Overview

Issues that are discovered within the AASHTOWare Bridge Management software can be reported by the agency in JIRA (https://bridgeware.atlassian.net/), the software's project tracking and issue management tool. To generate an issue in JIRA, you must have a JIRA account. Email BrM@Bentley.com to generate an issue via email and/or request a JIRA account. Your agency must have an active software license to be granted a JIRA account.

Search JIRA for Issues

Before entering any new bugs or tasks it may help to search the issue management tool to see if there is already an answer for your issue and to help minimize duplicate issues. On the search page, there are multiple criteria that enable you to refine your search results. You can also toggle between "Basic" and "Advanced" search modes.

1. Basic search provides users with dropdowns to refine their search results in addition to a text input box.
2. Advanced search provides the user with the ability to use structured queries to search for JIRA issues. For more information about querying via JQL (JIRA Query Language), go here.

If the issue you are looking for does not exist, create an issue either via email or within the JIRA application.

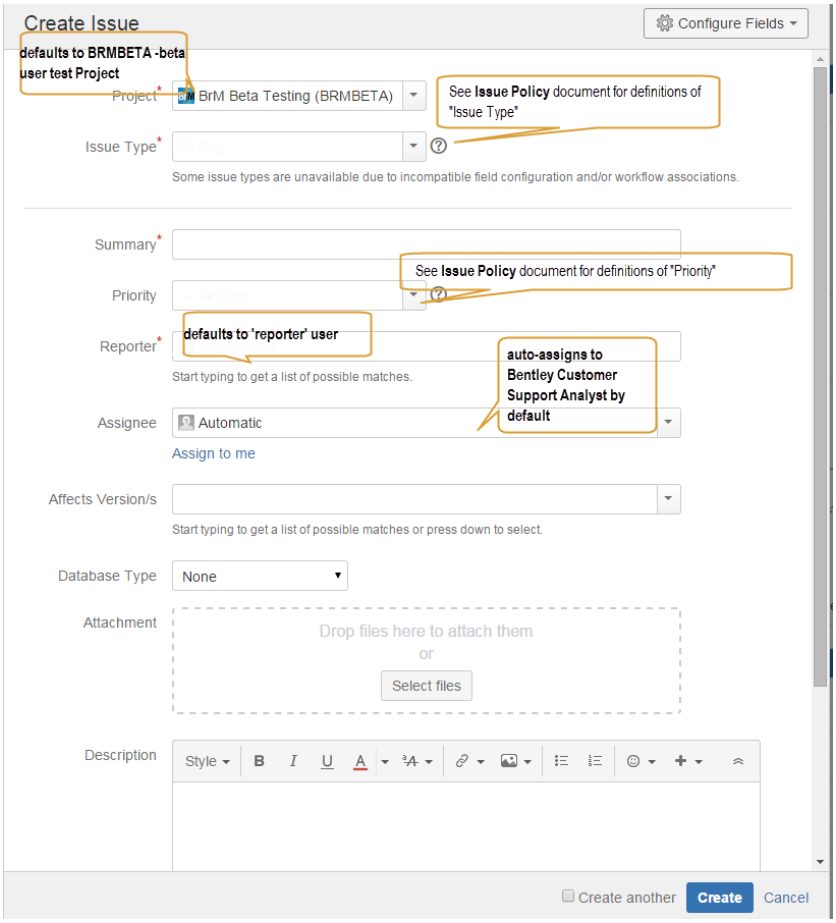
Submitting Issues via Email

Issues submitted via email are automatically classified with the type "Unclassified" and the "New" priority. Bentley Systems dedicated Customer Support Analyst will review the issue, re-classify the type and priority (if necessary), and take appropriate action in accordance with this issue policy.

1. Using your email client (ex. Microsoft Outlook), in the "To" field, enter the address BrM@bentley.com.
2. In the "Subject" field, include a meaningful description summarizing the JIRA ticket. (Ex. Inspection > condition – Cannot add a defect to parent elements).
3. In the "Body" field, include the following:
    a. Describe what the issue entails (Ex. When trying to add a defect to a parent element there is an error).
    b. Steps to reproduce the issue. For example:
        i. Select a bridge
        ii. Click "Inspection > Condition"
        iii. Click on/highlight a parent element
        iv. Select "add defect" button
        v. Choose a defect from the dropdown and fill out all other required fields on the "add defect" popup
        vi. Click "ok" to add defect
        vii. Result: Error received trying to add defect
        viii. Expected Result: Defect should be added successfully and appear under the correct parent element in the NBE grid
4. Attach a screenshot or a document containing multiple screenshots that outline the issue.
1. If available, attach a log file that is related to the issue being entered. Log files can be obtained by clicking the "View Log file" button on the Admin > Logging page.
5. Send the email.

