

Subject: Re: Request for Support in JIRA use

From: robert_weir@us.ibm.com

Date: 7/9/10 3:02 PM

To: William Cox <wtcox@coxsoftwarearchitects.com>

CC: "Anne Hendry" <ahendry@pacbell.net>, "David Holmberg" <david.holmberg@nist.gov>, "Ed Cazalet" <ed@cazalet.com>, "Girish Ghatikar" <gghatikar@lbl.gov>, "Mary McRae" <marypmcrae@gmail.com>, tc-admin@lists.oasis-open.org, Toby.Considine@gmail.com

Hi Bill,

We were one of the first TCs to use JIRA. So we made a few false starts before we settled on what works for us.

The biggest pain is that you don't have control at the TC level over the workflow steps. So an issue goes through the stages:

New
Open
Resolved
Applied
Closed

You'll want to define what these mean for your TC, what each state means and what determines the transition from what state to another.

In our case we did something like:

New = new issue, TC has not yet agreed to fix it
Open = someone has agreed to investigate the issue, owner assigned
Resolved = technical resolution agreed on, editorial work possibly remaining
Applied = editor has entered the fix into a draft, but draft not yet approved by TC
Closed = the draft resolving the issue has been approved by the TC, or the issue was otherwise closed

Ideally, we'd like to define more states. For example, we receive a large number of comments during public reviews, and we don't necessarily discuss them one by one. If a comment is just reporting a typo our editor just fixes it and marks the issue as applied. But on occasion a TC member might want to discuss that issue. So it would be great to have a flag or a state that indicates that an issue "needs discussion" or "has been discussed", etc. Lacking that, we edit the title of the issue to start with "Needs Discussion". We then search for that at meetings and once resolved we remove that from the title. So there are many similar things you can do with private little codes you add to the title or body of the issue.

For components, we generally tried to mimic the chapters of the our standard, with a few cross-cutting concerns like accessibility, locale and security. One thing you can do with components is have automatic assignment to an owner.

Releases are easy enough, just come up with a good naming convention for

expressing your various drafts. You'll go insane if you try to track every working draft. I'd recommend keeping it at the CD level. If I started the project over I'd give more thought to the names here, especially when you mix in multiple releases, errata, etc.

If you have a defect that is in more than one release of your standard, then the JIRA support is weak. For example, we might get a defect report that indicates a bug in ODF 1.0, but it also exists in ODF 1.1 and ODF 1.2 CD 05. So we can set the effects version to all three. And we can set the fix version to ODF 1.2 CD 06, as well as ODF 1.0 Errata and ODF 1.1 Errata. But it is still a single issue, so once we mark it as resolved and applied for any one of those three targets, the issue is entirely resolved, as far as JIRA is concerned. So if you ever have a single issue that requires resolution in more than one release, you need to create separate JIRA issues for them.

Another thing we did: since JIRA publishes an RSS for each project, of the new issues that are entered, we hooked that up with the twitterfeed.com service to automatically send out a new Tweet whenever a new issue is entered: <http://twitter.com/odfjira> That allows me to then define an inbox rule to delete all the incoming JIRA notifications (which can be excessive) and deal with it via Twitter.

Regards,

-Rob

William Cox <[wtcox@coxsoftwarearchitects.com](mailto:wtc@coxsoftwarearchitects.com)> wrote on 07/09/2010 02:00:19 PM:

Thanks, Robert - that was most helpful.

Would you structure <http://tools.oasis-open.org/issues/browse/OFFICE> differently if you had a chance?

We're setting up three TCs now, and I'm attracted to the structure of the OpenDocument project, versions, and components (though we likely will have only a couple of components).

Thanks!

bill

--

William Cox

Email: [wtcox@CoxSoftwareArchitects.com](mailto:wtc@CoxSoftwareArchitects.com)

Web: <http://www.CoxSoftwareArchitects.com>

+1 862 485 3696 mobile

+1 908 277 3460 fax

On 7/9/10 1:20 PM, Toby Considine wrote:

Thanks, That was very helpful, and gave me enough clues to write a tool

in

my own favorite languages...

About the PID: Is that merely the project name, or is there an underlying ID

I have to noodle out – and if so, how?

tc

"If something is not worth doing, it's not worth doing well" – Peter Drucker

Toby Considine
TC9, Inc
OASIS Technical Advisory Board
TC Chair: oBIX & WS-Calendar
TC Editor: EMIX, EnergyInterop
U.S. National Inst. of Standards and Tech. Smart Grid Architecture

Committee

Email: Toby.Considine@gmail.com
Phone: (919)619-2104
<http://www.tcnine.com/>
blog: www.NewDaedalus.com

-----Original Message-----

From: robert_weir@us.ibm.com [mailto:robert_weir@us.ibm.com]
Sent: Thursday, July 08, 2010 7:29 PM
To: Mary McRae
Cc: 'Anne Hendry'; 'David Holmberg'; 'Ed Cazalet'; 'Girish Ghatikar';
tc-admin@lists.oasis-open.org; Toby Considine; 'William Cox'
Subject: Re: Request for Support in JIRA use

90% of what my script does is scraping the comment list email archives
to

extract information from those. Getting it into JIRA is relatively easy
using their REST API.

