



Digital Marketing Web Bug Reporting Process

Updated: 10-25-22

This document outlines the current AdventHealth Digital Marketing Web Bug Reporting Process. Questions about the process can be emailed to Sally.Nelson@AdventHealth.com.

1. **Submit Request** - CMS user submits a bug report through the [Digital Marketing Bug Reporting form](#).
 - a. Form gathers information about reported bug:
 - i. Level of Impact
 - ii. When was it first noticed?
 - iii. Platform it occurred in
 - iv. Frontend vs. Backend
 - v. Bug Description
 - vi. URLs
 - vii. Steps to Reproduce
2. **Bug Investigated** - New bug reports investigated by Senior QA Analyst every day after user submission through Bug Reporting form.
 - a. Bug may be **Confirmed** to move into the development cycle if:
 - i. Possible to replicate
 - ii. Impacts on the business
 - iii. Determined to be a bug and not missing functionality
 - b. Bug may be **Rejected** if:
 - i. User Error
 - ii. Unable to Replicate
 - iii. Missing Functionality (Not Bug)
3. **Approve/Reject Email Sent** - After reviewing bug report, a Confirm/Reject email is sent to the submitter.
 - a. If **Approved**:
 - i. JIRA ticket number will be provided if a ticket has been created.
 - ii. Request is added to the [Known Issues](#) section of the Digital Marketing Bug Reporting page to be tracked by the original requestor.
 - iii. Possible workaround if there is one in the meantime.
 - b. If **Rejected**:
 - i. The reason the request was rejected.
4. **Request is Prioritized** - Once the bug details are gathered, a JIRA ticket is created in the Backlog and set to be prioritized based on level of impact.

5. **Bug is Added to Sprint** – If the bug has a higher level of impact, the sooner the bug will be prioritized into a future Milestone or possibly a Hot Fix.
 - a. We deploy 2 milestones a month
 - b. Bugs are typically added to Milestones two ahead of the current Milestone being worked on (1 month ahead).
6. **Bug is resolved** – Development team is actively working on adding the correction to the site.
 - a. Developers code Bug Fix.
 - b. Bug Fix is QAed in Developer Environment.
 - c. Bug Fix is UATed tested in Staging Environment.
7. **Deployed to Production** – Bug Fix is Deployed to Production and Live on the website.
8. **Bug Reporting and Known Issues Updated** - The Bug Reporting page is updated, and the request is moved from [Known Issues](#) to [Resolved Issues](#).

Updated: 10-25-2022
Sally.Nelson@AdventHealth.com

Bug Reporting Process Flow

Updated October 25, 2022

