EFCOG SQA Mtg - 10/17/2018

Confluence/Jira Presentation Notes (Kary, Carrie, and Bob – PNNL)

Writing on white board:

Things you need to document:

- requirements
- design
- test - results, cases
- traceability
- code reviews/ peer reviews
- SQAP - processes
- configuration management
- independent reviews
- changes - bugs, enhancements, issues
- release info - name, version, etc.
- user instructions,
- training, etc.

Manual tests are written out or captured in Excel; automated tests are captured by the automation tools.

What are pain points?

- keeping stuff updated real time;
- making sure you capture critical points
- process documents always seem months behind, so don't appear to add value

PNNL has created a tool suite of Confluence/Jira/Zephyr/Jenkins/BitBucket and is in the process of making this tool suite a Lab standard with document templates, folders, and report capabilities.

> **Q:** At INL there are so many individual development groups or individuals that the SQA group cannot get a standard set of tools
>
> **A:** At PNNL they deliver up the tool stack on a site called "Developer Central" and they support the stack. They also have good leadership behind the push for using the tool stack

PNNL is targeting larger development groups, not worrying so much about the individual scientists who are also coding. Now that this stack is more commonly used, even the scientists are beginning to use the tools

Zephyr is a tool that integrates with Jira that manages your manual testing

Q: Does the tool create a Workflow for you or give you a starting template?

A: The IT group can create a general template. Then the individual project team can customize the workflow, processes, folders, and even which fields show up in Jira.

Q: Can you create different workflows based on the risk level of the project?

A: There are a set of basic SQA activities all projects must/should be doing (e.g., requirements, design, code, test, etc.). The project team then adds additional rigor and requirements for higher level risk applications - more milestones, more checks, more acceptance criteria, etc.)

Q: How do you take these records in Jira/Confluence and transfer them to your client or oversight to show the evidence of the work you've done?

A: You can sit with the oversight/assessor and help them navigate the on-line folders and records (e.g., push the buttons for them) or you can download the Jira records into pdf documents that can be captured in Confluence and bundled for the customer (this usually creates lots of pages of data that are sometime difficult to analyze or take in). PNNL are still struggling to find the best, most efficient way to do this.

Q: If you're helping a development group write a SQAP, how specific do you get in terms of tools and what fields they should be using? Also, how do you coach auditors in using these tools if you don't print out hard copies?

A: Usually you have someone from the project sit with the auditor and "drive" Confluence/Jira as they ask questions - push the buttons to get to the data they want to see.

Q: Can you link your requirements to design components?

A: Yes. It would be a matter of linking the Jira ticket to a design file or diagram contained on your Confluence page.

Q: There doesn't seem to be anything in Jira forcing people to do all the required steps and get the proper approvals before moving on.

A: True, but you can set up the Kan Ban Boards (task trackers) such that only the PM can move tasks from one phase to the next - you are still relying on the PM to do the right thing, but at least you have someone with authority to check that all steps have been properly followed. PNNL has also built in pop-up comments so that if someone is trying to move from one phase to the next, it will remind the user that steps XYZ need to be completed/filled in before moving to the next.