Standard Operating Procedure

Number: **020**

Name: **Issue management**

Title: Procedure for managing issues observed by team members of the EU Pollinator Hub

Category: Data life cycle management

Status: Approved

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1 Document history

1.1 Current Release

1.1.1 Drafted

Submitted on 2023-04-25 by Michael Rubinigg, quality manager.

1.1.2 Reviewed

Reviewed on 2023-06-30 by Noa Simòn Delso, general manager.

1.1.3 Approved

Approved on 2024-02-07 by Michael Rubinigg, quality manager.

1.2 Change history

n.a.

2 Abbreviations

EU	European Union
EUPH	EU Pollinator Hub
IRE	Interactive Reporting Element
n.a.	not availabe
SOP	Standard Operating Procedure

3 Introduction

Issue management is a crucial element of data quality management and software function. The current SOP describes the process of issue management reported by persons to which a role, as defined by SOP-004, has been assigned on the EU Pollinator Hub. Issues are lined up, prioritised and resolved. Individuals involved in the process will be notified and metrics will be produced, not only for use in data quality reports, but also to reduce quality issues in the future.

3.1 Definitions

Issues are specific situations observed on the EUPH that do not meet the expectations of the observer.

GitLab is a DevOps software package GitLab, an open-source software provided by GitLab Inc., which will be used for complaint management by the EU Pollinator Hub team. The information GitLab Inc. collects is stored and processed on servers located in the United States. Therefore, no personal information of users will be transferred to this service.

4 Validity

4.1 Area

The of validity of this document is limited to the procedure for managing complaints of issues observed by users of the EU pollinator Hub (EUPH).

4.2 Time

The period of validity of this SOP begins on 2024-02-07 and ends with its revocation.

4.3 Related Documents

Document type	Number	Name
SOP	001	SOP instructions
WI	018	Issue submission

4.4 Related Tasks

Persons who have been assigned one of the following tasks, as defined in SOP-004, assume a responsibility within this SOP:

- Quality management

5 Procedure

5.1 Responsibilities

- The person responsible for quality management, as defined by SOP-004, is responsible for the process described in section **Error! Reference source not found.** of this SOP.
- The task of carrying out certain parts of this process can be transferred to another person.

5.2 Issue management

5.2.1 Issue submission

5.2.1.1 Application used for the management of issues observed by EUPH team members

- All issues observed by persons to which a role has been assigned on the EU Pollinator Hub according to SOP-004 are reported according to WI-018.

5.2.2 Assignment of an issue

5.2.2.1 Assiging an issue manager

- The person to which an issue has been assigned is the issue manager of this issue.

5.2.2.2 Classification of an issue

- The issue manager edits (creates or updates) the Label associated with an issue according to the presumed type of the issue, as described in WI-018.

5.2.2.3 Milestone

- The issue manager edits (creates or updates) the Milestone associated with the issue according to its priority, as described in WI-018.

5.2.2.4 Assignment of a due date

- The issue manager edits (created or updates) the due date in line with the milestone, as described in WI-018.

5.2.2.5 Assignment of a due date

- The issue manager edits (created or updates) the due date in line with the milestone, as described in WI-018.

5.2.2.6 Classification of confidentiality

- The issue manager ensures that that only employees of the EU Pollinator Hus, as defined by SOP-004 can view an issue in the following cases, as described in WI-018:

- An incident possibly or actually affecting data security has occurred.
- The issue description contains personal information.

5.2.2.7 Time tracking

- The issue manager adds the time spent on an issue as described in WI-018.

5.2.2.8 Linked itelms

- The issue manager may link the issue to another issue as described in WI-018.

5.2.2.9 Comments

- The issue manager may add a general comment to the issue or start a thread in order to discuss a specific suggestion or question as described in WI-018.

5.2.2.10 Close

- The issue manager may close the issue as described in WI-018.

6 References

There are no sources in the current document.

7 Annexes

There are no annexes in the current document.