ARKANSAS DEPARTMENT OF HUMAN SERVICES

AME BOS Jira – Ticket Guide - Incident

Date: September 18, 2023 (January 27, 2022)
Last Updated by:

Background

Jira is a web-based tool that is being customized for use for the tracking and management of project and operational tasks and activities of the Medicaid Enterprise. Early adopters will be the State (DHS/DMS) and the [redacted] Team. The long-term vision for Jira is to be the tool utilized by all Vendors supporting the Medicaid Enterprise; therefore, users should assume any information entered into the tool could be viewed by any stakeholder and that Jira will be considered the primary source of management information above any other tool used. While Jira identifies everything logged in the system as an Issue, hereafter the term will be Ticket and there will be various types of tickets logged and tracked within the tool.

Note Foundational Jira functionality will support many of the functions and processes that will be used. Learning common universal functions, to learn about the common functionality review the document: **AME BOS Jira Universal Functionality Resources**. Information on Jira data fields is available in the **AME Jira Reference Guide**.

If you have any questions on the Jira efforts or any feedback on this ticket type or other Jira functionality, please share them with an [redacted] BOS Deputy Director or [redacted] (Project Manager).

Introduction to Incident

Incident management is the tracking of infrastructure, application, and process issues that impact the business. Incidents most often cause outages, partial outages, or have critical business impact beyond the typical defect or ticket processed.

Incident management benefits AME by:

- Identifying incidents as soon as they happen to notify stakeholders or gage business impact
- Tracking incidents to closure to make sure root cause is known and measures are in place to prevent reoccurrence in the future
- Tracking and reporting contractual system availability SLAs on behalf of the State

Incident tickets may be entered as a means to better understand a system issue that is occurring. When more is known, the Incident ticket may need to be closed and linked to a more applicable ticket type, for examples:

When Incident research determines that…	Incident ticket closed and Linked to a…
The system IS NOT functioning consistently with requirements or approved design documentation	Defect Ticket
The system IS functioning consistent with requirements, approved design documentation, but there is a desire for a system enhancement	Change Ticket
The system IS functioning consistent with requirements, approved design documentation and user training, process clarification or documentation could be improved.	N/A
Manual data correction would resolve the incident.	N/A, remain open until remediated.

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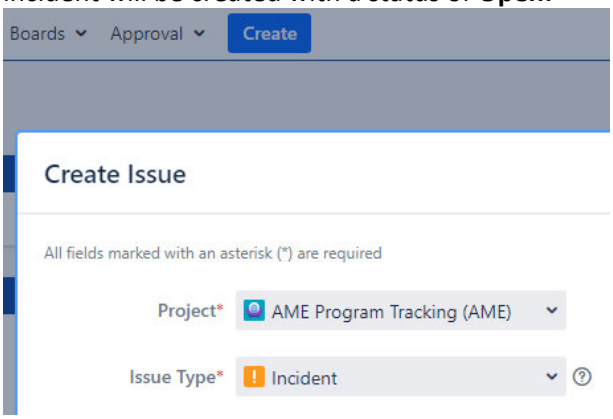
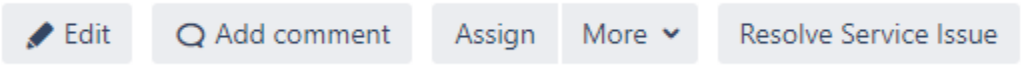
Incident Process Steps

Outside of Jira, an Incident notification is provided, generally by the vendor through the AME PMO Escalation email distribution.

1. Use the **Create** button in the header, Project AME, Issue Type Incident, and fill in all information known at the time. Note, that the Reporter and Assignee field should be the name of the BOS QA member owning the incident. Click the **Create** button at the bottom of the form. The incident will be created with a status of **Open.**



2. **When notification is received that the incident has been resolved** and service has been restored, the BOS QA Team should access the incident in JIRA using the Issues tab in the header and click the **Edit** button to add any additional information known, then click the **Resolve Service Issue** button to put the incident in a **Service Issue Resolved** Status.



3. **When the Incident Report is received**, the BOS QA Team should access the incident in JIRA using the Issues tab in the header and click the **Edit** button to add any additional information known, also attaching the report in the attachments section, then click the **Report Created** button to put the incident in a **Report Received** status.

4. **Review the Incident Report**.
    a. **If there is missing information** (ex. Root cause analysis is still in progress, mitigation is not yet determined, or there are questions):
        i. The BOS QA Team should add a comment of what is missing, also reaching out to the vendor if needed for questions, then click the **Info Pending** button to put the incident in an **Additional Info Pending** status.
        ii. **When the new complete report is received**, click the **Edit** button to add any additional information known, also attaching the report in the attachments section and deleting the prior draft report, then click the **Update Report** button to put the incident back in a **Report Received** Status. Proceed to Step b below.
    b. **If the report is complete with no questions,** click the **Review Final Report** Button to move to a **Final Report Under Review** status.

5. **If mitigation is still in progress,** click the **Pending Mitigation** Button to move to a **Mitigation Pending** Status.
    a. Track the mitigation progress either through vendor updates, tickets, defect fixes, or COs adding periodic comments in JIRA as needed.
    b. **Once mitigation completes,** click the **Mitigation Complete** button to move back to a **Final Report Under Review Status**. Proceed to step 6.
6. **If mitigation is complete,** finalizing the report, reach out to AME State Leadership ([redacted]), requesting approval to close with brief explanation of why.
7. **Once State approval is received to close,** add a comment of who approved and when + brief explanation from step 6, and click the **Approved Closure** button to move it to **Closed**.

Workflow Summary Diagram below: