

Ticket System Overview

The GMAT project uses JIRA as its ticket tracking system. Ultimately JIRA serves the following high level purposes:

1. Bug database
2. Feature idea database
3. Scheduling Tool
4. Tracking tool

Because we use JIRA for scheduling and tracking in addition to a database of bugs and ideas, we are careful about keeping a clean ticket backlog. For JIRA to work as a database of work, a ticket needs certain basic information to avoid getting lost (at the time of writing we have 900 open tickets). Once a ticket is submitted, it also requires periodic review and updating. The information below provides guidance and best practices for submitting bugs and ideas, and shows how we use JIRA to evaluate, prioritize, schedule, and monitor work.

Here is more information on how we use our ticket system.

- [When to Submit a Ticket](#)
- [How to Submit a Ticket](#)
- [How Tickets are Scheduled \(Triage\)](#)
- [Workflow of a Scheduled Ticket](#)
- [Tracking Scheduled Tickets](#)