



Manufacturing x Digital

Operations & Maintenance 12-Month Report

Jul 1 2020

Docent

17-04-01

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System Operations

System Management and Operational Components

The System Operations have been smooth since launch, with no planned or unplanned downtime. Due to the architecture with paired redundant clusters, changes are able to be applied – even those requiring a restart or redeployment of services – without any interruption in service. This was done by design, but was theoretical until we entered the O&M Phase. So far, in practice, the system architecture appears to be working as designed.

The costs have remained consistent, with no additional cloud scaling or services necessary. Operating Docent does periodically require system administrators to deploy software changes and security patches, but otherwise requires little overhead. There is not a strong active security component (for example, proactive intrusion detection, daily log reviews, etc.) which we expect would take a substantial level of effort.

The system resides in the MxD Azure Cloud, but is administered by Ekta technical staff. To date there have been no organizational issues with this arrangement. The combined team has been very successfully employing modern tools and technologies including slack for real-time chat and coordination as well as Scrum for monthly task management. There are periodic service requests from MxD as well as end users which are detailed in the 'Helpdesk' section below.

System Operations also involves periodic redeployment of new versions to the iOS and Android app stores, as well as management and periodic updates to the <https://mfgdocent.com/> product homepage.

Helpdesk

Service Procedures and Service Requests

The Ekta team has setup a helpdesk system with thorough policies and procedures. The basic procedures and ticket escalation are shown in the diagram below, and attached in Appendix A as well.

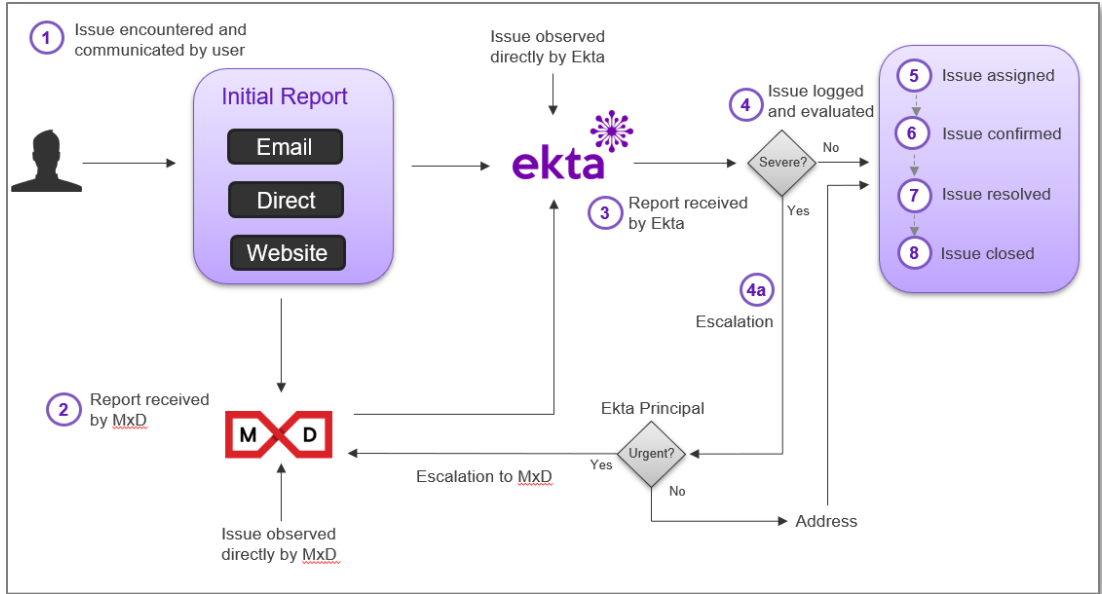


Figure 1 - Docent Helpdesk Procedures

The Ekta team has set up a ticketing system per the helpdesk policy in Atlassian's *Jira Service Desk* product available at <https://mfgdocent.atlassian.net/jira/servicedesk/projects/DEMO/queues/custom/1>.

Although the team has set up the helpdesk and extensive policies and procedures, they have struggled with being disciplined about logging requests and managing them through the ticketing system. This is an active area for team improvement, but tickets are manageable right now because the service demand is less than a few per month.

Here is a list of tickets to-date:

Date Received	Issue	Date Resolved	Resolution
Jul 10 2019	Request from AFRL for registered users/companies	July 10 2019	System admin logged in and made database query; delivered result
Aug 7 2019	New user registration issues (Jeff Shubrooks, Raytheon)	August 28 2019	User account activated and communicated to user; ticket closed after non-response period
Sep 25 2019	New user registration issues (Josh Brussard, Missile Defense Agency)	October 16 2019	User account activated and communicated to user; ticket closed after non-response period
Nov 20 2019	New user registration issues (Cody Grogan, Lockheed Martin)	November 21 2019	User account activated and communicated to user; issue found

			with sendgrid improperly emailing registration link; issue fixed
Dec 09 2019	Request for Docent user list	December 13 2019	Failed to provide list by deadline; ticket closed as no longer needed
Jan 07 2020	Web connection problems	January 09 2020	SSL issue caused by deployment configuration changed. Issue resolved.
Jan 10 2020	Desktop user issues	Multiple resolutions	User had multiple errors on the desktop version. As a result, several bugs were logged and fixed over a period of weeks.
Jan 27 2020	Registration error	Jan 30 2020	Spam blocker registration error. User was registered manually and links were adjusted to be less suspicious.
Mar 31 2020	Registration error	Mar 31 2020	Application scaling error identified, logged as bug, and fixed.
May 6 2020	Registration error	May 6 2020	Assisted user in registering account.
May 12 2020	Registration error	May 12 2020	User did not click email link to confirm account. Account was verified manually.

System Maintenance

All Bug Fixes, Feature Enhancements, and Maintenance

The System Maintenance of Docent is largely focused on bug fixes and feature enhancements. We started with a backlog of over 140 items and every sprint (sprints are one month in length) the highest priority items are moved into the active set of tasks on which to work. These sometimes include fairly major changes, such as upgrading to Ionic 4.0 (which allows the application to control the ‘forward’ and ‘back’ buttons in the web browser as part of the user experience) rapidly responding to new (sometimes even zero day!) security vulnerabilities announced in upstream libraries, and giving a facelift to the <https://mfgdocent.com/> product site.

Other times, these items are very minor, and include things like updating the privacy policy in the app stores, adding a newer version of the MRL Deskbook, and adding in tracking analytics.

The team has not been estimating or track time to complete tasks until recently, so efficiency reports such as *burndown charts* are unavailable or not meaningful. However, a cumulative progress chart showing the number of tasks completed over time is shown below.

