

# ClearQuest Process Flow

December 20, 2008

## User submits request

- Requester (Contact) provides headline, severity, and description
- ClearQuest sends request to appropriate work request queue

## Select Review and assign user to review case

- BPA clarifies requirements of case with contact
- BPA adds request information to Notes tab of CQ record
- BPA modifies type of change request (work request, defect, enhancement)
- BPA adds the date the contact requires case to be completed (Date Required field)
- BPA verifies customer severity (Low, Normal, Major, Critical)
- SE adds estimated hours to complete the request (estimate includes documenting, developing, testing, and deploying)

## Select Assign Review Board

BPA or SE assigns appropriate Review Board (Approvals tab)

## Select Approve

- SRB provides Review Board Rank (1, 2, or 3)
- SRB provides group priority (Low, Normal, High, immediate)
- SRB provides date required (or updates date provided as needed)

## Select Assign

- BPA designates Expected End date (based on DAW)
- BPA assigns target release (based on DAW)
- BPA assigns SE to complete request
- BPA/SE adds case to iteration plan

## Select Start

- SE completes request in Development environment
- SE track itemized hours
- SE moves changes to Test environment

## Select Resolve

- SE adds resolution information on Resolution tab
- SE tracks itemized hours
- SE notifies contact request is ready to be tested/validated in Test environment
- Request Contact tests and then validates or invalidates success of fix
- SE makes necessary changes based on test results
- BPA verifies case added to appropriate iteration and deployment plans

## Select Validate

- SE/BPA designates user who tested/validated request
- SE/BPA tracks itemized hours

## Select Release

- SE moves changes to Production environment during scheduled DAW
- SE updates or adds notes to Resolution tab as necessary
- SE tracks itemized hours
- SE/BPA changes iteration state to Released

