

WBS 2.3.2 RACD Issue Tracking Practices

Recording Bugs and Improvements

- Bugs or improvements that need to be tracked should be recorded in JIRA, whether we receive them thru tickets, from our own testing, thru direct e-mails, or thru any other channel.
- Small bugs or improvements should have Issue Type = Task, Bug, or New Feature
- Small bugs or improvements may be linked as sub-tasks to planned larger Upgrade or Incremental Improvement issues if it makes sense, but they may also remain independent if an appropriate Upgrade or Incremental Improvement issue doesn't exist.