

MAT, Bonnie, MADiE Issue Tracker

JIRA Status and Resolution Use Cases

Status	Resolution	Use Case
Open	N/A	Ticket has been created and is pending review.
In Progress	N/A	Ticket has been assigned to Help Desk staff and is under review.
Internal Review	N/A	DEV/QA team reviewing ticket
More Information Requested	N/A	Help Desk Staff has requested additional information from the submitter.
On Hold	N/A	Used when waiting for CMS prioritization or feedback.
Awaiting Verification	N/A	Response has been provided to submitter, awaiting confirmation from submitter that the response resolves the question/issue.
Pending Community/ Industry Feedback	N/A	Used when feedback is required from external sources to resolve ticket.
Enhancement Request Under Review	N/A	Requested enhancement is under review.
Closed	Resolved	Provided guidance to assist the submitter in resolving the issue, no further action required, submitter confirmed issue resolved
Closed	No Response from User	Submitter did not provide response or confirm resolution after three business days

Status	Resolution	Use Case
Closed	Out of Scope	Enhancement request is out of scope and is not being deferred to a future release
Closed	Deferred for Future Release	Enhancement or issue to be addressed in a future release. Release date to be determined after prioritization and will be communicated when added to the release schedule.
Closed	Deferred - Known Issue	Submitter agrees the current state or identified workaround will suffice. Issue that will not be addressed in a future release but will be included as a known issue with internal JIRA ticket created
Closed	Answered	Response provided to the submitter's question.
Closed	Cannot Reproduce	The issue reported by the submitter cannot be reproduced by Help Desk staff, and submitter either confirmed response provided or did not respond.
Closed	Duplicate	Issue/question reported twice, this duplicate ticket is being closed
Closed	Complete	Measure/Library transfer request has been completed
Closed	Referred to External Party for Resolution	The issue is identified as being external to MAT, Bonnie or MADiE and the external party confirms source of issue. After the external issue is resolved the impacted application will need to be updated to incorporate the external update.