Create a New Issue via JIRA

2. Navigate to JIRA via the web browser.
3. Navigate to the BRMBETA Dashboard.
   Please note: If you would like to add the BRMBETA Dashboard to your "favorite dashboards" either:
   a. *Click the "add to favorites" popup in the upper right of the web browser, or*
   b. *Click on the "Dashboards" main navigation item, select "Manage Dashboards", select "Search" on the left-side navigation and search for "BrM 5.X Support Center".*
4. Click the "Create" button in the main navigation.
5. Fill out the following information in the "Create Issue" popup.
   a. Issue Type (Refer to the "Issue Policy" document for definitions)
   b. Summary – Make this meaningful and include a Tab/Task/Sub-task path reference and brief description (See Step 3 above in the section **Create a New issue via Email**).



6. Attach a screenshot or a document containing multiple screenshots that outline the issue.
7. If available, attach a log file that is related to the issue being entered. Log files can be obtained by clicking the "View Log file" button on the Admin > Logging page.
8. Select "Create" button to submit the issue.
   Please note: If you want to create another issue immediately, you can select 'Create another' checkbox BEFORE selecting 'create'.

Viewing the PONWEB Project Dashboard

An informational dashboard has been created to enable users to view the present status of all issues entered into the PONWEB project in JIRA. If you would like to add the PONWEB Dashboard to your "favorite dashboards" either:

1. Navigate to the BrM 5.X Support Center (PONWEB) dashboard. Click the "add to favorites" popup in the upper right of the web browser, or
2. Click on the "Dashboards" main navigation item, select "Manage Dashboards", select "Search" on the left-side navigation and search for "BrM 5.X Support Center".

Issue Types and Priorities

There are five types that can be assigned to an issue:

1. Unclassified – This is assigned to all issues submitted via Email by default. All issues of this type will be evaluated by the Customer Support Analyst and re-classified as necessary.
2. Bug – An issue that exists within the AASHTOWare Bridge Management software that causes it to not work as defined by the software's documentation.
3. Maintenance – An issue that exists within the AASHTOWare Bridge Management software that is not handled appropriately (as determined by the Task Force and TAG) or does not follow the AASHTO Manual or NBI Requirements for the software to function as it was intended.
4. Enhancement – An issue that requires changing the capabilities of the software in order to add additional functionality or to improve usability but is not part of the current capabilities.
5. Education – An issue that can be resolved by providing information to the user.

There are five priority levels:

1. New – This is assigned to all issues submitted via Email by default. All issues of this type will be evaluated by the Customer Support Analyst and re-classified as necessary.
2. Urgent – An issue that prevents users from performing critical business functions.
3. Critical – An issue that produces incorrect results in key business areas without giving a warning to the user.
4. High – An issue that produces incorrect results, or prevents portions of the program from functioning, but the user is made aware of the error (Ex. Program crashes, error window is displayed or a warning is issued).
5. Low – An issue that causes minor inconveniences to the business process but a workaround is available.

Issue Response Protocol

The customer support analyst is responsible for responding to all issues within 2 business days. At that time, the issue will be reviewed, re-classified (if necessary) according to the definitions above, and then assigned to the appropriate team member.

Urgent Priority Bug

1. Urgent priority bugs are communicated to the AASHTO Project Manager, the Task Force Chair, and the Testing TAG Chair.
2. Upon receipt, the Task Force Chair and Testing TAG Chair will confirm if the bug is of an "Urgent" priority.
3. Upon confirmation, the software licensees will be notified with an explanation of the issue, the proposed path to resolution, and the estimated time frame. This communication can take place in the following ways:
    a. The issue's log in JIRA will be updated to confirm that the bug has been verified.
    b. An email will be distributed to all software license holders.
    c. A phone call may be made to all software license holders.

    Please note: The Task Force may use their discretion to postpone the notification to correspond with the release of the patch.
4. Urgent priority bugs require an emergency fix to be developed, which will be issued to the software licensee who reported the problem.
5. All software licensees will be notified (via email, phone call, and/or an updated issue log) that the emergency fix is available for download.
6. The fix will be implemented into the core programming for the next planned release of the AASHTOWare Bridge Management software.

