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System Management Forum

Conformance Program Issue Tracking Process

12

CONTENTS

1   Introduction

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The SMF will use the open source tool "Mantis" to track issues related to the development and
release of the conformance programs it develops and maintains, including implementation
specifications, Conformance Test Suites (CTS), program documentation, and program tools and
infrastructure. This paper defines the process of tracking open issues relevant to release of a
conformance program, including the data model for the Mantis database, the life-cycle of a Mantis
record, and the roles and responsibilities of participating companies, individuals, working groups, sub-
committees and forums of the DMTF in the issue tracking process.

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The process flow defined in this document is presented graphically in a companion document entitled
"SMF Issue Resolution Process". This document is stored in Adobe PDF format on the SMF group
web site at the following link:

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102
103

http://www.dmtf.org/apps/org/workgroup/smf/document.php?document_id=42717

104

105 2   Roles and responsibilities

106 The Conformance Program Issue Resolution Process is owned and executed by the System
107 Management Forum. This section defines the roles and responsibilities in the Issue Resolution
108 Process.

109 2.1   SMF Chair(s) and Program Manager

110 The SMF Chair(s) and Program Manager are responsible for administration of the Mantis
111 configuration for tracking Conformance Program issues. The Chair(s) and Program Manager are also
112 responsible for monitoring the Issue Resolution Process and managing updates to entries when
113 necessary.

114 2.2   CTS source control manager

115 The SMF will appoint a source control manager who must be an employee of an SMF member or a
116 contractor or a vendor of the SMF. The source control manager is responsible for reviewing SMF-
117 confirmed fix proposals for design and integration issues. If the CTS source is maintained by the
118 SMF, the source control manager is also responsible for ensuring that all source submissions are
119 authorized by an SMF Mantis entry and that all files submitted contain comments that document the
120 Mantis entry identifier and a short description of the change to that particular file. If the CTS source is
121 maintained by a vendor, then requirements in this section do not apply.

122 2.3   Reporters

123 Any SMF member may report issues. Reporters are responsible for tracking issues that they enter
124 until the issue is resolved. Reporters or Developers have the exclusive responsibility to set an issue
125 status to "resolved". The SMF has the responsibility to verify the correctness of the resolved issues.

126 2.4   Program Administrator

127 The Program Administrator of an SMF conformance program is responsible for reporting issues on
128 behalf of any conformance program Participant that is not a member of the DMTF or SMF. (That is,
129 issue tracking system login is only allowed to DMTF members.) The Program Administrator is
130 responsible for ensuring that the Participant receives or has access to issue status information.

131 2.5   Assignees or testware developers

132 A testware developer may represent an SMF member company or a Contractor of the SMF or a
133 Vendor of the SMF.

134 Any SMF member may be assigned an issue for resolution. Resolution may take the form of a
135 specification or Conformance Test Suite modification.

136 Contractors or vendors of the SMF may also be assigned issues for investigation and estimation and
137 for resolution.

2.6 SMF Leadership Members

SMF Leadership Members are responsible for reviewing all new issues, accepting new issues for resolution, approving proposed fixes, and closing resolved issues. SMF issue resolution process decisions may be made in one of two ways: a decision made during a regularly scheduled SMF meeting or agreement of two or more members recorded in the Notes of a Mantis entry. When Issue Resolution Process decisions are made in a regular SMF meeting, the SMF Chair(s) or Program Manager must update the entry with a Note containing the date of the meeting and the meeting minutes must reflect the decision made.

146 ## 3   Data model

147 This section describes the SMF's specific use of the data model implemented by Mantis. Each record
148 in Mantis will represent a single issue reported by a single individual. An issue may be created citing
149 conformance testware, a DMTF specification, or other DMTF working group or forum deliverable.

150 Each Mantis record contains the fields below. Those fields in bold text represent fields that must be
151 added to the standard distribution of Mantis (i.e., customization of Mantis).

