



BrM Jira Ticket Training

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How to Submit a Jira Ticket

- Via Jira Portal
 - <https://aashtowarebridge.atlassian.net/servicedesk/customer/portal/112>
 - EUDs have access to Jira portal
 - Correspond via portal site with any follow-up information
- Via Email
 - BrM@ProMiles.com
 - Anyone can submit via email
 - Correspond via email with any follow-up information

Types of Jira Tickets (Portal Users)

- Bug
 - Error messages when using BrM
 - Resolved in an upcoming release
- Maintenance
 - Missing documentation
- Enhancement
 - New feature requests
 - Included in voting for upcoming release
- Licensing
 - Licensing requests
- Question
 - How to configure or use some part of BrM

Information to Provide (Bugs / Questions)

- Descriptive ticket title (subject line if submitting via email)
 - Good: “Error when saving new parameter value”
 - Bad: “BrM error”
- Written set of steps that a reader can follow to reproduce the issue
 - Remember that reader only has the context provided in the ticket
- Expected and actual results of following those steps
 - Good actual result: “Error message (see screenshot) on save”
 - Bad actual result: “It doesn’t work”
- Screenshots

Information to Provide (Screenshots)

- Provide a screenshot of where the bug was encountered
- Do
 - Capture the entire page in the screenshot, including breadcrumbs
 - Use arrows or markups to draw attention to a specific field or error message
 - Include Optimizer logs for optimizer questions
- Don't
 - Crop the screenshot to just the field or error message in question

Information to Provide (Screenshots)

- Do

The screenshot shows the AASHTOWare Bridge Management software interface. The left sidebar contains navigation links: Back, Inventory & Appraisal, Identification (selected), Design, and Features. The main content area is titled 'Bridges > Inventory & Appraisal > Identification'. It includes a 'Bridge ID' field with the value '00110' and a 'Feature Intersected' field. Below this is a 'Validation Messages' section with a red triangle icon and the text 'Bridge Number is a required field'. A red arrow points from this message to the 'Bridge Number (B.ID.01)' field in the 'Details' section, which is currently empty. Other fields in the 'Details' section include 'Agency Bridge ID' (00110), 'Bridge Name (B.ID.02)' (C.L. Hussey Memorial), 'Bridge Nickname' (C.L. Hussey Memorial), 'Bridge Facility Carried', 'Bridge Feature Intersected', 'Bridge Status' (3 Active), 'Bridge Life Cycle Phase' (1 Service), 'Report Bridge to FHWA' (checked), and 'Report Elements to FHWA' (checked). The 'Bridge Notes' section contains the text 'First Test Bridge'. The footer includes copyright information for the American Association of State Highway and Transportation Officials and AASHTO Publications.

- Don't

A close-up of the validation message box. It has a title bar 'Validation Messages' with a red circle containing the number '1'. Below the title bar is a red triangle icon followed by the text 'Bridge Number is a required field'.

Information to Provide (Enhancements)

- Descriptive ticket title (subject line if submitting via email)
- Who the enhancement would benefit
 - “As an admin user...”
 - “As an inspector...”
 - “As a user running an optimization...”
- What business case the enhancement would support
 - Instead of proposing a solution, outline what business need the solution needs to address
- Why the enhancement would be beneficial
 - Security, usability, etc

Enhancement Example 1

- Ticket title: *Inspection Assignment: allow bulk unassignment of inspection needs*
- Description: *As a user managing inspection assignments, I want to be able to bulk select bridges for unassignment (for example, an entire county that needs to move to a new group of inspectors), without needing to go into the individual assignment records for each inspection need. This would improve efficiency in moving inspection assignments between groups.*

Enhancement Example 2

- Ticket title: *Page Builder: add granular security to Load Posting Status control*
- Description: *As an admin user, I want to be able to assign role-based security for fields 'Posting Status Change Date', 'Open/Posted/Closed' and 'Permanent/Temporary/Supported' for an already-saved posting status record. As an admin user, I also want to configure whether the user that created a load posting status event is able to edit those same fields. This ensures data quality by preventing users from editing an existing load posting event when they should instead create a new load posting event to record new status.*

Submitting Multiple Items

- Submit a separate ticket for each distinct bug, question, or enhancement
 - This ensures accuracy of ticket status
- Submit a new ticket if an unrelated issue or enhancement arises in discussing an existing ticket
 - This ensures that the new issue or enhancement is not overlooked



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