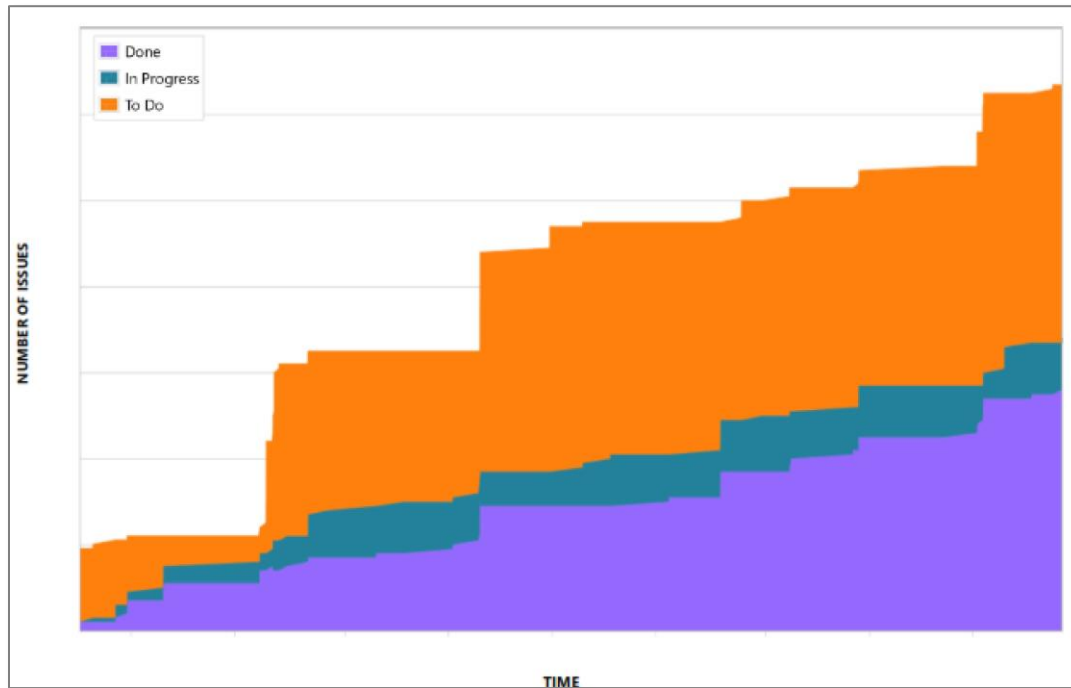


Figure 2 - Cumulative Flow Diagram

You can see the “To Do” (orange) and “Done” (Purple) are comparable in height. You can clearly see the sprint boundaries where everyone rushes to complete their tasks and the “In Progress” line reduces to almost nothing.

In addition, you can see a *Control Chart* below which shows our average time to complete tasks with standard deviation indicating the consistency (or degree of variability) with which we perform at that rate.

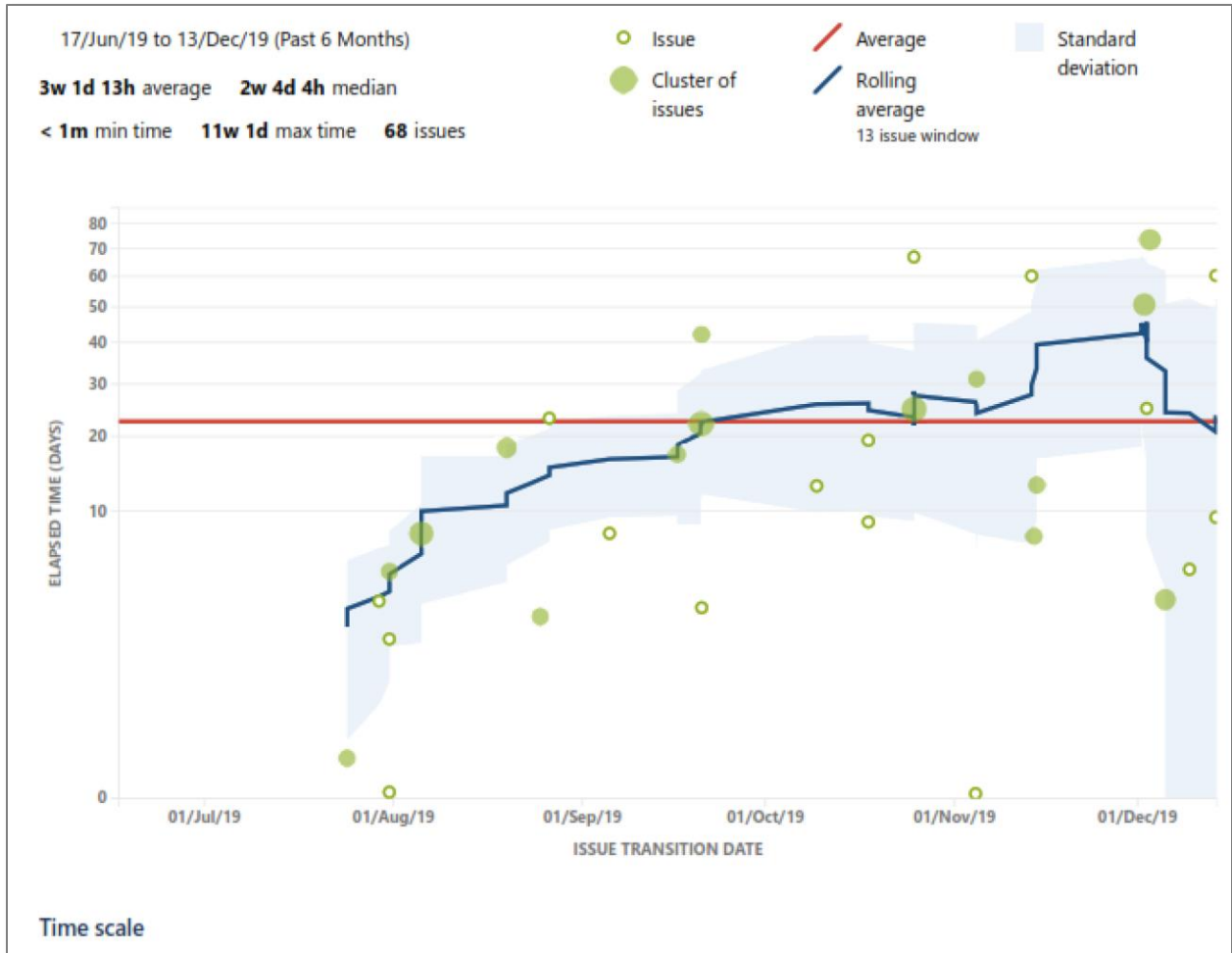


Figure 3 - Control Chart of Sprint Task Completion

A report of which tasks were completed at each sprint are available in Appendix B of this document.

Appendix A: Helpdesk Policies & Procedures

Docent Helpdesk Policies & Procedures

September 2, 2019

Docent Helpdesk Policies

P1. Establishment of Central Repository

P1.1. A service desk ticketing system, or central repository, of problems encountered must be established and maintained.

P1.2. The central repository must include the ability for support staff to file new tickets, manage existing tickets, and produce time-based reports.

