

# 1 CALSAWS PRODUCTION DEFECT QUESTION RESOLUTION AND DEFECT ESCALATION PROCESS FLOW

When an issue is identified by an end user, the issue should be logged into the ServiceNow (SNOW) tool by the county. If the item is recognized to be a production defect, the item is logged in Jira to be assigned a number and continue to be tracked throughout its lifecycle. This process flow document describes the necessary steps taken when a request comes in and what to do if support or escalation on a Production defect item is needed.

## 1.1 PRODUCTION DEFECT ESCALATION

Primary Point of Contacts (PPOCs) may receive questions regarding a specific production defect from their county teams. The PPOC may be able to research and provide an answer to the respective county by researching information available in SNOW and Jira. After researching, the PPOC may require Regional Manager (RM(s) support to get the answer needed or address an issue with the priority level/resolution of the identified production defect.

*Note: This process is specific to the response process and getting attention on an item and is not meant to supplant the formal Project Escalation Protocols if a county disagrees with a decision.*

### 1.1.1 STANDARD OPERATING PROCEDURE

The RM(s) have primary responsibility to take point upon receipt of a County PPOC/Delegate's concern or question regarding the identified production defect and will use SNOW and Jira, including the Jira Defect dashboard, to research the item and hopefully provide a response to the inquiring county. Should the RM(s) not be able to find the response, the respective RM(s) will send an email to the Defect Research support distribution group to be responsive to the county on inquiry regarding the production defect. The distribution group includes the Consortium Release Manager and Consortium Technical Operations Manager, along with the Customer Engagement Managers and the Application Development & Test Section Director, who are included as oversight only. The step-by-step protocols, along with the distribution group's email address are broken down in the second table below.


The files related to the CalSAWS Production Defect Question Resolution and Escalation Process Flow are stored on the CalSAWS SharePoint at the file locations described in the table below.

| File Name  | Location |
|--|----------|
| <b>Defects-</b> CalSAWS Handbook- Section 16.5; beginning on Page 45           |          |
| <b>Escalation Process-</b> CalSAWS Handbook Section 14.3; beginning on Page 39 |          |
| <b>Jira Defect Dashboard</b> (open Jira first, then click link)                |          |

TABLE 1: CALSAWS PRODUCTION DEFECTS AND ESCALATION FILES

The following table lists the key steps, responsibilities, actions, and timeframes of the CalSAWS Production Defect Question Resolution and Escalation Process Flow.

*Note: County's Please incorporate the steps below into your county's internal processes for determination of who has handoff, review, and/or escalation responsibilities in-county when following the guidance below.*

| Step | Responsibility              | Action  | Timeframe   |
|------|-----------------------------|---|---|
| 1.   | Release Communications Team | <p><b>Automated Email with the Production Defect list will be sent to the Regional Managers (RMs) on a weekly basis:</b></p> <ol style="list-style-type: none"> <li>1. Email will come from Change@CalSAWS.org</li> <li>2. Email Subject Line:<br/>CalSAWS Jira: Subscription: Production Defect Listing</li> <li>3. The weekly automated Jira email contains CalSAWS Production Defects created between one and two weeks before the date the report is generated.</li> </ol> <p><i>Note: The Developers make every attempt to provide an appropriate level of detail to the production defect responses within the logged items.</i></p>  | Weekly; Mondays   |
| 2.   | Regional Manager(s) (RMs)   | <p><b>RM(s) may forward the Production Defect List on to their counties who wish to receive it:</b></p> <ol style="list-style-type: none"> <li>1. RM(s) may monitor 'hot topic' defects in Jira for oversight and to ensure defects of concern are getting needed traction/timely status updates.</li> <li>2. RMs may add the Defect dashboard in Jira as a 'Favorite' and put specific defects pertaining to their Region or that are items of concern on their 'Watch Lists'. This will allow the RM to monitor changes or updates to the defect information.</li> </ol> <p><b>Instructions to add the Jira Defect dashboard as a favorite:</b><br/>To track production defects, a dashboard that contains the same Jira defect information that comes out in the automated emails, along with information on <b>all</b> production defects and their targeted releases is found here once the User has logged into Jira:</p> <p></p> <p><b>To add the dashboard to favorites:</b><br/>Copy and paste the link, click the 'Manage Dashboards' link in the pop-up that appears to add the dashboard to favorites. Or navigate to '<b>Dashboards &gt; Manage Dashboards &gt; Search &gt; [Enter the dashboard name in the Search field]</b>'.</p> <p><i>Note: Click on the 'star' icon found on the dashboard on the Manage Dashboard page to save it to favorites.</i></p> | Weekly upon receipt of Jira Defect email/<br>Items 1 & 2- As Needed |