Main URL is:
<http://tools.oasis-open.org/issues/secure/CreateIssueDetails.jspx>

And then you add on URL parameters:

pid = project ID. The only way I know how to get to this value is to
try
manually creating an issue in JIRA and then looking at the HTML source
for
the Create issue form. For my TC the value is 10027. But it is
different
for every TC.

issuetype = 1 for bugs

summary = one line description of the issue

reporter = JIRA user-id of the person reporting the issue

description multiline details of the issue

```
os_username = user-id of the person entering the issue
```

```
os_password = JIRA password for that user
```

There are other fields you could set such as component, etc., but the above appears to be the minimum.

So long as you can get your spreadsheet data generally in that structure, you should be able to export to a CSV file and then have a simple script to create and submit the URL commands to JIRA.

In Python this might look something like this:

```
summary = "one line summary"
description = "description of the problem"
pid="10027"
username="rcweir"
password="*****"
reporter="rcweir"
issuetype="1"
```

```
url="http://tools.oasis-open.org/issues/secure/CreateIssueDetails.jspsa?"
```

```
+
"pid=" + pid + "&issuetype=" + issuetype + "&" +
urlencode({'summary':summary.encode("utf-8")}) + "&reporter=rcweir" +
"&os_username=" + username + "&os_password=" + password + "&" +
urlencode({'description':description.encode("utf-8")})
```

(This is assuming you don't have spaces or non-ascii characters in your user id or password. If you do, then you'll need to call urlencode on those as well).

You could then automatically submit each URL like this:

```
returnPage = urllib.urlopen(url).read()
```

or

Regards,

-Rob

Mary McRae <marypmcrae@gmail.com> wrote on 07/08/2010 12:52:52 PM:

Re: Request for Support in JIRA use

Hi Toby,

Rob Weir has a script that he uses to import emails received via the

comment list. I think it's pretty customized and not designed to work from a spreadsheet but I'm copying him just in case.

Regards,

Mary

On Jul 8, 2010, at 11:35 AM, Toby Considine wrote:

We have more than a 100 comments in a spreadsheet for EMIX (and a similar list for WS-Calendar).

Is there a supported means to import a large number of comments into OASIS Jira?

tc

"If something is not worth doing, it's not worth doing well" – Peter

Drucker

Toby Considine
TC9, Inc
OASIS Technical Advisory Board
TC Chair: oBIX & WS-Calendar
TC Editor: EMIX, EnergyInterop
U.S. National Inst. of Standards and Tech. Smart Grid Architecture
Committee

Email: Toby.Considine@gmail.com
Phone: (919)619-2104
<http://www.tcnine.com/>
blog: www.NewDaedalus.com

From: William Cox [<mailto:wtcx@CoxSoftwareArchitects.com>]
Sent: Thursday, July 08, 2010 10:57 AM
To: Girish Ghatikar
Cc: Anne Hendry; Ed Cazalet; David Holmberg; Toby Considine
Subject: Re: template for issues/comments

Rish and Anne --

Yes, let's talk soon. With the number of comments (so far on EMIX and WS-Calendar) I think we should use the Jira tool as supplied by OASIS. We'll save quite a bit of time by setting this up early on.

I've added Ed C, Dave H, and Toby C to this list.

I've used this in another TC, and it's pretty straightforward, allowing tracking and resolution of comments in a way that makes the required comment logs easy to do.

You should be able to log in at <http://tools.oasis-open.org/> , using your normal OASIS logname and password (alas, this is manually kept in sync for now, so it would be your password from a few months ago). After you read that home page, go to the issue tracker link <http://tools.oasis-open.org/issues/secure/Dashboard.jspa> .

Jira is a full featured issue tracking and resolution tool. I've learned quite a bit about how NOT to use it, as structuring the project is important up front.

There are already projects created for EITC, EMIX, and WS-Calendar. I'm listed as "Project Lead" for all of them -- Toby, we should ask for a change for WS-Calendar. That role implies project structure; all TC members can comment, update, and do nearly everything else.

Jira information (and I suspect tutorials) are at jira.com

William Cox
Email: [wtcox@CoxSoftwareArchitects.com](mailto:wtcx@CoxSoftwareArchitects.com)
Web: <http://www.CoxSoftwareArchitects.com>
+1 862 485 3696 mobile
+1 908 277 3460 fax

On 7/7/10 9:35 PM, Girish Ghatikar wrote:

Anne,

Thank you for sending this -- the .XLS file should do (that's what I used for OpenADR v1.0). We need to set-up a call with Bill (CCd) on how to extract the comments.

Thanks,

-Rish

On Wed, Jul 7, 2010 at 8:01 AM, Anne Hendry [<ahendry@pacbell.net>](mailto:ahendry@pacbell.net) wrote:

Hi Rish,

Sorry for not getting this to you sooner. Here is the template I'll be using for the EMIX comments. It's taken from the one I used to use for UBL. Let me know if you have any questions. If you can use a .sxc file instead, that is my source, so I can send that to you as

well.

See you,
Anne

--

Rish Ghatikar
Lawrence Berkeley National Laboratory
1 Cyclotron Road, MS: 90-3111, Berkeley, CA 94720

GGhatikar@lbl.gov | +1 510.486.6768 | +1 510.486.4089 [fax]

This email is intended for the addressee only and may contain confidential information and should not be copied without permission. If you are not the intended recipient, please contact the sender as soon as possible and delete the email from computer[s].