

BrDR Issue Policy

- I. When a user identifies an issue with the program, the user will enter the issue in the Customer Support Center on JIRA. <https://bridgeware.atlassian.net/browse/BRDRSUP>
 - a. The default category for a new issue will be set to “UNKNOWN”.

- II. The developer will review the issue and change the Issue Type/Priority to the appropriate option within 3 working days.
 - a. Type: BUG / Priority: BrDR Urgent – An urgent bug is a program issue that prevents users from performing critical business functions.
 - i. All urgent bugs are communicated to the AASHTO Project Manager, Task Force Chair and the Testing TAG Chair.
 - ii. The Task Force and/or TAG will confirm the status of the bug as “Urgent”.
 - iii. All licensees will be notified directly (by email or phone call in addition to posting on the Customer Support Center) of the issue and that a resolution is under development including an estimated time frame.
 1. At the discretion of the Task Force and dependent upon the severity of the issue and the time frame for resolution, this notification may be delayed to correspond with the release of the patch.
 - iv. An emergency fix is required and will result in the Contractor resolving the problem and issuing an emergency patch of the software to the licensee who reported the problem.
 - v. All licensees will be notified directly (by email or phone call in addition to posting on the Customer Support Center) that the fix is available and the Contractor will supply the fix to requesting licensees through appropriate electronic media.
 - vi. The Contractor will apply the resolution to the base software that will be available in the next scheduled release.
 - b. Type: Bug / Priority: BrDR Critical – A critical bug is a program issue that produces incorrect final results without giving a warning to the user.
 - i. All critical bugs are communicated to the AASHTO Project Manager, Task Force Chair and the Testing TAG Chair.
 - ii. All licensees will be notified monthly (directly by email or phone call in addition to posting on the Customer Support Center) of the issue and any known workarounds.
 - iii. The Contractor will apply the resolution to the base software that will be available in the next scheduled release. Technical Notes will be issued as soon as possible.
 - c. Type: Bug / Priority: BrDR High Priority – A high priority bug is a program issue that produces incorrect results or prevents portions of the program from functioning but the user is alerted to the error (for example, the program crashes, error window is displayed or a warning is issued).

- i. The original submitter shall be notified directly that the issue has been classified as a high priority bug.
 - ii. The original submitter shall be notified when the bug has been resolved and the expected date of release and will be asked if they would like to verify the resolution for that issue during beta testing.
 - d. Type: Bug / Priority: BrDR Low Priority – A low priority bug is a program issue that causes minor inconvenience to business process but there is a known work around available.
 - i. The original submitter shall be notified directly that the issue has been classified as a low priority bug.
 - ii. The original submitter shall be notified when the bug has been resolved and the expected date of release and will be asked if they would like to verify the resolution for that issue during beta testing.
 - e. Type: Maintenance / Priority: Major – A maintenance item is a program issue that is not handled appropriately (as determined by the Task Force and TAG) or does not follow the AASHTO Code for a program function that was intended to be included in the program. This item was not identified during approval of the original scope and work plan, but should be resolved.
 - i. The original submitter shall be notified directly that the issue has been classified as a maintenance item.
 - ii. Should this item originally be classified as a bug or enhancement, the original submitter shall be notified directly of the classification change.
 - iii. The original submitter shall be notified when the maintenance item has been resolved and the expected date of release.
 - f. Type: BrDR Education – An education item is an issue that is able to be resolved by providing information to the user.
 - i. The original submitter shall be notified directly that the issue has been resolved.
 - g. Type: Enhancement – An enhancement item is a program issue that would require changing the capabilities of the program in order to add additional program function or to improve usability but are not a part of the current expected capabilities (i.e. an optional analysis but not a code requirement).
 - i. The original submitter shall be notified directly that the issue has been classified as an enhancement item.
 - ii. Once a price range (mini, small, medium, large, extensive) is identified by the Contractor, the original submitter shall be notified of that price range.

III. Requirements of the Customer Support Center (Support Links)

<https://aashto.mbakercorp.com/Pages/Support.aspx>

a. Critical Bug Support Link

- i. Urgent and Critical Bugs will be listed in this section. Workarounds or Technical Notes will be included or attached. Resolved Urgent or Critical Bugs will remain for one additional version before being moved to the Archives. The write up should include a detailed description of the bug, the release affected, and the versions in

which the bug is located.

- b. General Bug Support Link
 - i. All bugs, including urgent and critical bugs, will be listed in this section. The bugs will be grouped in categories similar to the enhancement buckets used by the TAG and indicate the category and status of the bug. The write up should include a detailed description of the bug, the release affected, and the versions in which the bug is located.
- c. Education Support Link
 - i. Education items addressed by the contractor will be reviewed, and those containing education related information relevant to users other than the initial submitter will be summarized and included in this section. The education items will be grouped in categories similar to the enhancement buckets used by the TAG.
- d. Archive Support Link
 - i. Bugs that have been resolved or Education items that are no longer relevant to the current release are moved to the Archive Support Link one release cycle after being resolved.