Development Workflow

Regular Ticket

Steps	Role & Status	Description	Watchers
1. Creating → Author creates Issue	**IT Development** → New	Writing a Task and Description in Redmine for IT Development	Author Project Manager Must be attached by the Project Manager
2. Analyze ⇆ Project Manager	**Project Manager** ↓ New writing comment	Analyzing of the task and writing Terms of Reference and Test Planning, if needed. Preparing Ticket and Priority to Developer.	
3. Development ⇆ Development	**Developer** → New → In Progress if on development → Paused if paused ↓ Move to Stage to QA	Analyzing task, planning time for Development. Write Comment what and where was Done, before change Assignee to QA	
	Quality Assurance ↓ Move to Stage to Admin	Send Move to Stage request to Admin.	
	System Administrator ↓ Test Stage to QA	Installing on Stage and change to QA	
4. Test Stage ⇆ Checking on Stage	**Quality Assurance** ↑ In Progress to Developer ↓ Test Stage to Author	Change Assignee on Personal testing and send to Author or Bug Report to Developer	
	Author ↑ In Progress to QA ↓ Ready to Install to QA	Test Task and Return to QA with Bug Report or confirmation to QA to prepare Release.	
5. Release ⇆ Checking on Live	**Quality Assurance** ↓ Ready to Install go Release Ticket ↓ Test Live after Release Ticket ↓ Test Live to Author	Link ticket to Release Ticket (create new Release Ticket) Test on Live then change Assignee to Author.	
	Author ↓ Feedback to QA	Test on Live and write the result to QA	
	Quality Assurance → Paused preparing to Close → Closed after Release Ticket ↑ Feedback to Project Manager	Paused if no Errors or Feedback to Project Manager if have Errors.	
	Project Manager ↑ In Progress to Developer if Hotfix ↑ Feedback to Release Ticket	Analysing Feedback and sending to Developer for Hotfix. Adding Rollback Request to Release Ticket.	

ⓘ **Release ticket**

We use a Release system, its a scheduled update of the site once a week on Thursday.

More information in the next section.

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Release Ticket

Steps	Role & Status	Description	Watchers
1. Creating → QA creates Issue	**Quality Assurance** → In Progress ↓ Ready to Install to Admin	Create Release Ticket and add each ticket as Related after testing. Prepare Release Note to Wiki in ORCA, Releases in format: Screenshot if needed Number: Name of Ticket Description Planning time for Release is every **Thursday** 12pm EST Choose Responsible person who'll test and close Release	IT Director Project Manager Must be attached by Quality Assurance
2. Release ⇆ Uploading on Live	**System Administrator** ↓ Test on Live to QA	Installing on Live Related Tickets and change status to Test Live all of them and Release Ticket and set Assignee to QA. Sending Release email with link to Release Note in ORCA Releases.	
	Quality Assurance → In Progress when Testing → Closed	Test all Related Tickets and Close them, update Release Note on Wiki Close Release Ticket	
	Project Manager → Feedback to Administrator	In case, if we need Rollback write Request and send message to IT Helpdesk	
	System Administrator ↓ In Progress to QA	Rollback of Release and change Assignee to QA	
	Quality Assurance → In Progress when Testing	Change all tickets to Ready to Install except Error ticket.	

ⓘ **Release**

Planned to install on Live on **Thursday** 1pm EST

ⓘ **IT HelpDesk**

In case of any IT related issues please contact IT-HelpDesk

it-helpdesk@bloomex.ca

Notes

If errors are found at any of the steps, change the status and Assignee as Workflow recommend.
If the task requires additional materials such as design or other, the Project Manager create a Subtask.
Execution of tasks without a ticket is not allowed.
It is allowed to set the task in a different way for critical bugs.
When changing Assignee, comments are written about what was done: **NECESSARILY**

Determinations

Task or Issue or Ticket, its a type of record in Redmine.

Comment is reasoned explanation describing what is done or under what circumstances does not work .

Release Ticket in it, we collect tickets for a one-time installation as Release.

Created in IT Development