

## QA - coordination #69310

### [epic] SUSE QA tools team ticket process helpers

2020-07-24 10:18 - cdywan

<b>Status:</b> Workable	<b>Start date:</b> 2020-07-24
<b>Priority:</b> Low	<b>Due date:</b>
<b>Assignee:</b>	<b>% Done:</b> 71%
<b>Category:</b>	<b>Estimated time:</b> 0.00 hour
<b>Target version:</b> Ready	

**Description**

#### Motivation

We want to follow the <https://progress.opensuse.org/projects/openqav3/wiki#ticket-workflow> including <https://progress.opensuse.org/projects/qa/wiki#How-we-work-on-our-backlog> which define some SLOs for ourselves which are hard and tedious to track as humans but bots would be happy to do that job.

#### Ideas

- ~~DONE: Query Redmine via GitLab CI bot to update due date: On GitHub we have bots checking that certain parameters are met, such as stale PRs or conflicts. It would be great to update the Due Date automatically according to tickets that need updates, taking priority into account, which then allow Redmine to send out notifications. As an alternative write comments directly.~~
- Remove due-date on resolved tickets again to prevent reminders on still open parents when resolved subtasks have due-dates in the past but all open tasks do not yet have due-dates
- Have a GHA CI job that fails whenever any target number or SLO is not met, e.g. one check for each query in <https://progress.opensuse.org/projects/qa/wiki#Target-numbers-or-guideline-should-be-in-priorities>

**Subtasks:**

action # 69322: Automatic check for SUSE QA tools WIP-Limit based on tickets	<b>Resolved</b>
action # 73468: SUSE QA tools team ticket process helpers: Set due date on tickets in r...	<b>Resolved</b>
action # 81106: test out chat service notifications, e.g. matrix, from github actions s...	<b>In Progress</b>
action # 90441: Only set due date on tickets in progress	<b>Resolved</b>
action # 90443: Reset due date on tickets when it doesn't apply / only apply due-date w...	<b>Rejected</b>
action # 95536: Due dates on blocked tickets should be reset automatically	<b>New</b>
action # 97580: Automatic check for qa-tools backlog limits in Github Actions	<b>Resolved</b>

#### History

##### #1 - 2020-07-24 11:57 - okurz

- Subject changed from Query Redmine via GitLab CI bot to update due date to [epic] SUSE QA tools team ticket process helpers
- Description updated
- Category set to Organisational
- Target version set to Ready

thanks for the reminder. For anyone else reading this: This ticket is based on a discussion that cdywan and me had this morning about how to help ourselves better in our workflows.

##### #2 - 2020-07-24 12:02 - okurz

- Due date set to 2020-07-24

due to changes in a related task: [#69322](#)

##### #3 - 2020-07-24 12:03 - okurz

- Status changed from New to Blocked

I have created one specific example in a subtask [#69322](#) that should be easy enough to be implemented and can provide us feedback if this is way we should follow for further work in this direction.

**#4 - 2020-09-18 06:29 - okurz**

- Description updated

The team's WIP-limit is checked based on [#69322](#) . This seems to work out fine so far. Additional checks could be added

**#5 - 2020-10-12 13:34 - szarate**

- Tracker changed from action to coordination

- Status changed from Blocked to New

**#6 - 2020-10-12 13:45 - szarate**

See for the reason of tracker change: <http://mailman.suse.de/mailman/private/qa-sle/2020-October/002722.html>

**#7 - 2020-10-17 22:01 - okurz**

- Status changed from New to Blocked

new specific subtask created, waiting for that

**#8 - 2020-12-16 10:39 - okurz**

- Project changed from openQA Project to QA

- Category deleted (Organisational)

**#9 - 2021-05-05 18:40 - okurz**

- Status changed from Blocked to New

- Assignee deleted (okurz)

the one current existing subtask seems to not gain much interest from the time at the current time but I consider the epic in general very important so I am setting back to "New" so that we can refine it and create new, different subtasks

**#10 - 2021-07-16 07:22 - okurz**

- Description updated

**#11 - 2021-07-29 11:07 - okurz**

- Status changed from New to Workable

In the weekly estimation meeting we decided that for an epic it's actually "Workable" because we don't need to estimate the epic itself and the next task is simply to refine and create subtasks