Critical Priority Bug

1. Critical priority bugs are communicated to the AASHTO Project Manager, the Task Force Chair, and the Testing TAG Chair.
2. Upon receipt, the Task Force Chair and Testing TAG Chair will confirm if the bug is of a "Critical" priority.
3. The Task Force will review the bug and determine the appropriate release in which to implement the bug fix.
4. Upon confirmation, the software licensees will be notified with an explanation of the issue, the proposed path to resolution, and the estimated time frame. This communication will take place by updating the issue's log in JIRA.

High Priority Bug

1. High priority bugs will have their issue log updated to confirm the priority of the bug.
2. Upon resolution, JIRA will automatically notify the user that the bug has been resolved. The issue log will also reflect the release that will include the bug fix.
3. The reporting licensee will have the opportunity to verify the resolution of the bug during that release's beta testing phase.

Low Priority Bug

1. Low priority bugs will have their issue log updated to confirm the priority of the bug.

2. Upon resolution, JIRA will automatically notify the user that reported the issue that the bug has been resolved. The issue log will also reflect the release that will include the bug fix.
3. The reporting licensee will have the opportunity to verify the resolution of the bug during that release's beta testing phase.

Maintenance

1. All maintenance issues will be assigned a priority of "High".
2. The Task Force will review the issue to determine the appropriate classification of the issue.
3. Maintenance issues will have their issue log updated to confirm the classification of the issue.
4. Upon resolution, JIRA will automatically notify the user that reported the issue that the maintenance issue has been addressed. The issue log will also reflect the release that will include the maintenance fix.

Enhancement

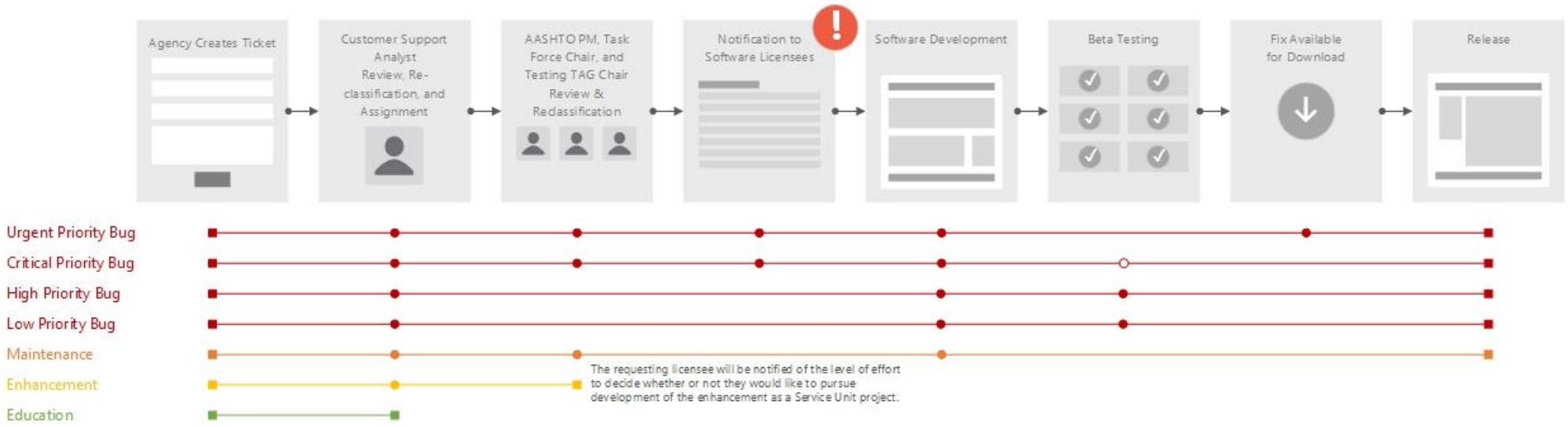
1. All Enhancement issues will be assigned a priority of "High".
2. The Task Force will review the issue to determine the appropriate classification of the issue.
3. Enhancement issues will have their issue log updated to confirm the classification of the issue.
4. Bentley Systems will provide an estimated level of effort, including a price to design, develop, test, and deploy the enhancement.
5. The requesting licensee will be notified of the level of effort to decide whether or not they would like to pursue development of the enhancement as a Service Unit project.

Education

All Education issues will be assigned a priority of "High".

