	7	3	1	1	29

Showing 4 of 4 statistics.
Filter: EPL Subtasks



Gadget panel

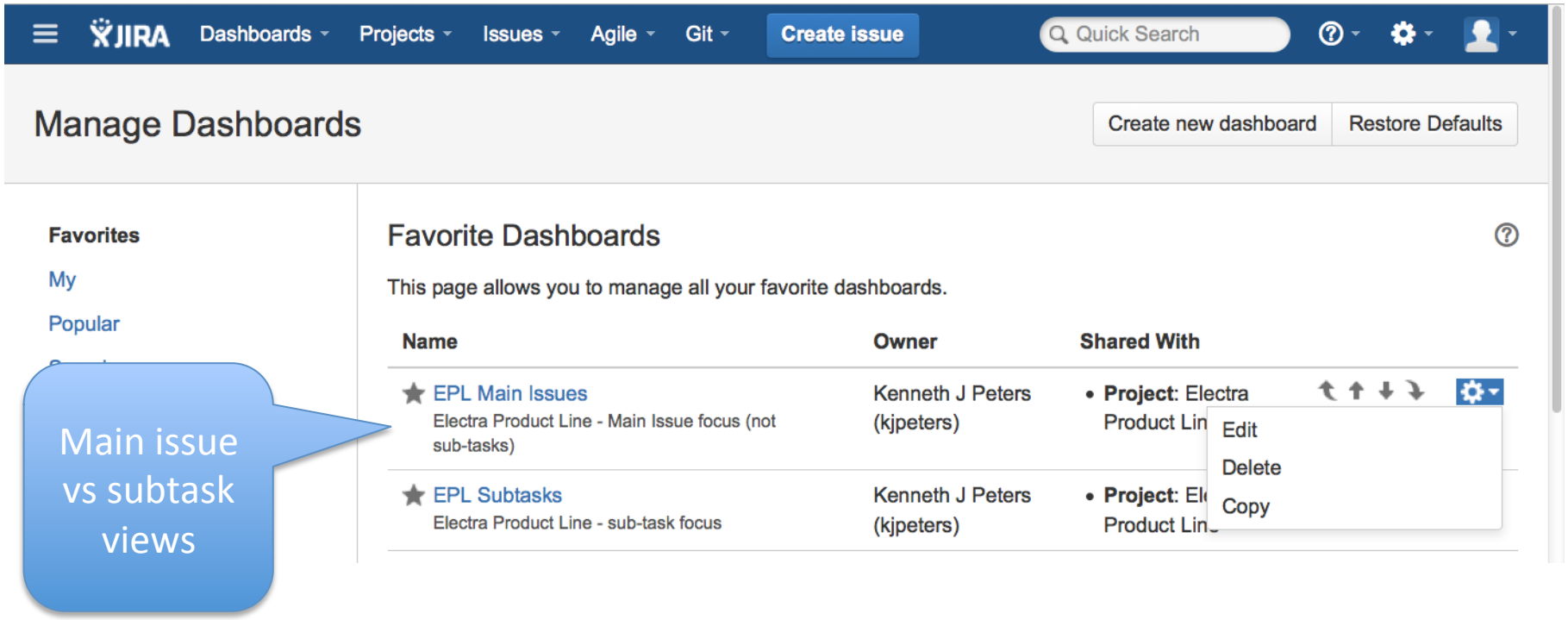
Use predefined filter

Select axes

Miscellaneous options

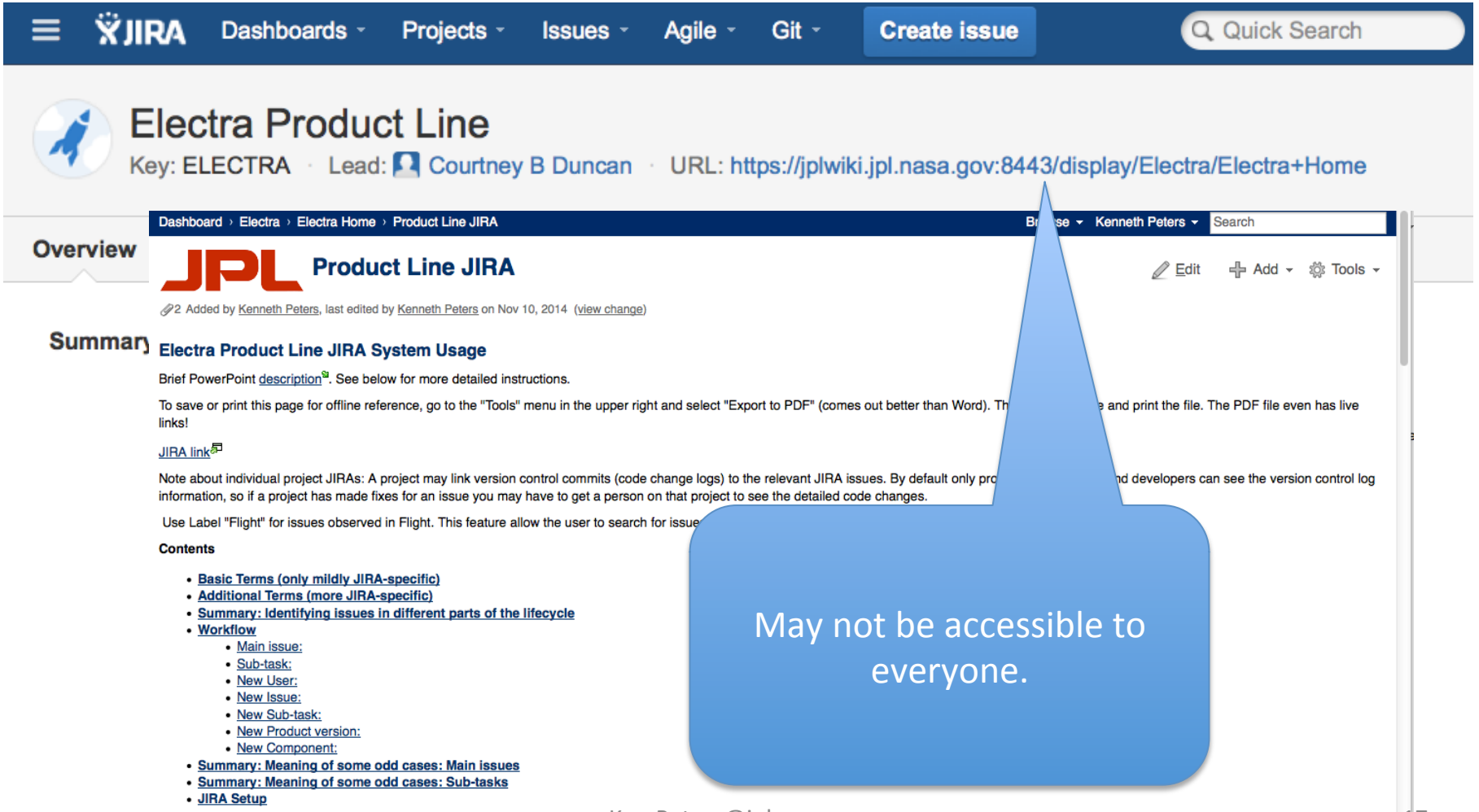
Shared Dashboards

- Shared dashboards might use shared filters in various panels



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