P1.3. System will allow individual tickets to track, at a minimum, the following:

- A. Unique identifier;
- B. Classification of event (bug, support, incident, etc.);
- C. Severity of event (low, moderate, severe, etc.);
- D. Assignee;
- E. Status (open, closed, in-progress, etc.);
- F. Description text field;
- G. Version of the tool (iOS, Android, web, desktop);
- H. Log time for initial report, escalation, response and closure.

P1.4. Individual tickets may, but are not required, to track the following additional information:

- A. User location;
- B. Connectivity status;
- C. Description of anomaly or incident;
- D. Application or access point where trouble is occurring;
- E. When the anomaly or incident was first noticed;
- F. Whether the anomaly or incident was experienced previously;
- G. The last time User utilized the program or access without incident;
- H. Any error messages received;
- I. Notification of any recent configuration or account changes;
- J. Other Users experiencing same or similar symptoms.

P2. Roles and Responsibilities

P2.1. Users are responsible for and expected to provide:

- A. Reporting of any anomaly or incident they are witnessing;
- B. Allocate the appropriate time to report and troubleshoot problems with MXD IT Department staff or authorized agent;
- C. Obtain and reference a trouble ticket number when working with support staff;
- D. Report if the problem was resolved;
- E. Test the change or resultant troubleshooting action in order to confirm resolution.

P2.2. System administrators, developers and operators are required to stop work and immediately report any incidents encountered which have a high or greater severity which may impact availability of service, data confidentiality or data integrity.

P2.3. Ekta Flow LLC is responsible for:

- A. Managing and maintaining the central repository;
- B. Report known or suspected incident problems to MxD staff;
- C. Communicate to users and MxD staff receipt of issues and resolution progress;
- D. Proper escalation, troubleshooting and resolution management;
- E. Documenting via the ticketing system.

P2.4. MxD is responsible for:

- A. Management and communication of issues which have widespread impact to users, legal implications, policy implications or are otherwise ambiguous requests;
- B. Providing a main point of contact for escalation;
- C. Providing a backup point of contact for escalation.

P3. Policies & Procedures Management

P3.1. Docent helpdesk policies & procedures will be aligned with MxD helpdesk policies & procedures wherever possible if it does not cause undue burden on Ekta.

P3.2. Changes to the policies & procedures will be documented in this document.

P3.3. The policies & procedures will be reviewed annually.

P4. Response & Escalation Policies

P4.1. Staff will give an acknowledgment response within 24-hours of any submissions as long as the staff have a way to reach the user.

P4.2. Staff will endeavor to close all tickets within 30 days. If a ticket is not closed within 30 days, a justification will be provided in the ticket.

P4.3. When a user who does not respond to a request for information or confirmation of resolution within 30 days of the request, the ticket will be closed.

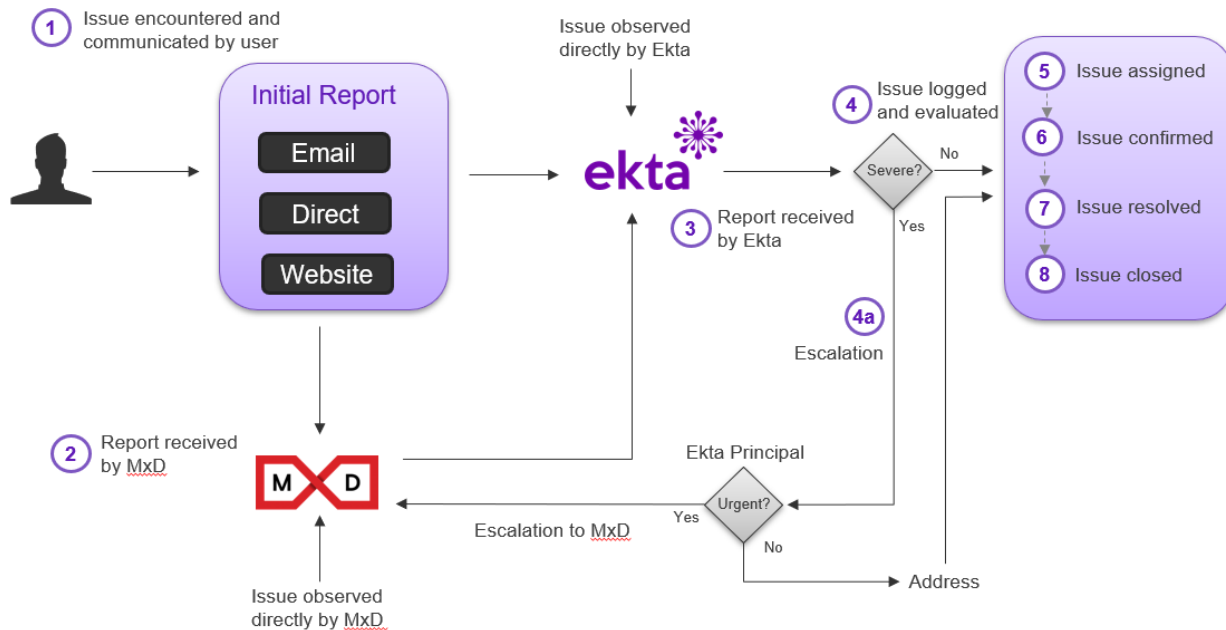
P4.4. Suspicious activity, data breaches, or service outages will be escalated within four (4) hours of discovery to MxD.

Docent Helpdesk Procedures

Helpdesk tickets can come in from many sources, including but not limited to: phone calls, emails, mfgdocent.com, in-person communication and group forums. General feedback on the tool shall not be considered qualifying for input into the ticketing system.

An issue must be specific in nature and apply to a specific individual; in this case, it shall be entered into the ticket system as soon as possible by support staff. The entering agent will respond to the user (if possible) within 24 hours of the initial request notifying them that their issue has been logged and is in-progress.

The issue is either escalated or assigned to support staff for resolution.



As shown above, the full process steps are:

1. An issue is encountered and communicated by the user via email, direct communication or the feedback form on the <https://mfgdocent.com/> website.
2. In some cases, the issue will be communicated to MxD or observed directly by MxD, in which case it will be reported to Ekta.
3. The issue will be reported to Ekta via MxD or directly from the user.
4. The receiving Ekta engineer will log the issue into the ticketing system and evaluate the severity.
 - a. High severity issues will be escalated to the Ekta Principal (Jim Barkley) for assessment for immediate remediation measures. If necessary, the issue will be escalated to MxD.
5. Other issues will be put in queue and assigned to a support staff for resolution.
6. The issue will be confirmed by the assigned staff, if necessary, with help from the reporting user.
7. The support staff will work to resolve the issue. Once the issue is resolved, it will be communicated to the user.
8. Once the user has confirmed resolution, or after 30 days of no response, the ticket will be closed.

