OKLAHOMA
Office of Management
& Enterprise Services

Defects Tracking Standard

Introduction
This document identifies the standard methods of tracking for bugs/defects in application software. The tracking follows the life of the bugs/defects from identification to resolution.

Purpose
The purpose of this document is to define the standard method of tracking defects in software applications.

Definitions
Defect tracking – the tracking of bugs and defects in software from identification all the way through to resolution.

Standard
ServiceNow.

- ServiceNow is the standard for customer identification of defects and bugs in software applications. Once a bug is identified, it should be assigned to the application support team for analysis. Cross team collaboration may be required as applications frequently break for many other reasons, including security changes, firewall changes, workstation changes and user error. Journal notes should be updated and modified as the issue is worked. The customer should be able to follow each step of the process. The request can be closed when a resolution is found and the customer is notified. Additionally, if a bug is found that requires a software change, an Azure DevOps bug should be entered into the backlog and tracked through the software development cycle as noted in the next section.

Azure DevOps.

- Azure DevOps is the standard for tracking of application software and bugs if an application code issue is identified and needs to be worked by an application support or development team. The bug should be identified in a product backlog and worked as prioritized by the product owner and management team. User stories should be entered on the bug if the issue needs to be worked across teams, and individual tasks created and worked as needed. The status of each of these items should be updated and each step of the work is completed. Upon resolution, all of the tasks should be closed out, and any service requests that initiated the application changes should also be updated and the customer notified. If a new version of software is required, a change request should be completed and approved before the software is pushed to production.

Compliance
This standard shall take effect upon publication and is made pursuant to Title 62 O.S. §§ 34.11.1 and 34.12 and Title 62 O.S. § 35.8. OMES IS may amend and publish the amended standards policies and standards at any time. Compliance is expected with all published policies and standards, and any published amendments thereof. Employees found in violation of this standard may be subject to disciplinary action, up to and including termination.

Rationale

To coordinate and require central approval of state agency information technology purchases and projects to enable the chief information officer to assess the needs and capabilities of state agencies as well as streamline and consolidate systems to ensure that the state delivers essential public services to its citizens in the most efficient manner at the lowest possible cost to taxpayers.

Revision history

This standard is subject to periodic review to ensure relevancy.

Effective date: 05/06/2022	**Review cycle:** Annual
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Approved by: Dan Cronin, Chief Information Officer	