SRDP Process for Managing
Review Item Discrepancies (RIDs) in Jira
2018 Mar 16

The SRDP project is using Jira to track feedback to the project. To enter your comments directly in this system use a browser to go to: https://open-jira.nrao.edu

If you have a NRAO account you should be able to log in using your NRAO account name and password. If you do not already have an account for this system you will need to create one by signing up.

1) Once you are logged in to the Jira system you can Create a ticket by selecting create on the top toolbar.

2) To create your comment simply fill out the dialog box shown to the right.
   a) Make sure to set the project to Science Ready Data Products
   b) In the summary give a short synopsis of your comment.
   c) The description field allows for a longer description of the issue, that you can use to elaborate your concern.
   d) Suggest a solution that would resolve the issue.
   e) Images or documents may be attached if you desire
   f) Click the "Create" button in the lower right.

Once the ticket is submitted you can use the Jira interface to view the status and progress of the ticket. On the toolbar at the top of the page select "Project" and then click on the Science Ready Data Products project (you may need to select "View All Projects" to find it).

After creation of each ticket, it is assigned to the SRDP Project Manager.   The SRDP Project Manager will collate tickets, looking for duplication and other discrepancies, then assign the ticket to the appropriate person for follow up. Your Review Item Discrepancy (RID) will responded to by a member of the team and then assigned back to you for comment. If you are satisfied with the response you may mark the issue as complete. If you feel an action should be generated, select "Make Action" or if you have continued concerns you can make a comment and return it to the project by selecting "Incomplete." This workflow is shown in the diagram to the left.

You can view all of the tickets you have created by selecting the "Reported by me" tab under Issues on the top bar.

If you have any difficulties or questions please send them to the SRDP Project Manager rtreacy@nrao.edu.