Appendix B: Sprint 1-12 Reports

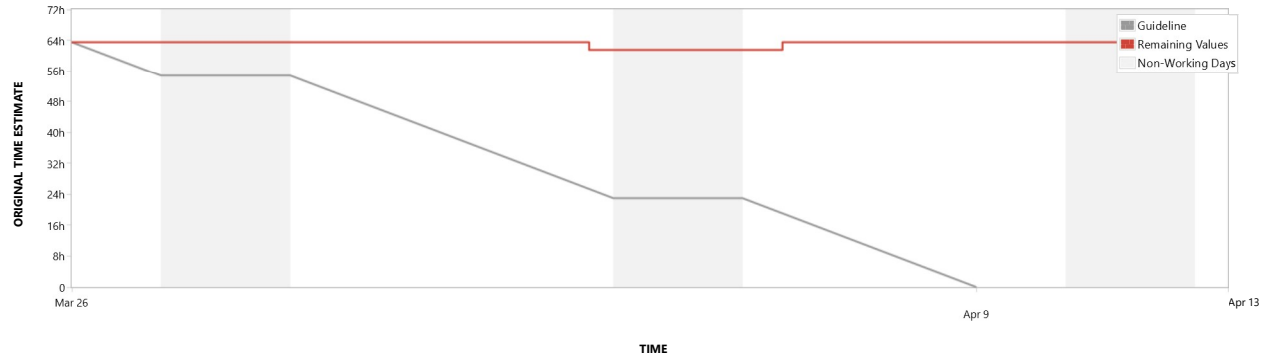
Docent Phase 3 Classic software project
Back to project

Projects / Docent Phase 3 / Docent Board / Reports

Sprint Report

Docent Sprint 9

Closed sprint, ended by Tyler Vizek 26/Mar/20 2:51 PM - 13/Apr/20 12:16 PM View linked pages
Harden tool!



Status Report

* Issue added to sprint after start time

Completed Issues

View in Issue Navigator

Table with 6 columns: Key, Summary, Issue Type, Priority, Status, Original Time Estimate (-). Contains 2 rows of completed issues.

Issues Not Completed

View in Issue Navigator

Table with 6 columns: Key, Summary, Issue Type, Priority, Status, Original Time Estimate (1w 2d 7h 30m). Contains 20 rows of issues not completed.

Reports

All reports

AGILE

Docent Board Board

Burndown Chart

Burnup Chart

Sprint Report

Velocity Chart

Cumulative Flow Diagram

Version Report

Epic Report

Control Chart

Epic Burndown

Release Burndown

ISSUE ANALYSIS

Average Age Report

Created vs Resolved Issues...

Pie Chart Report

Recently Created Issues Re...

Resolution Time Report

Single Level Group By Rep...

Time Since Issues Report

FORECAST & MANAGEMENT

Time Tracking Report

User Workload Report

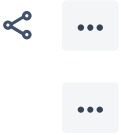
Version Workload Report

OTHER

Workload Pie Chart Report

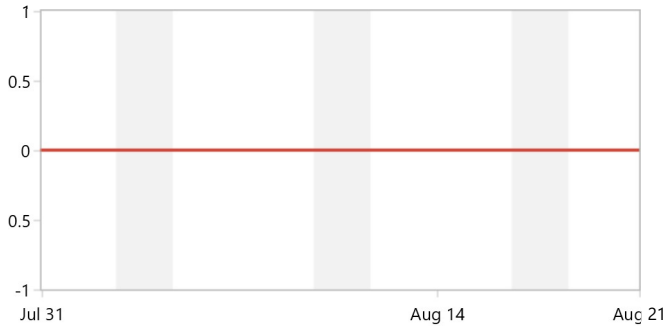


Sprint Report



Docent Sprint 1

Closed sprint, ended by Tyler Vizek 31/Jul/19 8:42 AM - 21/Aug/19 12:03 PM [View linked pages](#)



Status Report

* Issue added to sprint after start time

Completed Issues

[View in Issue Navigator](#)

Key	Summary	Issue Type	Priority	Status	Story Points (-)
DP3-3	Publish Android app	Task	Medium	DONE	-
DP3-5	Set up staging server	Improvement	Low	DONE	-
DP3-6	Establish processes and reporting for log/security review	Task	Low	DONE	-
DP3-7	Set up feedback mechanism on website	Improvement	Low	DONE	-
DP3-10	Clean up mfgdocent.com	Improvement	Medium	DONE	-
DP3-12	Start Lean Canvas business model	Task	Medium	DONE	-
DP3-15	Prepare and Deliver Tech review -- July 30th	Task	Highest	DONE	-
DP3-17	Prioritize Backlog with Elizabeth	Task	High	DONE	-
DP3-20	Schedule 'Design Session' meeting	Task	Medium	DONE	-
DP3-22 *	Correct spelling on registration popup	Bug	Medium	DONE	-

Issues Not Completed

[View in Issue Navigator](#)

Key	Summary	Issue Type	Priority	Status	Story Points (-)
DP3-1	Fix Critical security issue w/ dependencies	Bug	High	IN PROGRESS	-
DP3-2	Publish iOS app	Task	Low	IN PROGRESS	-
DP3-8	Add in 2019 Deskbook version	New Feature	High	IN PROGRESS	-
DP3-9	Collect company name on user registration	New Feature	Low	IN PROGRESS	-
DP3-16	Research on SBIR/STTR/STTP	Task	Low	IN PROGRESS	-
DP3-18	Setup helpdesk processes	Task	Lowest	TO DO	-





Docent Phase 3
Classic software project

Back to project

Projects / Docent Phase 3 / Docent Board / Reports

Sprint Report

Docent Sprint 6

Closed sprint, ended by Tyler Vizek 07/Jan/20 10:51 AM - 25/Feb/20 1:38 PM View linked pages
Support LMCO deployment.

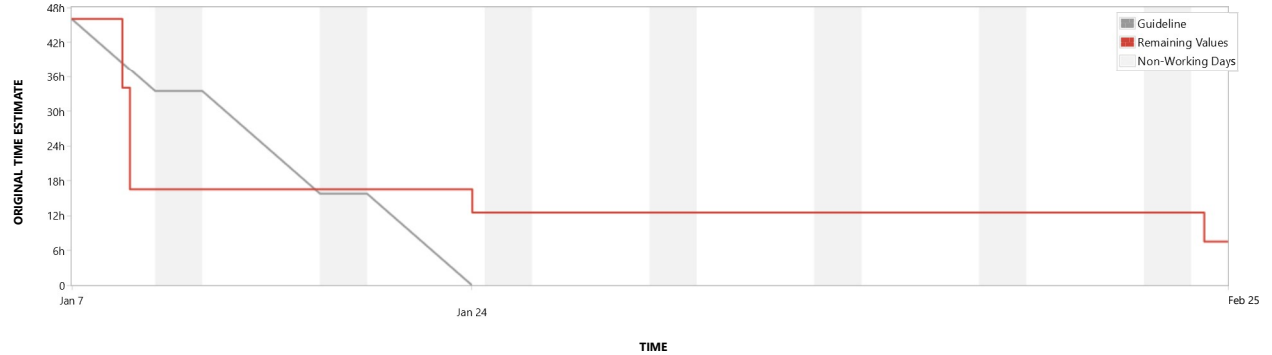
Reports

All reports

AGILE

Docent Board Board

- Burndown Chart
- Burnup Chart
- Sprint Report**
- Velocity Chart
- Cumulative Flow Diagram
- Version Report
- Epic Report
- Control Chart
- Epic Burndown
- Release Burndown



