

DC + Preparation: Ticket Statistics

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Data Collection

We got tickets from the case companies backlog (jira)

- per 03/2020 (Paper for TechDebt)
- per 05/2021 (Extended Paper for Journal)

Received Data

- All Maintenance Tickets (filtered by tag „Wartung“),
- All Technical Debt Tickets (filtered by tag „MUSS-Vorgang“) und
- All Deconstruction Tickets (filtered by epic „Rückbau“)

Fields (german original name in brackets)

- Type (Vorgangstyp)
- Key (Vorgangsschlüssel)
- ID (Vorgangs ID)
- Abstract (Zusammenfassung)
- Story Points (Story Points)
- Priority (Priorität
- State (Status)
- Tag (multiple) (Stichwörter (mehrfach))
- created (Erstellt)
- processed (Erledigt)
- Epic Link (Epic Link)

Additional Information for the case company:

For the evaluation, I will only consider the totals, e.g. the ID, description and the DEV/QS name abbreviations are irrelevant and will not be published. However, this information helps me to recognize and filter e.g. dummy tickets and faulty tickets.

Therefore, only anonymized data will be made public.

Data Preparation

General Information

- Start of Framwork Usage / Introduction in 01/2018
- IT unit started with Maintenance Tickets (use of tag "Wartung" in jira) before 01/2018 with the same meaning
- IT unit started with Technical Debt Tickets (use of tag "MUSS-Vorgang" in jira) before 01/2018 with a different meaning => Deletion of old tickets for evaluation
- IT unit started with Deconstruction Tickets after 01/2018

All tickets

- Remove special characters in identifiers
- Code text fields where appropriate
- Flag if the following keywords are included:
 - ReadyForSprint

- RedDot
 - DEV-*
- Tickets marked as "NEW" are not considered because it is not yet clear whether they will really become tickets

Maintenance Tickets

- Remove all tickets if the keyword only contains the term maintenance, e.g. for business tickets that were deployed in a maintenance release.
 - Example: MSC-2048 contains keyword ' Maintenance_Backend_1' for release assignment but is not a maintenance ticket.
- Remove tickets if status IN (closed OR solved) AND StoryPoints = 0 and a "DEV-" Flag is not set
- Remove tickets if status IN (closed OR solved) AND StoryPoints = 0 and priority = unprioritized
- Removal of tickets after consultation with architect (because e.g. collective ticket or incorrectly created)
 - 'DDS-20','DDS-21','DDS-25','DDS-28','DDS-34','DDS-36','DDS-37','DDS-39',
'MCRM-2345','MCRM-2346','MCRM-2347','MCRM-2348','MCRM-2351','MCRM-2350','MCRM-2352','MCRM-2354'

Technical Debt Tickets

- Remove tickets if status = closed AND priority = unprioritized AND StoryPoints = empty.
- Remove tickets after consultation with architect (because e.g. collective ticket or incorrectly created)
 - 'VM-511',
'VM-510','VM-502','MSC-1939','MCRM-4514','MCRM-4472','MCRM-4470','MCRM-4360','DDS-265'

Deconstruction Tickets

- There are only 9 deconstruction tickets. While this method is still used, the amount of data is not enough for evaluation