ARKANSAS DEPARTMENT OF HUMAN SERVICES

# AME BOS Jira – Ticket Guide – Test Cases

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**Last Updated by:**

## Background

Jira is a web-based tool that is being customized 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 in 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. For learning common universal functions review the document: **AME BOS Jira Universal Functionality Resource**. Information on Jira data fields is available in the **AME BOS Jira Reference Guide**.

If you have any questions on the Jira efforts or any feedback on Change Management (CM) or other Jira functionality, please share to JiraCloudSupport@dhs.Arkansas.gov

## Introduction to Test Case Type

AR AME Jira projects have been designed to be created from Templates to provide consistency in use but flexible enough to allow for specific customizations to better support the unique needs of different projects. This document was created to provide information necessary to understand the Jira Test Case Ticket in the context of the PHARM project. Fields and values listed in this document may be different in other projects.

**Note** For additional information on foundational industry information related to CM, see the following online resources: Project Management Institute articles on CM can be found in the Learning Library [redacted]

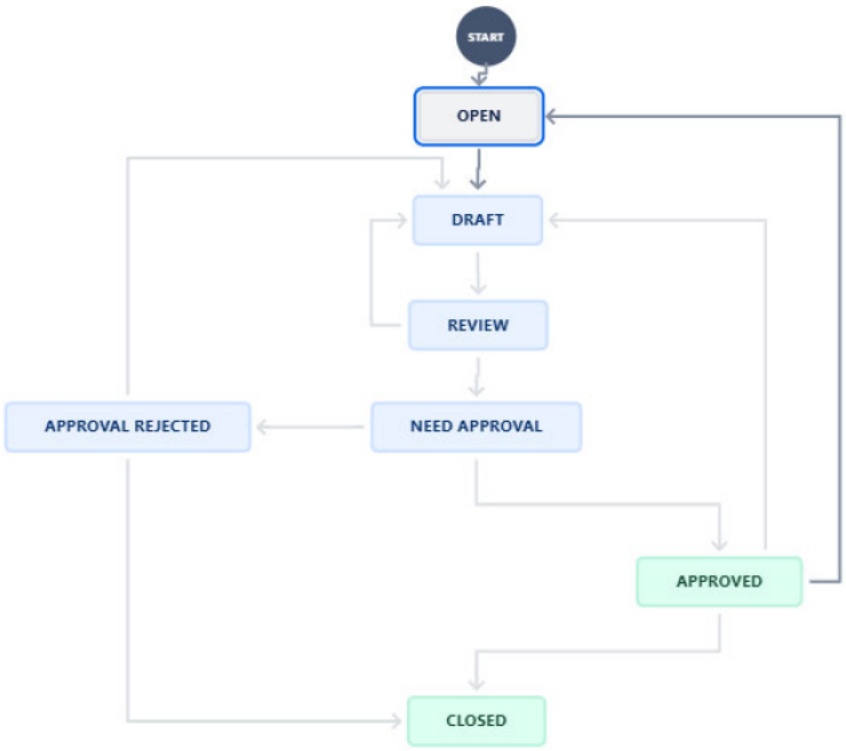
### Test Case Ticket

Test Case Ticket workflow covers the process of creating, reviewing, and approving/rejecting Test Cases and managing resulting changes to requirements and other project documentation.

The overall Test Case Ticket process is supported by the completion of several steps conducted by different groups of authority and fulfilment responsibilities. At a high level the Project Team documents the requirement from source material, updates drafts, and submits for Client Review. Stakeholder(s) will review the requirement and provide approval or guidance for additional revision. Once approved an iterative approach to development and testing is conducted with approval checkpoints until the requirement is delivered to production and the requirement closed.

An illustration of the Test Case Ticket workflow process is provided in **Exhibit 1**.

**Exhibit 1: Test Case Workflow**




**Test Case Ticket Fields**

Test Case Tickets contain different fields than other tickets. Depending on the step of the workflow fields may become required. Exhibit 2 provides a listing of the fields, and if applicable, when they are required. More detailed field descriptions and information can be found in the AME BOS Jira Reference Guide.

**Exhibit 2: Test Case Ticket Fields**

| Required Field | Additional Information |
|---|---|
| Project | AME Program Tracking |
| Issue Type | Test Cases |
| Summary | Brief Summary of the Test Case |
| Description | Description of Test Case to help user quickly identify what the purpose of the test case is. |
| Test Data | Identify and explain test data required to run the test if any. Should include source of data if pre-existing in a location such as an application database. |
| Peer Review Comments | Comments from person performing the last Peer Review to send back to tester for updates if needed. |
| Complexity | Refers to the effort required to design, execute, and maintain a test case. |

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| Required Field | Additional Information |
|---|---|
| Duration | Indicates relative amount of time required to execute this test in relation to other tests |
| Regression Test | This Identifies if the test case will be used in regression testing |
| Test Case Type | This indicates the type of test case. This list may be updated/modified per project to ensure applicability of selections. |
| Business Line | Indicates what DHS Line of Business this test case has influence in. |
| Business Function | Indicates the function the test case is exercising. |
| Steps Panel | 1. Step-by-Step Execution – Lists test steps, expected results, and actual results.<br>2. Status Tracking – Allows marking each step as "Pass," "Fail," or other statuses.<br>3. Detailed Descriptions – Provides fields for describing the steps in a structured way.<br>4. Attachments & Comments – Supports adding screenshots or notes for better clarity.<br>5. Integration with Defects – Can link failed steps to Jira issues for bug tracking |
| Assignee | Like other tickets, for a new ticket, the initial Assignee should be the users Manager for Quality Review.<br><br>The Assignee represents the current person responsible for the current action, transitioning to the next status. |
| Reporter | Person that entered the test case |
| DHS Contact(s) | Indicates the designated DHS contact who is responsible for the origination, review, and approval of the ticket. |
| Test Lead | The [redacted] staff, Test Lead contact who is responsible for the coordination, management, monitoring, and status reporting, as requested, over the complete lifecycle of the ticket. |
| Labels | Customizable tags used to categorize, filter, and quickly find related issues. They help organize work without requiring changes to the project structure. |
| Priority | Indicates the importance and urgency of executing a test case. It helps teams focus on critical tests first, especially in limited timeframes. |
| Closure Reason Test Case | Indicates why the test case is closed and no longer being used. |
| External Reference ID | Reference from another ticketing system |
| Components | Indicates the system(s) impacted or being referenced by the requirement |
| Fix Versions | Indicates what version of software the Test Case was ran |
| RTM Environment | Type of Environment required to run test case. |

## Workflow Status Descriptions

As highlighted in **Exhibit 1** a Test Case Ticket will transition through several statuses. **Exhibit 3** provides detailed descriptions of each status.
Once a Test Case Ticket is created, it should be linked to the corresponding requirement when applicable for traceability, coverage confirmation and any changes that may occur to the requirements during the project lifecycle.

**Exhibit 3: Test Case Ticket Status Descriptions**

| Status Name | Definition |
|---|---|
| Open | This status is the result of a new ticket being created. |
| Drafting | The test case is being created |
| Review | The ticket is under peer review by another tester or SME(s). The Ticket may be sent back to Drafting for updates or sent for Approval. |
| Approved | This status represents the Test Case is approved for execution. |
| Closed | This status represents the Test Case is no longer valid for business. |