Status Report

* Issue added to sprint after start time

Completed Issues

View in Issue Navigator

Key	Summary	Issue Type	Priority	Status	Original Time Estimate (1d 2h)
DP3-113	MxD Privacy Policy Review and Approval	Task	Medium	DONE	5h
DP3-127	Send MRL WG Jan Meeting Proposal to Angie for review	Task	Medium	DONE	1h
DP3-137	Debug javascript gtags for webapp	Task	Medium	DONE	4h
DP3-138	MxD regression testing	Task	Medium	DONE	-
DP3-145 *	Some questions do not Save when hitting Next or Save	Bug	Highest	DONE	-

Issues Not Completed

View in Issue Navigator

Key	Summary	Issue Type	Priority	Status	Original Time Estimate (7h 30m)
DP3-29	Implement 'browser back'	New Feature	Medium	TO DO	-
DP3-42	Attachments missing until refresh	Bug	Medium	IN PROGRESS	4h
DP3-78	Metric implementation	Task	Medium	TO DO	-
DP3-114	Interview with Government Program Manager	Task	Medium	IN PROGRESS	1h 30m
DP3-132	2018 Deskbook Completion	Task	Medium	IN REVIEW	2h
DP3-133	No threads in "Choose Threads" for IE on Web	Bug	Medium	IN PROGRESS	-
DP3-134	Cannot start assessment on Windows IE11	Bug	Highest	IN PROGRESS	-
DP3-135	Burn video demo for AFRL	Task	Low	TO DO	-
DP3-139	Wildcard for LMCO Deployment - Import/Export	Task	Medium	IN PROGRESS	-
DP3-152 *	Set up support email and have it forward to team	Task	Medium	IN PROGRESS	-

Issues Removed From Sprint

View in Issue Navigator

Key	Summary	Issue Type	Priority	Status	Original Time Estimate (3d 4h 30m)
DP3-71	At least 10 interviews with MRL WG influencers	Task	Medium	IN PROGRESS	7h 30m
DP3-83	Compute adoption/engagement metrics	Task	Medium	IN PROGRESS	4h
DP3-115	Interview with Defense OEM IT Department	Task	Medium	IN PROGRESS	1h 30m
DP3-116	Interview with 5 Prospective Pilots Leads	Task	Medium	TO DO	3h 30m
DP3-136	Docent Analytics Brief	Task	Medium	TO DO	1d 4h

ISSUE ANALYSIS

- Average Age Report
- Created vs Resolved Issues...
- Pie Chart Report
- Recently Created Issues Re...
- Resolution Time Report
- Single Level Group By Rep...
- Time Since Issues Report

FORECAST & MANAGEMENT

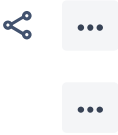
- Time Tracking Report
- User Workload Report
- Version Workload Report

OTHER

- Workload Pie Chart Report



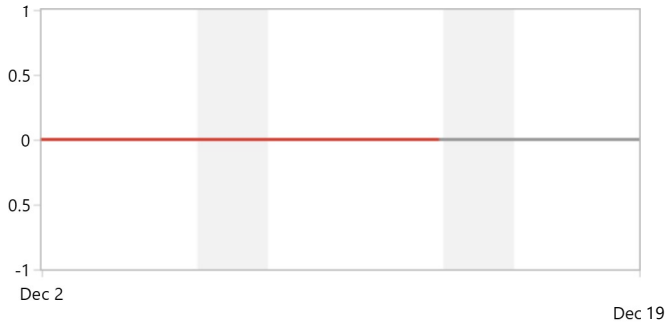
Sprint Report



Docent Sprint 5

Active sprint 02/Dec/19 1:30 PM - 19/Dec/19 1:30 PM [View linked pages](#)

Execute and capitalize on engagement events and advertising.



Status Report

* Issue added to sprint after start time

Completed Issues

[View in Issue Navigator](#)

Key	Summary	Issue Type	Priority	Status	Story Points (-)
DP3-119 *	Replace MxD logo on mfgdocent.com	Task	Medium	DONE	-

Issues Not Completed

[View in Issue Navigator](#)

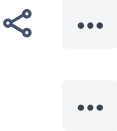
Key	Summary	Issue Type	Priority	Status	Story Points (-)
DP3-8	Add in 2019 Deskbook version	New Feature	High	IN PROGRESS	-
DP3-16	Research on SBIR/STTR/STTP	Task	Low	IN PROGRESS	-
DP3-29	Implement 'browser back'	New Feature	Medium	TO DO	-
DP3-42	Attachments missing until refresh	Bug	Medium	TO DO	-
DP3-71	At least 10 interviews with MRL WG influencers	Task	Medium	IN PROGRESS	-
DP3-78	Metric implementation	Task	Medium	TO DO	-
DP3-83	Compute adoption/engagement metrics	Task	Medium	IN PROGRESS	-
DP3-113	MxD Privacy Policy Review and Approval	Task	Medium	IN PROGRESS	-
DP3-114	Interview with Government Program Manager	Task	Medium	TO DO	-
DP3-115	Interview with Defense OEM IT Department	Task	Medium	TO DO	-
DP3-116	Interview with 5 Prospective Pilots Leads	Task	Medium	TO DO	-
DP3-117	Docent User Group Preparation (Slides and Tutorial)	Task	Medium	TO DO	-
DP3-118	Post-Docent User Group Strategy	Task	Medium	IN PROGRESS	-
DP3-121	Collateral/Plan for Factory Floor Day (December 19)	Task	Medium	TO DO	-
DP3-125 *	Bug report deliverable	Task	Medium	TO DO	-
DP3-126 *	6 month CRM report deliverable	Task	Medium	TO DO	-







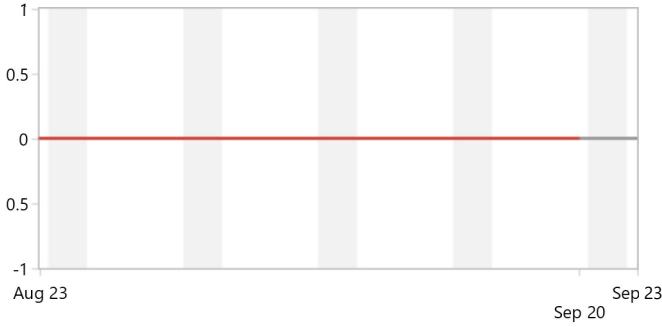
Sprint Report



Docent Sprint 2

Closed sprint, ended by Tyler Vizek 23/Aug/19 12:57 PM - 20/Sep/19 1:15 PM [View linked pages](#)

Fix core bugs and lay foundation for interview process. Sprint will be business heavy and the goal is to establish routine for later interview rounds.



