Tampa-Hillsborough Expressway Authority (THEA)
Department: Toll Operations
Standard Operating Procedure (SOP): JIRA Application Ticketing System
SOP ID: TOSOP-062119
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1. Purpose:

The purpose of this SOP is to provide directions and clear expectations on how the Toll Operations JIRA ticketing system is to be utilized.

2. Background:

The JIRA application is to help team members document and ensure completion of assignments in a timely manner. The JIRA application is also used to preserve THEA's tolling institutional knowledge and allow for future research and troubleshooting of tasks and/or tickets.

3. Scope: The scope of this document involves all active JIRA users.

4. Creating tickets in JIRA:

4.1.   JIRA users shall create JIRA tickets to document toll operations assignments, including as much detail as available.

4.2.   At a minimum, tickets shall include the following:

4.2.1. <u>Ticket Summary:</u> A brief, one-line summary of the ticket which includes the desired action for the assignee i.e. investigate, create, troubleshoot.
4.2.2. <u>Reporter:</u> The person who assigns and or enters the ticket into the system.
4.2.3. <u>Description:</u> A detailed description of the ticket which includes expectations but excludes Personable Identifiable Information (PII), IP addresses, passwords, or any data that may compromise THEA's tolling systems.
4.2.4. <u>Priority:</u> The importance of the ticket in relation to other tickets, to be provided by the Reporter. (Refer to the "Priority Levels" section below).
4.2.5. <u>Due Date:</u> The date by which this issue is scheduled to be complete.
4.2.6. <u>Assignee:</u> The person to whom the ticket is currently assigned.

4.3. The assignee shall review the details included on the JIRA ticket and propose a solution to the reporter. Should the details in the ticket not be enough for the assignee to be able to propose a solution, then the assignee shall discuss the situation with his or her direct supervisor to make sure expectations and ticket requirements are clear.

4.4. JIRA users shall keep tickets up-to-date using JIRA's workflow statuses. Please refer to section 7 of this document.

4.5. JIRA users can advise on the status and/or progress on the ticket by adding comments to the tickets as needed.

4.6. In the event the assignee has more than 3 open tickets, the assignee should be able to multi-task between tickets. This allows assignees the flexibility to advance tickets around the same time period and to prevent downtimes, in case information needed to advance the tickets is required from other sources.

4.7. The tickets that are actively being worked by the assignee should be flagged as high (or highest) priority and no longer be in to-do status.

4.8. Assignees should not have more that 3 tickets in high (or highest) priority simultaneously.

4.9. In the event the assignee has more than 3 open tickets and there are not a minimum of 3 tickets in high (or highest) priority status, THEA's toll-operations management team shall review all of the assignee's tickets and select the top 3 priority tickets to be handled by the assignee.

4.10. On a frequency no greater than weekly, the management team shall review, with the applicable assignees, the progress status of tickets to make sure the due dates are going to be met.

4.11. Should there be tickets with competing priorities, the assignee shall immediately review the situation with his or her direct supervisor to prevent confusion and/or delays to other tasks.

4.12. Once the assignee and his or her direct supervisor have agreed on which of the tickets with competing priorities should be handled, the assignee should update the due date on the applicable JIRA ticket to clarify expectations.

4.13. Tickets in "On Hold" status are not required to have a due date.

4.14. When a change ticket related to a document review is in "Department Review" status, the reporter shall assign the ticket to the "Department Review" team member considered to have the necessary skillset to complete the review. The team member who is assigned to complete the "Department Review" task is the designated lead person responsible to perform the first review of the document and propose edits and comments. The lead person shall coordinate efforts with other team members in the "Department Review" group to discuss the proposed edits and comments. The lead shall incorporate all proposed changes into the drafted document and upload it to the change ticket and assign the ticket back to the reporter. The reporter has full discretion to accept any or all of the suggested edits and comments.

4.15. Ticket assignees are responsible to fully resolve their tickets by the ticket's due date.

4.16. Should the assignee have difficulty to fully resolve the ticket by the ticket's due date, the assignee shall review the situation with his or her direct supervisor to prevent confusion and/or delays to other tasks.

4.17. Ticket assignees can create subtasks to request information and/or help from other JIRA users to advance the parent ticket. The assignee of the subtask shall be responsible to manage the due date with the assignee of the parent ticket.

4.18. It is the management team's responsibility to monitor JIRA tickets and ensure they are completed in a timely manner.

