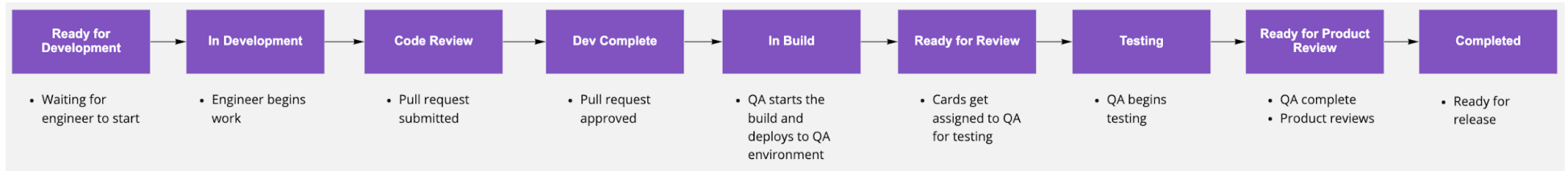


Standard Flow



- **DESIGN:** Epics or stories that will likely get prioritized in an upcoming sprint OR need to be estimated to help determine priority will be moved to Design in Progress by the Product Manager. During this phase, they'll conduct discovery research, create designs (if needed) and write requirements. Once ready to review with the scrum team, stories get moved to Grooming.
 - Workflow: Design
 - Project: Design - Specs
 - State Flow: PM Backlog → In Progress → Done
- **GROOMING:** These meetings are held weekly for each scrum team with the goal of reviewing potential upcoming work with the team and estimating effort in the form of story points.
 - Workflow: Grooming
 - Project: Product Grooming
 - State: Product Backlog
- **PRIORITIZATION:** At bi-weekly prioritization meetings, Product and Tech leadership finalize priorities for the upcoming sprint. Stories from the 3 types of Grooming backlog columns (Product, Security, Tech) are moved to the Priority Ordered column for review with the team at the next sprint planning meeting.
 - Workflow: Grooming
 - Project: Product Grooming
 - State: Priority Ordered
- **SPRINT PLANNING:** On the first day of the sprint, teams will select items for that sprint based on capacity (average velocity from previous sprints). Stories that are selected are moved to Sprint Ready during the Sprint Planning meeting.
 - Workflow: Grooming
 - Project: Product Grooming
 - State: Sprint Ready

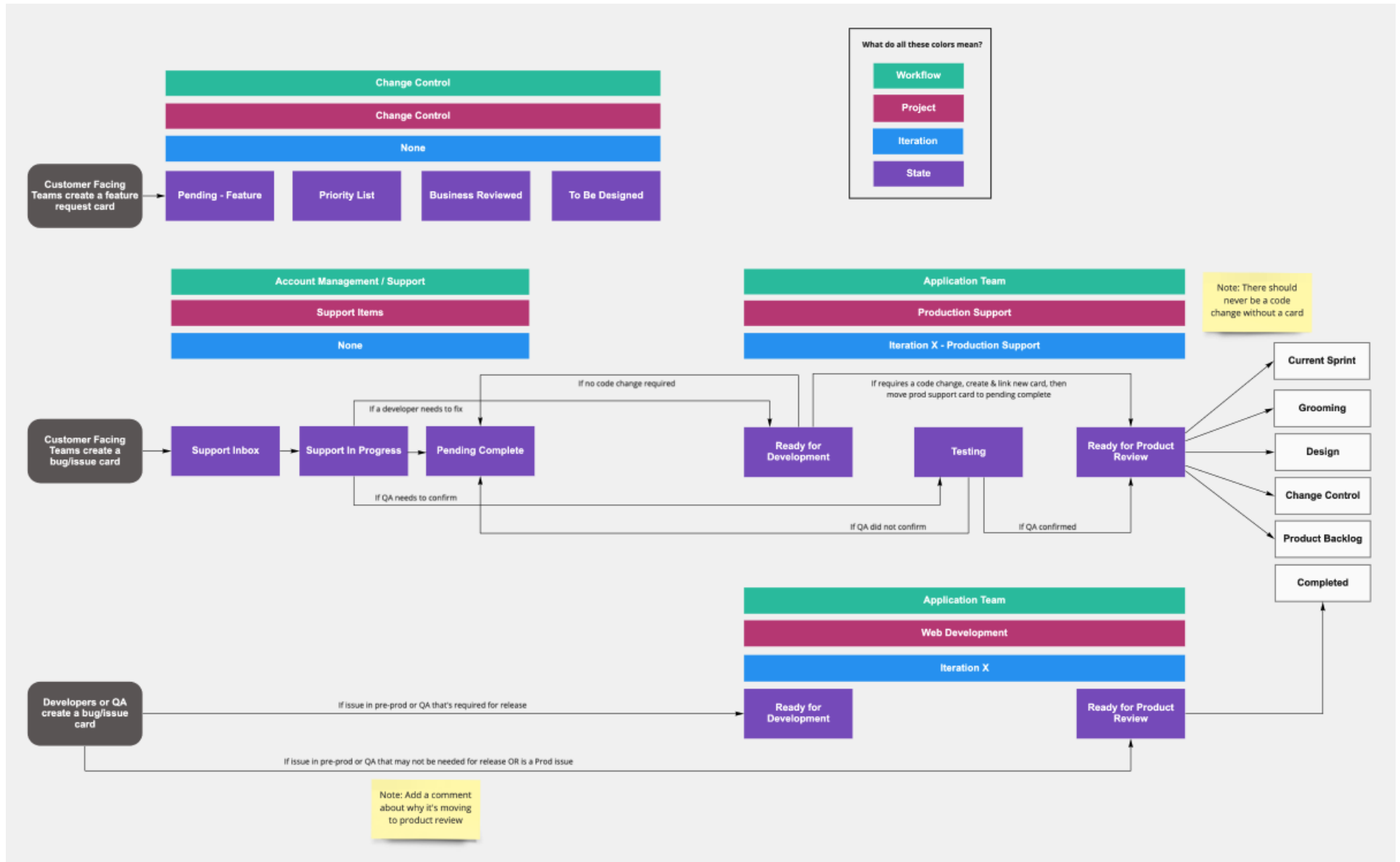
- After Sprint Planning, Dev will add stories into an Iteration and move to Dev Ready for Development. As cards progress through the sprint, they'll move through the states detailed below.
 - Workflow: Application Team
 - Project: Web Development
 - State: Ready for Development