Status Report

* Issue added to sprint after start time

Completed Issues

[View in Issue Navigator](#)

Key	Summary	Issue Type	Priority	Status	Story Points (-)
DP3-1	Fix Critical security issue w/ dependencies	Bug	High	DONE	-
DP3-2	Publish iOS app	Task	Low	DONE	-
DP3-18	Setup helpdesk processes	Task	Lowest	DONE	-
DP3-46	Provide updated monthly report template	Task	Medium	DONE	-
DP3-47	Add analytics to mfgdocent.com	Task	Medium	DONE	-
DP3-48	Update website with Google Play app availability	Task	Medium	DONE	-
DP3-51	Sprint interview priority contacts plan	Task	Medium	DONE	-
DP3-53	target market analysis for OEM for MRAs and then SMMs for cybersecurity	Task	Medium	DONE	-
DP3-54	Business and technical metrics that matter	Task	Medium	DONE	-
DP3-55	Lean canvas sprint 2 version	Task	Medium	DONE	-
DP3-61	Cold call script for interviews	Task	Medium	DONE	-
DP3-62	Email script for interviews	Task	Medium	DONE	-
DP3-65 *	Craft "vision for success" and "funding" talking points for Elizabeth	Task	Medium	DONE	-

Issues Not Completed

[View in Issue Navigator](#)

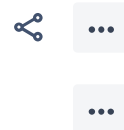
Key	Summary	Issue Type	Priority	Status	Story Points (-)
DP3-8	Add in 2019 Deskbook version	New Feature	High	IN PROGRESS	-
DP3-9	Collect company name on user registration	New Feature	Low	IN PROGRESS	-







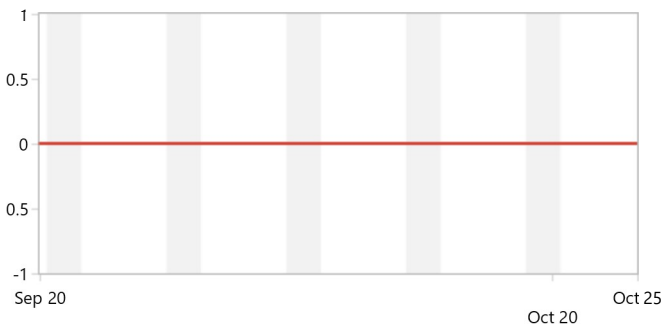
Sprint Report



Docent Sprint 3

Closed sprint, ended by Tyler Vizek 20/Sep/19 1:37 PM - 25/Oct/19 11:50 AM [View linked pages](#)

Fix priority back button issue. Mechanize learning from last week related to building a user group.



Status Report

* Issue added to sprint after start time

Completed Issues

[View in Issue Navigator](#)

Key	Summary	Issue Type	Priority	Status	Story Points (-)
DP3-9	Collect company name on user registration	+ New Feature	↓ Low	DONE	-
DP3-72	Model forecasts based on market sizing	✓ Task	↑ Medium	DONE	-
DP3-73	Lean canvas v3	✓ Task	↑ Medium	DONE	-
DP3-74	Sprint 4 interview prioritization	✓ Task	↑ Medium	DONE	-
DP3-77	Configure Atlassian Service Desk	✓ Task	↑ Medium	DONE	-
DP3-96 *	Create user group concept/proposal document	✓ Task	↑ Medium	DONE	-

Issues Not Completed

[View in Issue Navigator](#)

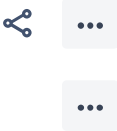
Key	Summary	Issue Type	Priority	Status	Story Points (-)
DP3-8	Add in 2019 Deskbook version	+ New Feature	↑ High	IN PROGRESS	-
DP3-16	Research on SBIR/STTR/STTP	✓ Task	↓ Low	IN PROGRESS	-
DP3-29	Implement 'browser back'	+ New Feature	↑ Medium	TO DO	-
DP3-42	Attachments missing until refresh	🚫 Bug	↑ Medium	TO DO	-
DP3-49	Acknowledge MxD and OSD on app store meta data	✓ Task	↑ Medium	IN PROGRESS	-
DP3-52	5 interviews with government on funding/vision	✓ Task	↑ Highest	IN PROGRESS	-
DP3-66	Tyler learn Jira	✓ Task	↑ Medium	TO DO	-
DP3-69	Review of MxD helpdesk escalation procedures	✓ Task	↑ Medium	TO DO	-
DP3-70	Create proposal for Docent on dodmrl.com	✓ Task	↑ Medium	IN PROGRESS	-
DP3-71	At least 10 interviews with MRL WG influencers	✓ Task	↑ Medium	IN PROGRESS	-
DP3-75	Research for MRL WG on user experience	✓ Task	↑ Medium	TO DO	-







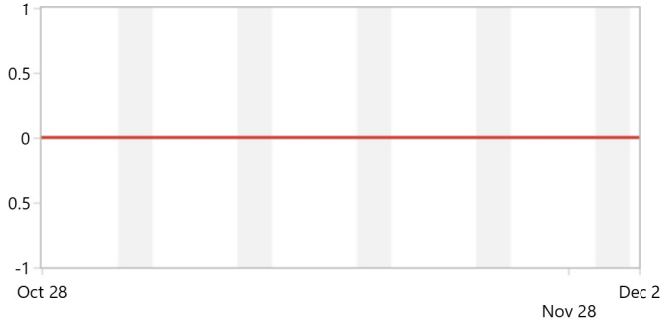
Sprint Report



Docent Sprint 4

Closed sprint, ended by Tyler Vizek 28/Oct/19 11:57 AM - 02/Dec/19 1:05 PM [View linked pages](#)

Complete Ionic Upgrade, run demos with OEMs and inquire about the use of MRA tools + processes in their supply chains.



Status Report

* Issue added to sprint after start time

Completed Issues

[View in Issue Navigator](#)

Key	Summary	Issue Type	Priority	Status	Story Points (-)
DP3-35 *	Propose Google Ad / Digital Marketing Campaign	Task	Medium	DONE	-
DP3-49	Acknowledge MxD and OSD on app store meta data	Task	Medium	DONE	-
DP3-52	5 interviews with government on funding/vision	Task	Highest	DONE	-
DP3-66	Tyler learn Jira	Task	Medium	DONE	-
DP3-69	Review of MxD helpdesk escalation procedures	Task	Medium	DONE	-
DP3-70	Create proposal for Docent on dodmrl.com	Task	Medium	DONE	-
DP3-75	Proposal for MRL WG January meeting	Task	Medium	DONE	-
DP3-76	Docent User Group proposal	Task	Medium	DONE	-
DP3-97	Research option for defense-friendly desktop version download from mfgdocent.com	Task	Medium	DONE	-
DP3-99	Strategy to take advantage of DMC activity	Task	Medium	DONE	-
DP3-101	Ideation for sharing/collaboration on desktop version	Task	Medium	DONE	-
DP3-104 *	Dependency update -- med severity	Bug	Medium	DONE	-



