URL of JIRA

https://gtaa-qa.atlassian.net

Setup Instructions

Send e-mail to QA Team Lead to setup the project

Provide the names, and user roles of QA team members or other users who would require access to the project

Provide any version numbers or releases for the project

Types of Issues

Code Defect	Defect in the code or behavior of the application
Enhancement	New requirement to change the existing behavior
Business Process Change	A major change request
Configuration Issue	Environment issue
Production Defect	Defect that exists currently in production

Issue Management

Create	1	Create a type of ticket based on the issue types
	2	Assign it to a appropriate Developer or PM
	3	Fill in the steps to reproduce the issue
	4	Provide expected result
	5	Provide Actual Result
	6	Attach any screenshots or requirement documentation

Severities

1 - Critical	Cannot continue with testing as there has been a major loss of functionality that has brought down all application modules. (E.g. application has crashed and cannot be restarted, or user is prevented from logging into the application due to login defect)
2 - Major	Major loss of functionality, but testing can continue on other application modules or in other parts of the application. (E.g. an application module experiences a major loss of functionality but other modules are still working, or a major loss of application functionality has occurred but there are workarounds)
3 - Minor	Application functionality either does not work or does not work as expected.
4 - Low	Issue with a low impact to application functionality or a GUI Defect.

How to change the status of a ticket?

You have to be the assignee

You have made the necessary changes required

You have updated the ticket with comments

Look at the workflow and assign the correct status as per changes made

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