

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	Ticket waiting for CMS prioritization or feedback.
Awaiting Verification	N/A	Response has been provided to submitter and awaiting confirmation from submitter that the response resolves the question/issue.
Pending Community/ Industry Feedback	N/A	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, and submitter confirmed issue resolved.
Closed	No Response from User	Submitter did not provide response or confirm resolution after 10 calendar days.
Closed	Pending CMS Review	Enhancement request that has been submitted but pending CMS review prior to determining if the request is out of scope or will be deferred for a future release.
Closed	Withdrawn	Enhancement request that has been withdrawn from CMS review by the submitter.

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 request 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. Issues that will not be addressed in a future release but will be considered a known issue with an 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, and the duplicate ticket is being closed.
Closed	Referred to External Party for Resolution	The issue is identified as being external to 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.