Issues Not Completed

[View in Issue Navigator](#)

Key	Summary	Issue Type	Priority	Status	Story Points (-)
DP3-8	Add in 2019 Deskbook version	New Feature	High	IN PROGRESS	-
DP3-16	Research on SBIR/STTR/STTP	Task	Low	IN PROGRESS	-
DP3-29	Implement 'browser back'	New Feature	Medium	TO DO	-



Docent Phase 3
Classic software project

Back to project

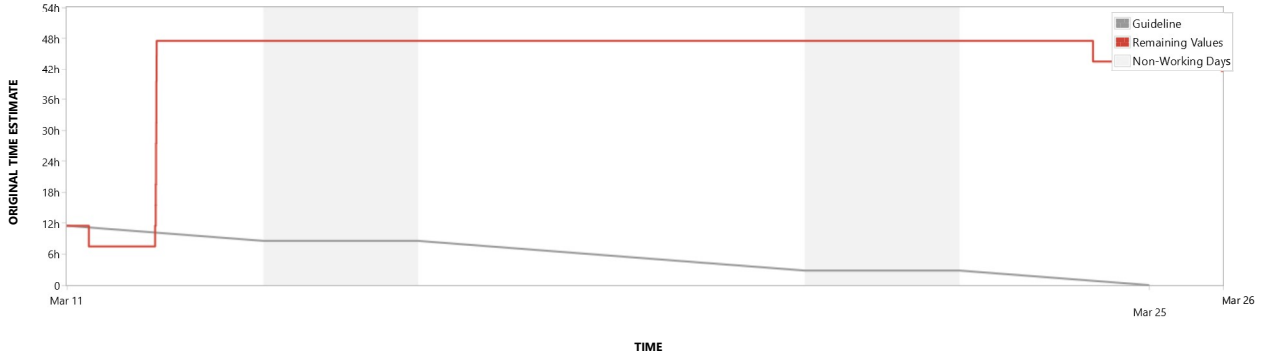
Projects / Docent Phase 3 / Docent Board / Reports

Sprint Report

Docent Sprint 8

Closed sprint, ended by Tyler Vizek 11/Mar/20 10:53 AM - 26/Mar/20 9:46 AM [View linked pages](#)

Push fixes to 2018 deskbook and implement new QA process!



Status Report

* Issue added to sprint after start time

Completed Issues

[View in Issue Navigator](#)

Key	Summary	Issue Type	Priority	Status	Original Time Estimate (6h → 1d 2h)
DP3-132	2018 Deskbook Completion	Task	Medium	DONE	2h
DP3-133	No threads in "Choose Threads" for IE on Web	Bug	Medium	DONE	-
DP3-134	Cannot start assessment on Windows IE11	Bug	Highest	DONE	-
DP3-139	Wildcard for LMCO Deployment - Import/Export	Task	Medium	DONE	-
DP3-156	Explore document management improvement	Task	Medium	DONE	4h
DP3-167	Header goes blank after you complete a full assessment	Bug	Medium	DONE	→ 4h

Issues Not Completed

[View in Issue Navigator](#)

Key	Summary	Issue Type	Priority	Status	Original Time Estimate (5h 30m → 1w 1h 30m)
DP3-29	Implement 'browser back'	New Feature	Medium	TO DO	-
DP3-114	Interview with Government Program Manager	Task	Medium	IN PROGRESS	1h 30m
DP3-135	Burn video demo for AFRL	Task	Low	TO DO	-
DP3-154	Explore the use of continuous integration tools for Github repository.	Task	Medium	IN REVIEW	4h
DP3-166	Unable to import assessment to the web version	Bug	Medium	IN PROGRESS	→ 4h
DP3-171	Action Items report only shows A.1 for Target MRL	Bug	High	IN PROGRESS	→ 4h
DP3-173 *	Web tool performance is impacting user experience	Bug	Medium	TO DO	→ 1d
DP3-174 *	Allow filtering by MRLs on Reports	Bug	Medium	TO DO	→ 1d 4h
DP3-176	QA Process for New Pushes to Prod	Task	Medium	TO DO	→ 1d
DP3-184 *	Technology Transfer Funding	Task	Medium	IN PROGRESS	-

Reports

All reports

AGILE

Docent Board Board

Burndown Chart

Burnup Chart

Sprint Report

Velocity Chart

Cumulative Flow Diagram

Version Report

Epic Report

Control Chart

Epic Burndown

Release Burndown

ISSUE ANALYSIS

Average Age Report

Created vs Resolved Issues...

Pie Chart Report

Recently Created Issues Re...

Resolution Time Report

Single Level Group By Rep...

Time Since Issues Report

FORECAST & MANAGEMENT

Time Tracking Report

User Workload Report

Version Workload Report

OTHER

Workload Pie Chart Report

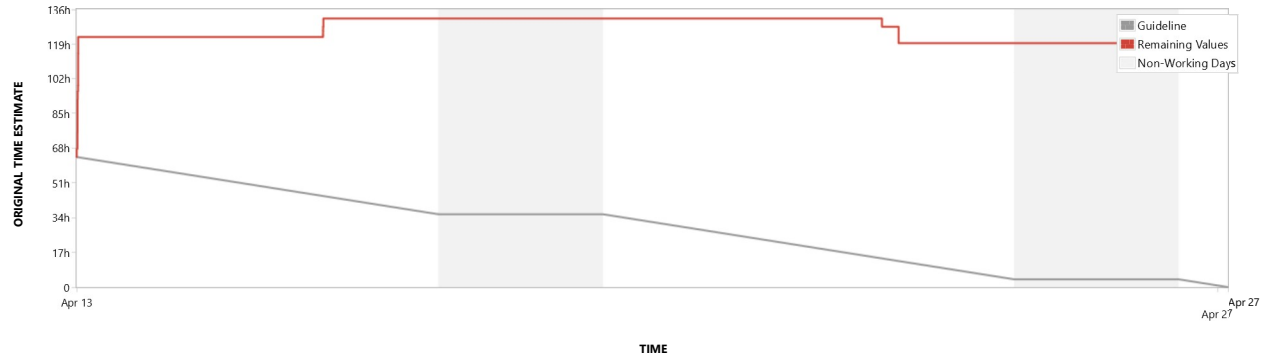
Docent Phase 3 Classic software project Back to project

Projects / Docent Phase 3 / Docent Board / Reports

Sprint Report

Docent Sprint 10

Closed sprint, ended by Joel Sheaffer 13/Apr/20 2:25 PM - 27/Apr/20 11:20 AM View linked pages Deploy, QA and fix reporting bugs!



Status Report

* Issue added to sprint after start time

Completed Issues

View in Issue Navigator

Table with 6 columns: Key, Summary, Issue Type, Priority, Status, Original Time Estimate (2d 4h). Lists completed issues like DP3-144, DP3-164, etc.