- If a card does not meet the Acceptance Criteria during testing or product review, it will go back to Ready for Development.

New Issue / Feature Request Flow

New ideas or issues can come from anywhere! This is how we'll handle each of the different types.



[See a larger version](#)

- **CHANGE CONTROL:** A weekly meeting is held with Account Management/Customer Success, Support, Product, QA, and Tech to discuss pressing bugs, issues and feature requests from the customer facing teams. The goal of the meeting is to learn more about why something is a priority and ensure Product/Tech understand the problem.
 - Workflow: Change Control
 - Project: Change Control
 - State Flow: Pending - Bug OR Pending - Feature → Business Reviewed → To be Designed
 - Prior to the meeting, AM/Support review all cards on the Change Control board and prioritize based on their latest needs. Cards to be discussed are put in the Business Reviewed column and cards that may be a future priority are added to the Priority List. If time, Product will review and clarify cards prior to the meeting.
 - After discussion in Change Control, the highest priorities as agreed upon by the group are moved into the “To be Designed” column, which has a limit of 10 items.
 - As the Product team has capacity, they’ll pull items from that column into the Design board to prepare them for Grooming.

- **PRODUCTION SUPPORT:** As issues arise from customer facing teams, they’re added to the Support board for confirmation and review to be reviewed by the Product Support Specialist (cards on that board, follow a different process). If the issue does not require a code change OR needs to be investigated by QA, it will be moved to appropriate location. If the fix is more involved, Product Support Specialist will be move it to Change Control for discussion. See additional details above.
 - Workflow: Application Team
 - Project: Production Support
 - Iteration: Iteration X - Production Support
 - State: Ready for Development OR Testing

- **DEV OR QA CREATED:** If dev or QA discover an issue in pre-prod or QA that is required for the upcoming release, it should be added to Ready for Development in the current sprint. If unsure of the priority or the issue is in production, it should be added to Ready for Product Review for the Product Team to determine the best next step. See additional details above.
 - Workflow: Application Team
 - Project: Web Development
 - Iteration: Iteration X
 - State: Ready for Product Review

- **MAJOR PRODUCTION ISSUE:** If something is on fire and needs to be fixed immediately, this process doesn’t apply. Add a note in Chat [#productionissues, #release] so that all the necessary parties are aware.

- "Pants on Fire" type of bugs/issues found by AM/Support: Send to an email topprioritybug@wellright.com explaining the issue(s). Create a card with details to include in the email as well. If needed, have a quick meeting to discuss, so we can talk about next steps.



Guidelines

- Not all stories need epics
- Epics are a collection of stories
- Milestones are a collection of Epics (i.e. Reporting Dashboard, Multilingual, etc.)
- Iterations are a collection of stories that can be released (stories may be hidden from end users by features flag until Epic is complete)