

openQA Project - action #89221

Statistics about the time it takes developers from QA to close tickets related to failing tests (creation - closing)

2021-02-26 15:59 - VANASTASIADIS

Status:	Resolved	Start date:	2021-02-26
Priority:	Normal	Due date:	
Assignee:	VANASTASIADIS	% Done:	100%
Category:	Feature requests	Estimated time:	0.00 hour
Target version:	Ready		
Difficulty:	easy		

Description

After discussions with colleagues, bellow are the **yearly** results concerning the median and mean time tickets spend in 'open' state (that is, from the moment they are created until they get closed/resolved).

Some notes:

- Text parsing was used to filter out the issues related to failing tests. Even though that means the results are not 100% accurate (some tickets concerning failing tests may be left out, and some irrelevant tickets may be included), after manually checking a decent sample of the returned tickets' subjects and talking with test developers, I have concluded that the accuracy is good enough.
- Each ticket is counted as belonging to the year it was closed. That means, if a ticket opens in 2017 and closes in 2020, it will be counted as a 2020 ticket with a time being open of 3 years.
- Various other results were calculated which are not provided here. If any other results are needed, contact me and I may have them (or easily collect them).

That obviously favors previous years, so I used median instead of mean to filter out the extreme outliers.

RESULTS:

YEAR	MEDIAN DAYS OPEN
2014	39.5
2015	(No tickets closed in 2015)
2016	12
2017	13
2018	13
2019	13
2020	11
2021	8

Code used for getting those results resides in <https://gitlab.suse.de/VANASTASIADIS/redminetools> under getFailingPoos. It is just a quick script, super raw and ugly, not following python naming conventions but I still thought I'd put it here for anyone who wants to peek. If you want to point out any things I missed or add anything yourself, feel free to.

History

#1 - 2021-02-26 15:59 - VANASTASIADIS

- Status changed from Feedback to Resolved

#2 - 2021-04-26 08:58 - okurz

- Assignee set to VANASTASIADIS