4.19. Should a JIRA ticket become past due, the management team should communicate with the assignee and learn about the involved situation(s) impacting the ticket(s) completion.

4.20. Should tickets become past due and depending on the priority of the ticket, the DTO will discuss with THEA's Executive Director the progress status and expected outcome to fully resolve the ticket.

4.21. The management team shall provide the DTO with weekly progress updates on the status of all JIRA tickets.

5. **Definitions:**

5.1. <u>JIRA application:</u> A cloud-based ticketing application developed and maintained by Atlassian.

5.2. <u>JIRA user:</u> A toll-operations team member with access to the JIRA application, including subcontractors.

5.3. <u>JIRA ticket:</u> A toll-operations' assignment documented in the JIRA application.

5.4. <u>THEA's toll-operations management team:</u> THEA's Toll Operations and Toll Systems manager, as applicable.

6. Priority Levels:

6.1. Highest - Indicates that this ticket takes precedence over all others.

6.2. High - Indicates that this ticket needs to be completed as per the due date.

6.3. Medium - Indicates that this ticket has a significant impact to daily toll operations.

6.4. Low - Indicates that this ticket has a relatively minor impact to daily toll operations.

6.5. Lowest – The ticket is needed, but it has no negative impact to toll operations.

7. JIRA Workflow:
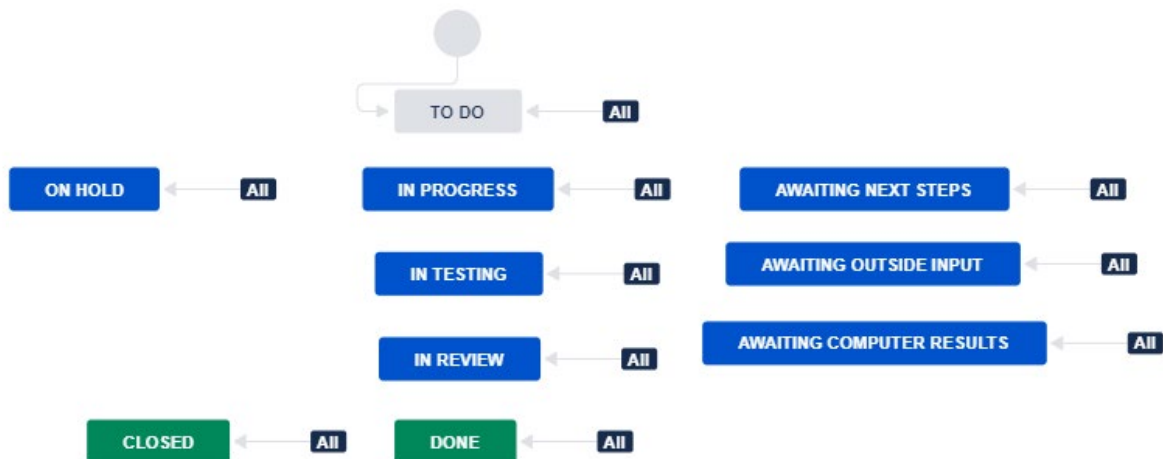
7.1. JIRA Workflow Status Definition:

7.1.1. <u>To Do:</u> The ticket is created with a priority level and is waiting for the assignee to start the work.

7.1.2. <u>In Progress:</u> The assignee has started actively working on the ticket.

7.1.3. <u>Awaiting Next Steps:</u> The reporter is waiting for the assignee to take action(s). This status can also be used by assignees when reassigning

ticket(s) to other JIRA users or when waiting for feedback from other JIRA users.

7.1.4. <u>Awaiting Computer Results:</u> The assignee is waiting for a computer to return query results.

7.1.5. <u>In Testing:</u> The assignee is actively testing the developed work for the ticket.

7.1.6. <u>Awaiting Outside Input:</u> The assignee is waiting to receive information from resources outside of the JIRA platform environment to be able to advance the task.

7.1.7. <u>In Review:</u> The assignee is actively reviewing the results of developed work for the ticket.

7.1.8. <u>Done:</u> The ticket is successfully completed.

7.1.9. <u>Closed:</u> The ticket is no longer needed by the reporter.

7.1.10. <u>On Hold:</u> The reporter stopped working on this ticket due to competing priorities and/or tickets preventing the assignee from providing a due date for the ticket.