Work Instructions

Number: **018**

Name: **Issue submission**

Title: Submission of issues that have occurred with the EU Pollinator Hub using GitLab

Status: Draft

Version: 1.0

Date: 2023-01-05

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Table of contents

1 Document history 3
1.1 Release 3
1.2 Revision 3
2 Abbreviations 4
3 Introduction 5
4 Validity 6
4.1 Area 6
4.2 Time 6
4.3 Related Documents 6
5 Procedure 7
5.1 Issue submission 7
6 References 9
7 Annexes 10

1 Document history

1.1 Release

1.1.1 Drafted

Submitted on 2023-01-03 by Michael Rubinigg, quality manager.

1.1.2 Reviewed

Reviewed on 2023-01-05 by Noa Simòn Delso, general manager.

1.1.3 Approved

Approved on 2023-01-05 by Michael Rubinigg, quality manager.

1.2 Revision

n.a.

2 Abbreviations

n.a.	not avaiable
WI	Work Instruction

3 Introduction

This documents contains instructions for the submission of issues that have occurred with the EU Pollinator Hub using GitLab.

4 Validity

4.1 Area

The validity of this document is limited to the submission of issues observed on the EU Pollinator Hub with GitLab.

4.2 Time

The period of validity of this SOP begins on 2023-01-05 and ends with its revocation.

4.3 Related Documents

n.a.

5 Procedure

5.1 Issue submission

5.1.1 Access GitLab

5.1.1.1 Sign in to GitLab

- Access GitLab through https://gitlab.com/users/sign_in

5.1.1.2 Select *Issue* page of the *EUPH Issue management*

- Select Project *BeeLife* / ***EUPH Issue Management***.
- Select ***Issues*** from the Project menu.

5.1.2 Submit an issue

5.1.2.1 Create a new issue

- Select ***New issue***.

5.1.2.2 Create a title

- Enter a *Title*, composed as follows and separated by |:
  - One of the following attributes: **website** | **application** | **platform management**
  - [Elements of the slug separated by |]
  - [Brief summary of the issue using a maximum of 30 letters]

5.1.2.3 Describe the issue

- Enter a comprehensive description of the issue.

5.1.2.4 Classification of confidentiality

- Select checks box “This issue is confidential and should only be visible to team members with at least Reporter access.” In the following cases:
  - An incident possibly or actually affecting data security has occurred.
  - The issue description contains personal information.

5.1.2.5 Assign an issue to an operator

- Assign the issue to an ***Assignee*** by selecting a name from the list.

5.1.2.6 Define a milestone

- Assign a ***Milestone*** to the issue according to its priority with an attribute from Table 1 by selecting an option from the list.

Table 1. Definition of milestones on GitLab – EUPH Issue Management. No: number of the milestone; Title: title of the milestone; Description: description of the milestone.

No.	Title	Description
1	**Immediately**	to be solved immediately
2	**High**	to be solved within 2 days
3	**Medium**	to be solved within 7 days
4	**Low**	to be solved within 30 days
5	**No milestone**	to be solved whenever there is time left

5.1.2.7 Classify the severity of the issue

- Assign a ***Label*** to the issue according to the severity of the issue with an attribute from Table 2 by selecting an option from the list.

Table 2. Definition of labels on GitLab – EUPH Issue Management. No.: number of the lable; Title: title of the label; Priority: prioritization as defined by GitLab; Type; type of issue as defined by GitLab; Color: code of the background color in which the title is displayed on GitLab; Description: description of the label.

No.	Title	Priority	Type	Color	Description
1	**Bug**	prioritized	issue	#d9534f	An error, flaw or fault in the software
2	**Crash**	prioritized	incident	#d9534f	Software application stopped functioning properly and exits
3	**Data**	prioritized	issue	#d9534f	A problem related to precision or accuracy of data
4	**Feature**	others	issue	#6699cc	A feature request or implementation task.
5	**Performance**	prioritized	issue	#d9534f	A problem related to processing speed of requests
6	**Security**	prioritized	incident	#d9534f	An incident possibly or actually affecting data security
7	**Suggestion**	other	issue	#3cb371	A suggestion for improvement
8	**Support**	prioritized	issue	#f0ad4e	A request for feedback by a user
9	**Visualisation**	prioritized	issue	#d9534f	A problem related to visualisation of data

5.1.2.8 Create the issue

- Select *Create issue*.

5.1.3 Sign out from GitLab

5.1.3.1 Sign in to GitLab

- Sign out from GitLab.

6 References

There are no sources in the current document.

7 Annexes

There are no annexes in the current document.