



## Programme Verification: Using Jira

Programme Verification Testing will take place on TST3 (a test database). This database will be refreshed from **Live** each **Monday evening** for the duration of testing.

Any issues encountered are logged in **Jira** (an issue tracking software). If you do not already have a Jira account, one will be provided to you for the duration of the testing.

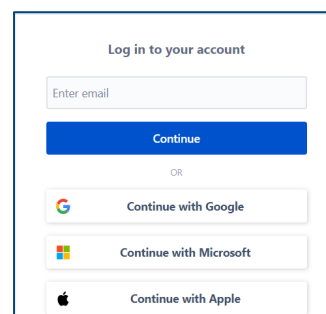
### 1. Logging into Jira

- Jira is access via [UCD Connect](#)
- Click on the **Jira icon**.

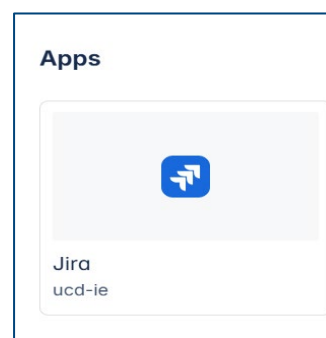


- Choose **Continue with Google**.
- Follow the steps and log in.

**Note:** if you are unable to log in, contact [systems.data@ucd.ie](mailto:systems.data@ucd.ie)



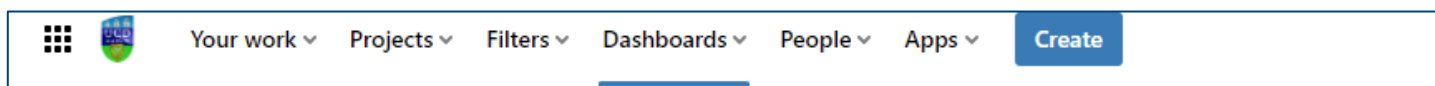
- Once logged in, you may need to click on the **Jira App icon** to continue.





## 2. Reporting an issue by creating a Jira

- Click on **Create** and ensure you are creating the issue in the **Programme Verification project (PROGVER)**.  
Note: If you create your Jira in another project your issue will not reach the intended recipient and will delay resolution.



- You must ensure that the **Summary, Student Number(s), Programme, Major & Stage, and Component(s)** fields are completed clearly and correctly.
- By completing the **Component** field, you will ensure the JIRA is auto assigned to the correct team member in Systems and Data or the Curriculum Team.
- You should leave the **Assignee** as **Automatic**.
- Once all the fields are completed, hit the **Create** button. The issue will then be checked and investigated.  
**Important:** based on user feedback we have **turned off email notifications**. You will need to **check Jira regularly** until each issue is resolved.

Create issue

Project \*  
Programme Verification (PROGVER)

Issue type \*  
Bug

Reporter \*  
Nicole Mathews  
(Migrated on 8 Dec 2021 12:25 UTC)

Assignee  
Automatic  
[Assign to me](#)  
(Migrated on 8 Dec 2021 12:25 UTC)

Summary \*  
(Migrated on 8 Dec 2021 12:25 UTC)

Student Number(s) \*  
(Migrated on 8 Dec 2021 12:25 UTC)

Student Number(s) being verified (Migrated on 2 Jun 2021 13:35 UTC)

Programme, Major & Stage \*  
(Migrated on 8 Dec 2021 12:25 UTC)

Enter the Programme, Major & Stage that is being verified (Migrated on 2 Jun 2021 13:35 UTC)

Components \*  
(Migrated on 8 Dec 2021 12:25 UTC)

Description  
(Migrated on 8 Dec 2021 12:25 UTC)

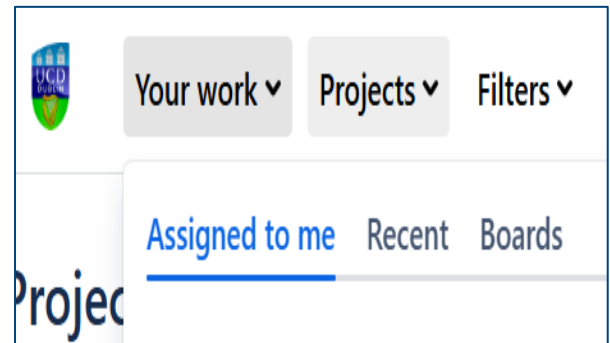
☐ Create another issue

Cancel Create



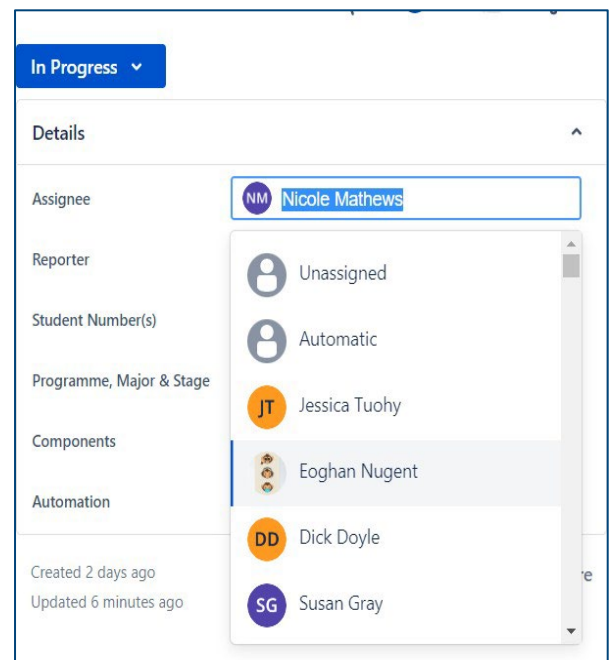
## 3. Monitoring Jira

- You monitor your Jira's using the **Your Work** tab <https://ucd-ie.atlassian.net/jira/your-work>
- Click on **Assigned to me**. Anything awaiting your attention, requiring retesting or sign off, will be listed on this page.
- Click an individual issue to view.



## 4. Correspondence

- Any interim correspondence must be carried out through Jira **by reassigning** an issue and adding comments.
- To **Assign** an issue just start typing the name of the person you want in the **Assignee box** on the right-hand side of the screen and then add your comment in the comment box.
- For example, if Systems & Data or Curriculum assign an issue to you for testing/signoff and the issue is not fixed, update the Jira with a comment and assign it back to the person that assigned it to you.



## 5. Resolution and Sign Off

- When an issue is resolved, it is returned to the original Reporter for re-testing.
- The original Reporter (you) **re-tests** the issue and then must decide if it has been fully resolved:
  - If satisfied with the solution – **Resolve & Close**.
  - If a different solution is required – **Assign** back to the person who was working on the solution with a comment on the rework required, as outlined in section 4 above.