Workflow Scavenger Hunt Answers

**Editing notes:** In the handout files: (1) Please don’t change the names, capitalization, or formatting of status and transition names. Ex: “Peer review / change manager approval” status. (2) The word “Cancellled” (three Ls) is misspelled on purpose. Please don’t correct it. (3) The workflow contains an idiom and (4) a status in Spanish. Please don’t correct them.

Here are the potential problems, omissions, inconsistencies, bad practices, philosophy issues, technical errors, and things to improve.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Problem** | **Location** | **Notes** |
| 1 | Initial status missing | “In Progress” status | The first status is “In Progress” which sets an incorrect expectation that an issue is immediately worked after it is created. A review, prioritization, and/or scheduling process is missing. |
| 2 | Status name “Peer review / change manager approval” is long | “Peer review / change manager approval” status | Long status names are often truncated. Recommendation: Change the status name to "Pending Review", "In Review", "Awaiting Review", etc. |
| 3 | Status name “Cancellled” (three Ls) is misspelled | “Cancellled” status | Check all statuses and transitions for spelling and grammar mistakes. US spelling: one L. British spelling: two Ls. |
| 4 | The “Cancellled” status could be a resolution | “Cancellled” status | Use the "resolution" field to indicate "how" or "why" an issue is in its final status. Recommendation: Add “Canceled” to the resolution standard field. |
| 5 | The diagram’s status order does not match the likely lifecycle | “Text” and “Diagram” workflow mode | Out of order steps make workflows hard to follow. Fix the order by remaking the workflow or editing the XML (Server and Data Center). |
| 6 | The transition to the “Closed” status is also named “Closed” | “Closed” global transition | Use words describing the action the user is performing. Recommendation: Change the “Closed” transition name to “Close.” By default, Jira names global transitions with the same name as the incoming status name. But you can improve them. |
| 7 | No resolution is collected or set | Transition to “Peer review / change manager approval” status | Make sure a resolution is collected with a transition screen or set with a post function at the appropriate workflow step. The JQL “*resolution is empty*” should always return no issues. |
| 8 | The resolution is not cleared when issues transition to the “On Hold” status | “Put on Ice” global transition | If an issue moves back to a status before a resolution was set, remove the resolution value. Recommendation: Use a post function to clear the resolution field. |
| 9 | The resolution is not cleared when the issue is reopened | “Reopen” transition in the “Closed” status | Same as #8 |
| 10 | Outgoing transitions missing in the “On Hold” or “Cancellled” statuses | “On Hold” or “Cancellled” status | Add outgoing transitions. Issues should be able to move into and out of every status. |
| 11 | The “Put on Ice” transition is an idiom | “Put on Ice” global transition | Avoid idioms, euphemisms, and terminology that does not translate well for current and future users. |
| 12 | The “opsbar\_sequence” transition property has a typo | “Closed” global transition | The proper parameter format is “opsbar**-**sequence.” Use a dash, not an underscore. |
| 13 | There is only one “opsbar-sequence” property | “Closed” global transition | All transitions in the status need a property for ordering to occur. |
| 14 | The “jira.issue.editable” property is in the wrong place | “Closed” global transition | The property should be withing the “Closed” status, not in a transition. |
| 15 | All event triggers are generic | “Generic Event” post function on “Closed” and “Reopen” transitions | Change “Generic Event” to “Issue Closed” and “Issue Reopened” events as needed. |
| 16 | The workflow diagram is not readable | “Diagram” workflow mode | Edit the drawing so no statuses overlap, and all transition labels are readable. |
| 17 | The “Only Reporter” condition may be incorrect for the “Ready for Joe to Review” transition | “Ready for Joe to Review” transition in the “In Progress” status | The “Only Assignee” condition is more appropriate. |
| 18 | The “Ready for Joe to Review” transition name is too specific | “Ready for Joe to Review” transition in the “In Progress” status | Use short, descriptive, and generic transition naming. Recommendation: Rename the transition “Ready to Review,” “Start Review,” etc. |
| 19 | The “Assign the issue to the reporter” post function is not appropriate | “Back to In Progress” transition in the “Peer review / change manager approval” status | This action is only useful in situations where the reporter is always the user doing the work. (Not common.) Recommendation: Use a transition screen to collect an assignee. |
| 20 | The “Click Me” transition does not do anything | “Click Me” transition in the “On Hold” status | Looping transitions are useful for administrative activities, provided they perform an action in the background. |
| 21 | The step is named “Backlog,” but the linked status is named “On Hold” | “On Hold” status in “Text” workflow mode | Use consistent step and status naming to avoid confusion. The transition column shows “*Put on Ice >> Backlog*” instead of the expected “*Put on Ice >> On Hold.”* |
| 22 | There are two transitions to the “Closed” status | “Peer review / change manager approval” status | Use either a global transition or an individual transition, not both. |
| 23 | The “Cerrado” transition is in Spanish | “Peer review / change manager approval” status | Naming consistency is important. Pick a language and stick with it. |
| 24 | No workflow description | Workflow editor and workflow admin page | Use the description field to link to workflow documentation |