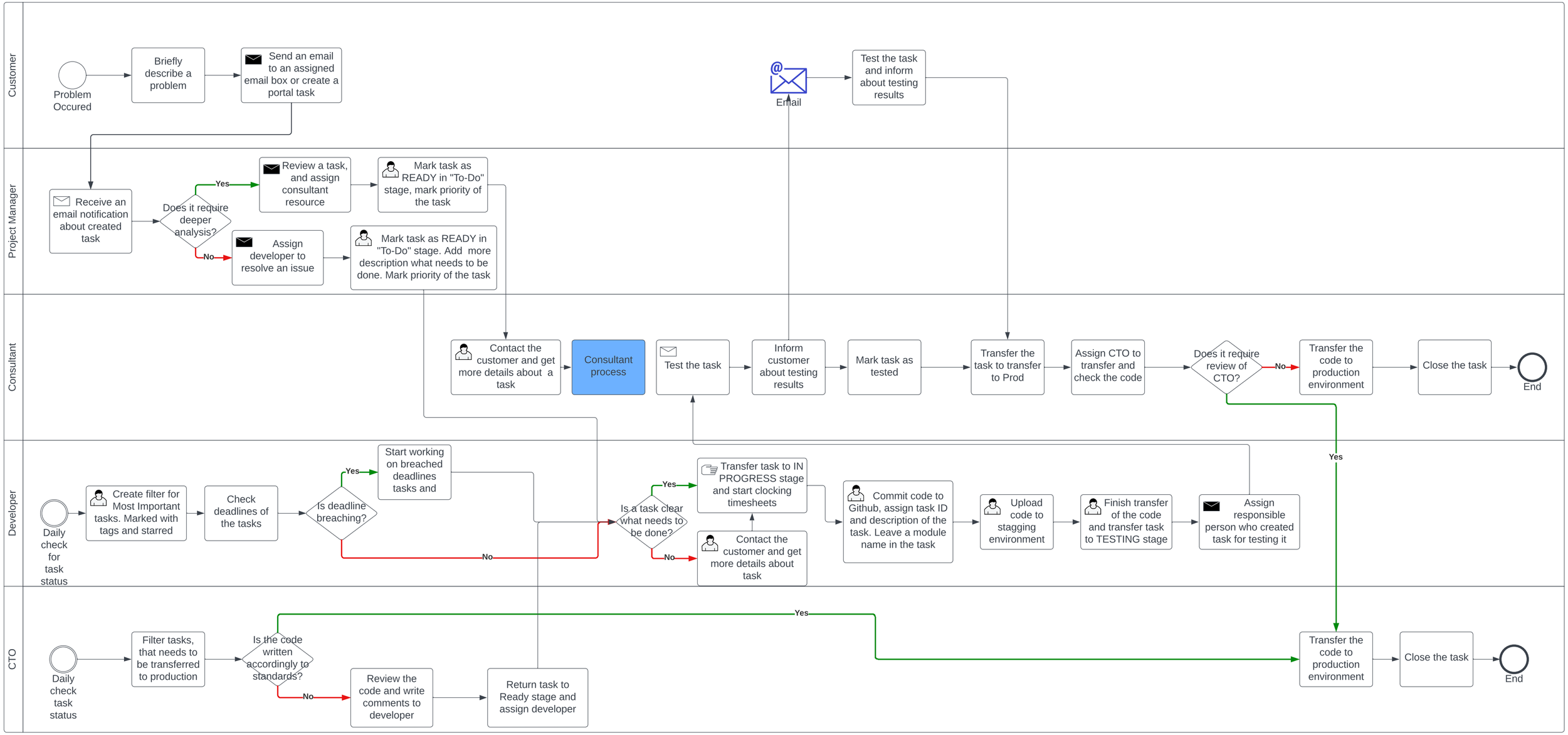
Customer
Project Manager
Consultant
Developer
CTO
Problem Occured
Briefly describe a problem
Send an email to an assigned email box or create a portal task
Email
Test the task and inform about testing results
Receive an email notification about created task
Does it require deeper analysis?
Yes
No
Review a task, and assign consultant resource
Mark task as READY in "To-Do" stage, mark priority of the task
Assign developer to resolve an issue
Mark task as READY in "To-Do" stage. Add more description what needs to be done. Mark priority of the task
Contact the customer and get more details about a task
Consultant process
Test the task
Inform customer about testing results
Mark task as tested
Transfer the task to transfer to Prod
Assign CTO to transfer and check the code
Does it require review of CTO?
Transfer the code to production environment
Close the task
End
Daily check for task status
Create filter for Most Important tasks. Marked with tags and starred
Check deadlines of the tasks
Is deadline breaching?
Start working on breached deadlines tasks and
Is a task clear what needs to be done?
Transfer task to IN PROGRESS stage and start clocking timesheets
Contact the customer and get more details about task
Commit code to Github, assign task ID and description of the task. Leave a module name in the task
Upload code to stagging environment
Finish transfer of the code and transfer task to TESTING stage
Assign responsible person who created task for testing it
Daily check task status
Filter tasks, that needs to be transferred to production
Is the code written accordingly to standards?
Review the code and write comments to developer
Return task to Ready stage and assign developer