| Step | Responsibility                                | Action   | Timeframe  |
|------|---|--|--|
| 3.   | County PPOC or Delegate                       | <p><b>County becomes aware of an issue and suspects it is a production defect:</b></p> <ol style="list-style-type: none"> <li>1. County Jira license holder should monitor Jira for production defects per Step #2 above as noted in the RM section. This is primarily the County's responsibility, and the County Jira license holders should as a best practice consider adding the Jira Defect Dashboard as a favorite to attempt to self-help <u>prior</u> to contacting their RM(s).</li> <li>2. County PPOC/delegate ensures the item is not a knowledge gap for county staff. If a knowledge gap is not the case, County PPOC/delegate, Help Desk, or IT research the issue in ServiceNow (SNOW) to identify if this is a known issue and attempt to provide a response to the concern raised by county staff.</li> <li>3. If the issue has not been logged, County staff logs the incident (ticket) in SNOW. If an incident on the same issue does exist, the County should log an incident, making note of the associated existing incident numbers to ensure the Project teams are apprised the issue is being experienced by more than one user and/or county.</li> <li>4. County monitors the logged incident for response. Note: If a concern over lack of status update or priority level occurs, county may wish to update the ticket with an added note as to the concern or request a change in criticality; or</li> <li>5. County may contact their RM(s) to ask questions/express concerns over the logged incident they suspect to be a production defect.</li> <li>6. County may also opt to check with their respective Committee RCM(s), with a cc to their RM(s) to see if anything is known on the item and find out if there is cross-county impact(s). If the county questions were answered by this outreach, there is no need for them to submit questions.</li> </ol> <p><i>Note: For the Consortium to be able to provide timely assistance to the Counties in monitoring within a multi-vendor environment, the initial contact must be the Regional Managers per Step #4 below.</i></p> | Day 1 or Upon Discovery  |
| 4.   | Regional Manager(s)                           | <p><b>When RM(s) receive county questions/concerns about a high profile/critical Production Defect:</b></p> <ol style="list-style-type: none"> <li>1. RM(s) will acknowledge receipt of the inquiry.</li> <li>2. Validation Step: RM(s) will access SNOW and/or Jira Defect to review the item raised by PPOCs/County Delegates in case something was missed, do any further research, if possible, and respond to the county's questions/concerns via email and/or a phone call.</li> <li>3. If item is unable to be resolved by the RM(s) <b>and/or</b> is perceived to be a potential larger issue that requires further support, the RM(s) will send an email to: <a href="mailto:Defect.Research@CalSAWS.org">Defect.Research@CalSAWS.org</a></li> </ol>  | Upon Receipt of County Email/Call; prioritization should be based on criticality of request              |
| 5.   | Consortium Release Manager & Tech Ops Manager | <p><b>Upon receipt of email from RM(s) to their Distro Group, the Consortium Release &amp; Tech Ops Manager will:</b></p> <ol style="list-style-type: none"> <li>1. Attempt to research the item and provide the RM(s) with a response for their respective county, or</li> <li>2. If unable to respond to the item, delegate the item to the appropriate team member, which may be a Project vendor, to provide a response for the RM(s).</li> </ol>  | Upon Receipt of RM's Email, prioritization should be based on criticality of request, driver for request |

| Step | Responsibility      | Action  | Timeframe  |
|------|---------------------|---|--|
| 6.   | Regional Manager(s) | <p><b>Upon receipt of response from the Consortium Release &amp; Tech Ops Manager or their delegate(s), the RM(s) will:</b></p> <ol style="list-style-type: none"> <li>1. Provide the respective county/counties/Region with the response to their inquiry.</li> <li>2. If county is satisfied with the response, the item is considered resolved.</li> <li>3. If the county is <b>not</b> satisfied with the response, the RM(s) will attempt to work with the county to resolve the remaining concerns or respond to additional questions, if possible. If after follow-up the County believes the item requires escalation, the County PPOCs should notify the RM(s) that they plan on initiating an Escalation and should follow the Escalation Protocol outlined in the CalSAWS Handbook.</li> </ol> | Upon Receipt of Response from Release Communications team. |
| 7.   | County PPOCs        | <p><b>If County is not satisfied with response provided by the Project:</b></p> <ol style="list-style-type: none"> <li>1. County PPOCs should try and resolve the remaining concerns or get any additional questions resolved by working through their RM(s). If the County believes an escalation is unavoidable, the County PPOC(s) should follow the CalSAWS Escalation Process outlined in the CalSAWS Handbook, currently found in Section 14.3, beginning on page 39-42.</li> </ol> <p><b>Link to Handbook:</b></p> <p><a href="#">[Redacted Link]</a></p>  | Upon Receipt of Final Response from RM(s).                 |

TABLE 2: DEFECT QUESTION RESOLUTION AND ESCALATION PROCESS FLOW PROCEDURE STEPS