

Programme Verification 2024: Using JIRA

Programme Verification Testing will take place on TST3. This database will be refreshed from **Live** each **Monday evening** for the duration of testing.

1. Logging into JIRA

JIRA is accessed via **UCD Connect**.



Click on the **Jira icon**. Choose **Continue with Google**, follow the steps and log in.

Log in to your account

Continue

OR



Continue with Google

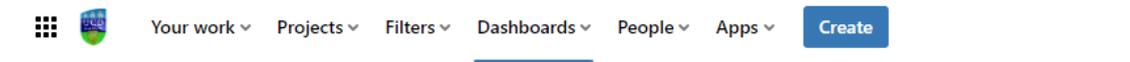


Continue with Microsoft



Continue with Apple

2. Reporting an issue by creating a JIRA



Click on **create** and ensure you are creating the issue in the **Programme Verification project (PROGVER)**. If you create your JIRA in another project your issue will not reach the intended recipient and will delay resolution.

Create issue Import issues ...

Project *
Programme Verification (PROGVER) ▾

Issue type *
Bug ▾

Reporter *
NM Nicole Mathews
(Migrated on 8 Dec 2021 12:25 UTC)

Assignee
Automatic

[Assign to me](#)
(Migrated on 8 Dec 2021 12:25 UTC)

Summary *

(Migrated on 8 Dec 2021 12:25 UTC)

Student Number(s) *

Student Number(s) being verified (Migrated on 2 Jun 2021 13:35 UTC)

Programme, Major & Stage *

Enter the Programme, Major & Stage that is being verified (Migrated on 2 Jun 2021 13:35 UTC)

Components *

(Migrated on 8 Dec 2021 12:25 UTC)

Description

(Migrated on 8 Dec 2021 12:25 UTC)

Create another issue Cancel **Create**

You must ensure that the **Summary, Student Number(s), Programme, Major & Stage,** and **Component/s** fields are completed clearly and correctly. By completing the Component field you will ensure the JIRA is auto assigned to the correct team member in Systems and Data or the Curriculum Team. You should leave the **Assignee** as **Automatic**.

Once all the fields are completed, hit the **Create** button. The Issue will then be checked and investigated. **Important:** based on user feedback we have **turned off email notifications this year**. You will need to **check JIRA regularly** until each issue is resolved.

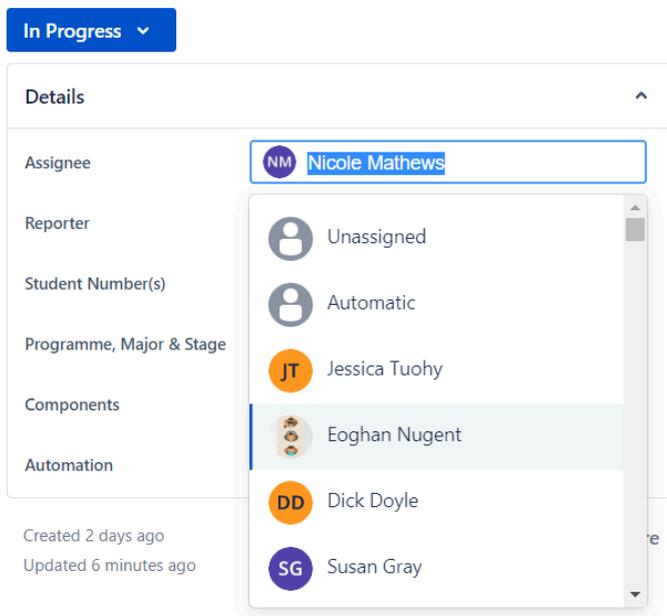
3. Monitoring JIRA

You monitor your JIRAs using the Your Work tab <https://ucd-ie.atlassian.net/jira/your-work> click on **assigned to me**. JIRAs awaiting your attention, requiring retesting or sign off, will be listed on this page. Click an individual issue to view.

4. Correspondence

Any interim correspondence must be carried out through JIRA **by reassigning** an issue and adding comments.

To **Assign** an Issue just start typing the name of the person you want in the 'Assignee' box on the right hand side of the screen, and then add your comment in the comment box.



For example, if Systems & Data or Curriculum assign an issue to you for testing/signoff and the issue is not fixed, update the JIRA with a comment and assign it back to the person that assigned it to you.

5. Resolution and Sign Off

When an issue is resolved it is returned to the original Reporter for re-testing.

The original Reporter (you) **re-tests** the issue and then must decide if it has been fully resolved:

- If satisfied with the solution – **Resolve & Close**
- If a different solution is required – **Assign** back to the person who was working on the solution with a comment on the rework required, as outlined in section 4 above.