1. Education issues will have their issue log updated to confirm the classification of the issue.
2. JIRA will automatically send a notification to the user when the response has been posted to the issue's log.
3. If the answer provides value to the user community at large, or has become a trending issue, Bentley will update the Frequently Asked Questions section of the http://www.aashtowarebridge.com website.

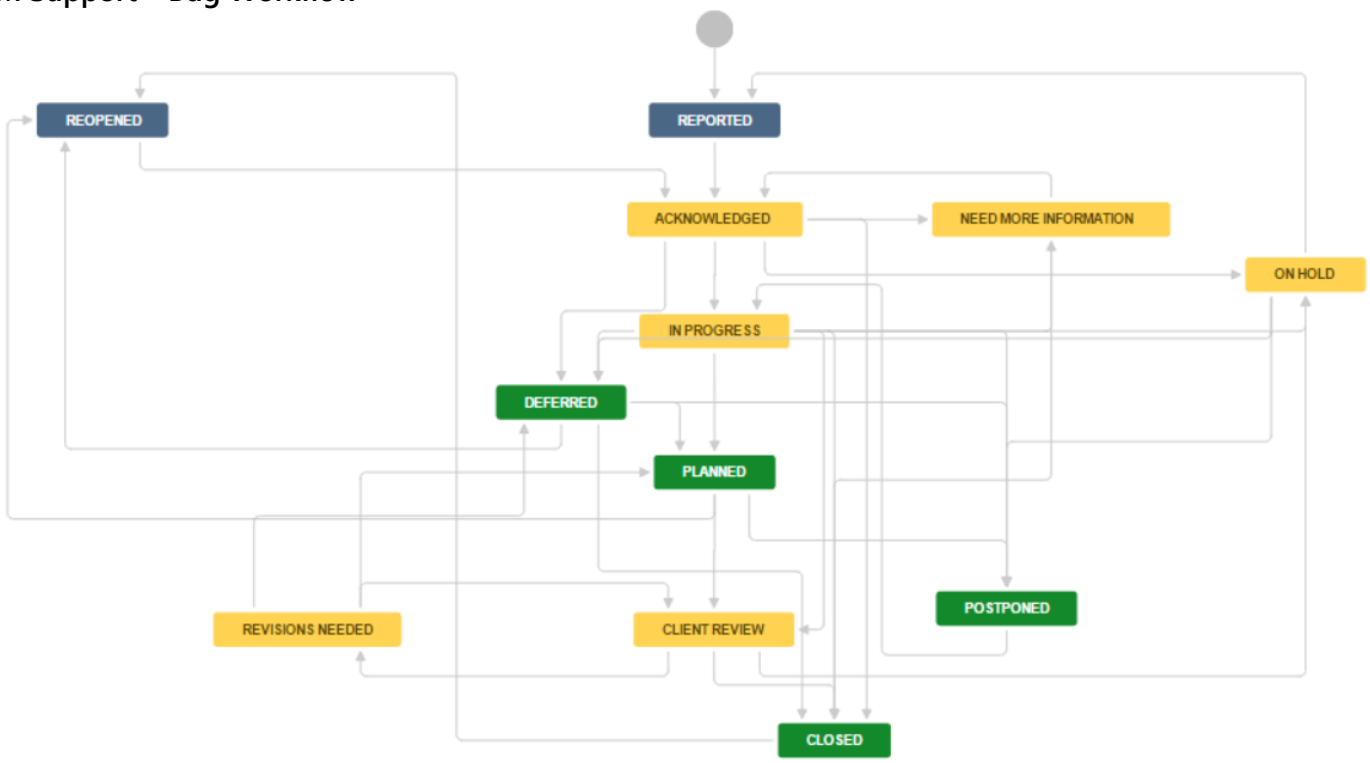
Issue Response Workflow



BrM 5.X Support Center (PONWEB) Workflows

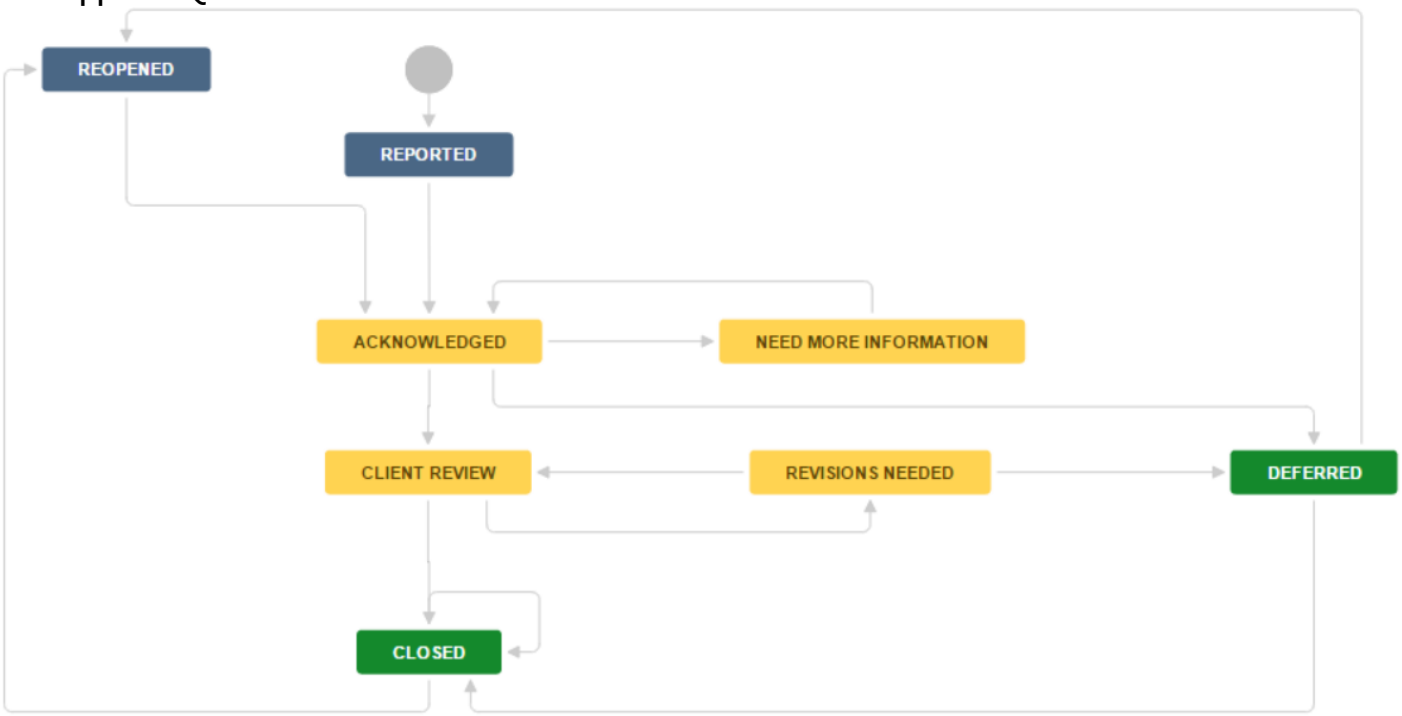
There are two workflows for issues logged to the BrM 5.X Support Center (PONWEB) project in JIRA. Issue classified as a Bug, Enhancement, or Maintenance will go through the *BrM Support – Bug Workflow*. Issues classified as Education will go through the *BrM Support – Question Workflow*. Users will be able to view the statuses of issues via the JIRA dashboard. An explanation of the statuses and paths through the workflows are provided below.

BrM Support – Bug Workflow



- Reported – The issue has been created but not yet reviewed by the Customer Support Analyst.
- Acknowledged – The issue has been acknowledge by the Customer Support Analyst and is being reviewed.
- In Progress – The issue is being addressed.
- Client Review – The issue is ready to be reviewed by the client.
- Need More Information – There is not enough information to proceed. The reporter is being followed up with to gain the necessary information.
- Revisions Needed – The issue is not resolved, and revisions need to be made to correct the core issue.
- Closed – The issue has been resolved and has been submitted to the code base for inclusion in a future release.
- Postponed – The issue resolution has been postponed.
- Planned – The issue will not be addressed currently, but is instead planned for development during a future release cycle.
- Deferred – The issue will not be addressed currently, and a date for development has not yet been defined.
- Reopened – The issue has not been resolved adequately and the issue was reopened.

BrM Support – Question Workflow



- Reported – The issue has been created but not yet reviewed by the Customer Support Analyst.
- Acknowledged – The issue has been acknowledge by the Customer Support Analyst and is being reviewed.
- Client Review – The issue is ready to be reviewed by the client.
- Need More Information – There is not enough information to proceed. The reporter is being followed up with to gain the necessary information.
- Revisions Needed – The issue is not resolved, and revisions need to be made to address the core issue.
- Closed – The issue has been resolved.
- Deferred – The issue will not be addressed currently, and a date has not yet been defined.
- Reopened – The issue has not been resolved adequately and the issue was reopened.