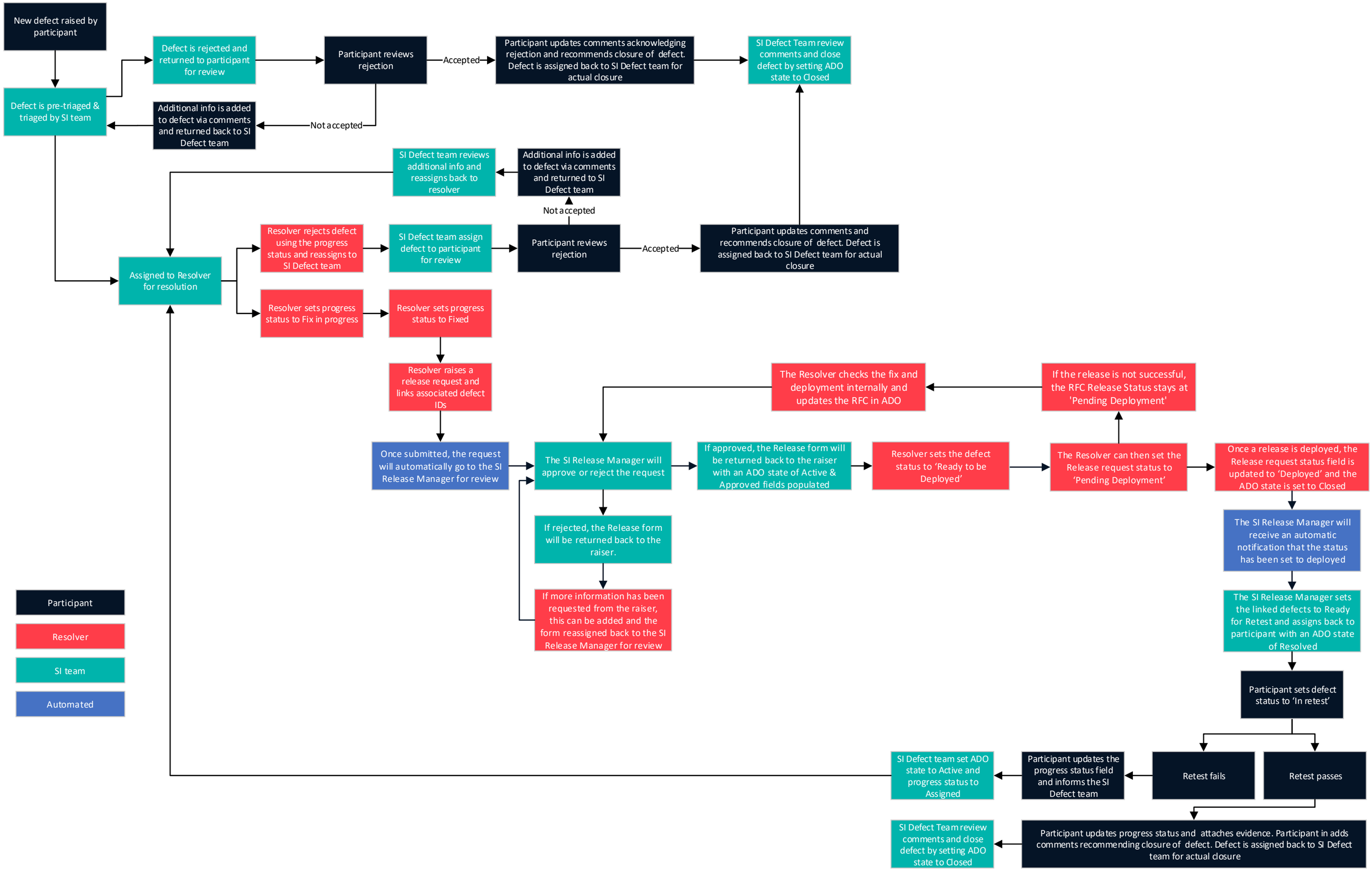
New defect raised by participant
Defect is pre-triaged & triaged by SI team
Defect is rejected and returned to participant for review
Participant reviews rejection
Accepted
Participant updates comments acknowledging rejection and recommends closure of defect. Defect is assigned back to SI Defect team for actual closure
SI Defect Team review comments and close defect by setting ADO state to Closed
Not accepted
Additional info is added to defect via comments and returned back to SI Defect team
SI Defect team reviews additional info and reassigns back to resolver
Additional info is added to defect via comments and returned to SI Defect team
Not accepted
Assigned to Resolver for resolution
Resolver rejects defect using the progress status and reassigns to SI Defect team
SI Defect team assign defect to participant for review
Participant reviews rejection
Accepted
Participant updates comments and recommends closure of defect. Defect is assigned back to SI Defect team for actual closure
Resolver sets progress status to Fix in progress
Resolver sets progress status to Fixed
Resolver raises a release request and links associated defect IDs
Once submitted, the request will automatically go to the SI Release Manager for review
The SI Release Manager will approve or reject the request
If approved, the Release form will be returned back to the raiser with an ADO state of Active & Approved fields populated
Resolver sets the defect status to 'Ready to be Deployed'
The Resolver can then set the Release request status to 'Pending Deployment'
If the release is not successful, the RFC Release Status stays at 'Pending Deployment'
The Resolver checks the fix and deployment internally and updates the RFC in ADO
Once a release is deployed, the Release request status field is updated to 'Deployed' and the ADO state is set to Closed
If rejected, the Release form will be returned back to the raiser.
If more information has been requested from the raiser, this can be added and the form reassigned back to the SI Release Manager for review
The SI Release Manager will receive an automatic notification that the status has been set to deployed
The SI Release Manager sets the linked defects to Ready for Retest and assigns back to participant with an ADO state of Resolved
Participant sets defect status to 'In retest'
Retest fails
Retest passes
Participant updates the progress status field and informs the SI Defect team
SI Defect team set ADO state to Active and progress status to Assigned
Participant updates progress status and attaches evidence. Participant in adds comments recommending closure of defect. Defect is assigned back to SI Defect team for actual closure
SI Defect Team review comments and close defect by setting ADO state to Closed
Participant
Resolver
SI team
Automated