

Ticket Triage

JIRA Priority & Labels

- **Blocker (priority):** Will not reach next milestone (feature freeze, code freeze, etc.) without this fix
- **6.0-Must-Fix:** Version will not be releases without this fix.
- **6.0-Should-Fix:** Time permitting, this shall be fixed. This is a temporary state esp. when approaching release date. By the end of release, there shall be no tickets being labeled as Should-Fix.
- **6.5-Candidate:** Evaluate at "start release cycle triage"
- **Backlog:** Ticket has been evaluated and judged legitimate, but not considered for an upcoming release. Ticket may be moved back to "Pending-Triage" (see below) with new arguments.
- **Pending-Triage:** Ticket to be (re-)evaluated at next ordinary triage session. Existing or new tickets with fresh data (e.g. customer request or support tickets) shall be put in this stage.

Triage Sessions

- **Ordinary Triage:** Once a week to triage tickets with "Pending-Triage" label
- **Start Release Triage:** Early in release cycle. Triage 6.5-Candidates to 6.5-Must-Fix or 6.5-Should-Fix or postpone. Triage "Pending-Triage". Review tickets with label "Backlog" and either leave, move or close tickets. Also check if there are remaining 6.0-XXX labels. Intention is to make room early for enhancements to existing features.
- **End Release Triages:** Towards end of release, triage tickets with status "Pending-Triage", "6.0-Should-Fix" and "6.0-Must-Fix" to make sure the right tickets have Must-Fix status and is coherent with remaining time

Kanban Board

- [IG Unresolved development tickets](#)

JIRA Filters

- [IG 6.0 Untriated](#)
- [IG 6.0 Remaining Must-Fix](#)
- [IG 6.0 Remaining Should-Fix](#)
- [IG 6.5 Candidates](#)
- [IG Pending Triage](#)