Issues Not Completed

View in Issue Navigator

Table with 6 columns: Key, Summary, Issue Type, Priority, Status, Original Time Estimate (1w 3h 30m -- 2w 3d 7h 30m). Lists incomplete issues like DP3-29, DP3-43, etc.

Reports

All reports

AGILE

Docent Board Board

Burndown Chart

Burnup Chart

Sprint Report

Velocity Chart

Cumulative Flow Diagram

Version Report

Epic Report

Control Chart

Epic Burndown

Release Burndown

ISSUE ANALYSIS

Average Age Report

Created vs Resolved Issues...

Pie Chart Report

Recently Created Issues Re...

Resolution Time Report

Single Level Group By Rep...

Time Since Issues Report

FORECAST & MANAGEMENT


Time Tracking Report


User Workload Report

Version Workload Report

OTHER

Workload Pie Chart Report


 **Docent Phase 3**
Classic software project

 **Back to project**

Reports

All reports

AGILE

 **Docent Board**
Board ▾

Burndown Chart

Burnup Chart

[Sprint Report](#)

Velocity Chart

Cumulative Flow Diagram

Version Report

Epic Report

Control Chart

Epic Burndown

Release Burndown

ISSUE ANALYSIS

Average Age Report

Created vs Resolved Issues...

Pie Chart Report

Recently Created Issues Re...

Resolution Time Report

Single Level Group By Rep...

Time Since Issues Report

FORECAST & MANAGEMENT

Time Tracking Report

User Workload Report

Version Workload Report

OTHER

Workload Pie Chart Report

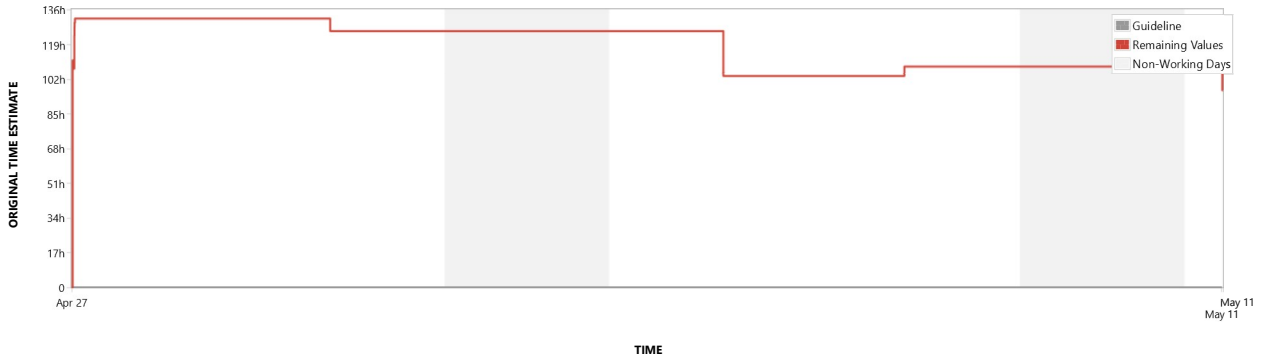
Docent Phase 3 Classic software project
Back to project

Projects / Docent Phase 3 / Docent Board / Reports

Sprint Report

Docent Sprint 11

Closed sprint, ended by Joel Sheaffer 27/Apr/20 11:00 AM - 11/May/20 11:17 AM View linked pages



Status Report

* Issue added to sprint after start time

Completed Issues

View in Issue Navigator

Table with 6 columns: Key, Summary, Issue Type, Priority, Status, Original Time Estimate (1w 4h). Contains 6 rows of completed issues.

Issues Not Completed

View in Issue Navigator

Table with 6 columns: Key, Summary, Issue Type, Priority, Status, Original Time Estimate (1w 4d 1h 30m -> 2w 2d 30m). Contains 26 rows of issues not completed.

Reports

All reports

AGILE

Docent Board Board

Burndown Chart

Burnup Chart

Sprint Report

Velocity Chart

Cumulative Flow Diagram

Version Report

Epic Report

Control Chart

Epic Burndown

Release Burndown

ISSUE ANALYSIS

Average Age Report

Created vs Resolved Issues...

Pie Chart Report

Recently Created Issues Re...

Resolution Time Report

Single Level Group By Rep...

Time Since Issues Report

FORECAST & MANAGEMENT

Time Tracking Report

User Workload Report

Version Workload Report

OTHER

Workload Pie Chart Report

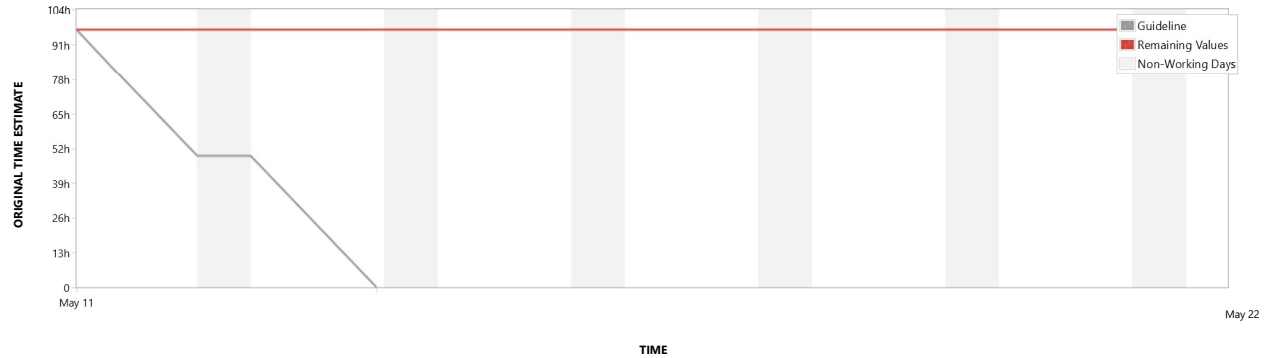
Docent Phase 3 Classic software project Back to project

Projects / Docent Phase 3 / Docent Board / Reports

Sprint Report

Docent Sprint 12

Active sprint 11/May/20 11:31 AM - 22/May/20 5:00 PM View linked pages



Prepare for service outages before they impact your sprint. Show more

- Reports: All reports, AGILE (Docent Board Board), Burndown Chart, Burnup Chart, Sprint Report, Velocity Chart, Cumulative Flow Diagram, Version Report, Epic Report, Control Chart, Epic Burndown, Release Burndown

- ISSUE ANALYSIS: Average Age Report, Created vs Resolved Issues..., Pie Chart Report, Recently Created Issues Re..., Resolution Time Report, Single Level Group By Rep..., Time Since Issues Report, FORECAST & MANAGEMENT: Time Tracking Report, User Workload Report, Version Workload Report, OTHER: Workload Pie Chart Report

Status Report

Issues Not Completed

Table with 6 columns: Key, Summary, Issue Type, Priority, Status, Original Time Estimate (2w 2d 30m). Lists 23 issues with details on type, priority, status, and time estimate.