Best Practices for Issue Handling



# New

Any TC member can create a new issue.

Issue SHOULD contain a concrete proposal on how to solve the issue.

New issues are discussed in TC meetings and either opened (accepted by the TC) or closed (not accepted by TC). Based on the TC decision they will be opened or closed by the editors.

# Open

Discuss in issue comments until a proposal is agreed upon.

The proposal MUST be ready for copy & paste.

Editors decide if the proposal is sufficient for them and move the issue to Proposed. This is accomplished by adding a tag “[Proposed]” to the Environment field of the issue. NOTE: Issues can be queried based on that tag.

If no proposal can be achieved, the issue can be discussed in TC meetings and be deferred or closed.

# Proposed

Proposed issues are discussed in TC meetings and either re-opened (further discussion needed) or moved to Resolved by editors (upon approval of the proposed resolution by the TC). When moved to Resolved, a link to the meeting minutes accepting the proposal is added in the Proposal field.

# Resolved

Editors apply resolved issues to a new intermediate version of the work document, add a link to this version to the issue, remove the tag “[Proposed]” from the Environment field and move the issue to Applied.

# Applied

Applied issues are discussed in TC meetings and either reverted back to Resolved (if there are errors in the application of the resolution) or closed, by the editors. When closed, a link to the meeting minutes accepting the changed document is added to the Resolution field.

# Fast Track for Trivial and Minor Bugs

Editors of affected work document can propagate issue directly to Resolved.