152 The SMF use of these fields is described in the sections that follow.

Field Name	Description
153	
154 ID	Mantis-assigned, unique identifier for the issue
155 Project	General project that the issue is related to
156 Category	A sub-area of the project identified in "Project" (enumeration)
157 Summary	Reporter-entered short text description of issue
158 Description	Reporter-entered long form text description of issue
159	including its resolution.
160 Reporter	Individual reporting the issue
161 Assigned	Individual assigned the issue for resolution (a.k.a. "Developer")
162 Priority	Reporter-assigned priority of the request (enumeration)
163 Severity	Reporter-assigned severity of the issue (enumeration)
164 Reproducible	Observation of reproducibility (enumeration)
165 Projection	Estimate of work required to modify the product
166 Date Submitted	Date Reporter entered the issue
167	
168 OS	Operating System used by Reporter
169 OS Version	Operating System version used by Reporter
170 Platform	System hardware used by Reporter
171 View Status	Reporter-assigned visibility of issue (enumeration)
172 Updated	Last date record was updated
173 Status	Process status of the issue record (enumeration)
174 Resolution	Disposition of the issue resolution (enumeration)
175 Fixed in Version	Developer-assigned Conformance Test Suite version to contain
176	the resolution

177	**Notes**	**Contains annotations and clarifications regarding an**
178		**erratum or its resolution during the lifecycle of the Mantis**
179		**entry.**

180   3.1   Project

181   For tracking conformance test suite issues using Mantis projects, the SMF will group CTS
182   issues at the highest level by initiative Conformance Test Suite release. Examples of
183   "projects" are: "SMASH CTS v1.0", "DASH CTS v2.0", etc.

184   3.2   Category

185   The SMF uses the "category" enumeration to track the sub-component of the Conformance
186   Test Suite that is the focus of the issue record. In general, these categories will reflect the
187   areas of conformance and not specific documents, testware, or source data files. Specifically,
188   the category values used by the SMF issue tracking are

189   • Profile names (not specification numbers or versions)

190   • CIM infrastructure specification names

191   • WBEM protocol specification names

192   • General categories ("Conformance Testware")

193   For example, for the category "Fan Profile", the issue record may be for an issue relevant to
194   the Fan Profile specification or to a conformance test for the Fan Profile. For the categories
195   related to DMTF specification, the specific DMTF deliverable is identified (see requirement
196   citation section)

197   3.3   Summary/Description

198   A Reporter-entered text description of the issue is required.

199   The Summary field is a short text description of the issue.

200   The Description field is a long form version of the summary. The Description field should
201   contain enough detail about the issue to allow the SMF to determine what the issue is.

202   The following sections describe elements that the Description should contain.

203   3.3.1   Requirement citation

204   The Reporter should include a requirement citation in the Description text to note the specific
205   document reference for the relevant conformance clause or relevant testware requirement.
206   This reference must uniquely identify the text that states the requirement the implementation
207   must meet and that the conformance testware must evaluate. The Reporter should include
208   this citation in the issue record when created.

209 The requirement citation should be the first line in the Description when included and should
210 be formatted as follows:

211 `<doc-id>:<revision>:<section#>:<doc-line#>:<req't-index>`

212 For example,

213 `DSP1052:1.0.0b:7.1.1:282:1`

214 References the 1.0.0b revision of the Computer System Profile, Section 7.1.2, line 282. The
215 requirement states that the OtherIdentifyingInfo value must be a valid MAC address when
216 "CIM:MAC" is the value of the corresponding IdentifyingDescriptions property.

217 The doc-line# is optional and is used when available.

218 The req't-index is used whenever a line number references a table or some other text format
219 where multiple requirements are located at the same line number.

3.4 Reporter

221 Reporters are any individuals with authorized access to conformance test suites developed
222 and maintained by the SMF. These may include individuals who participate in the SMF,
223 employees of their companies, members of the relevant DMTF working groups (e.g.,
224 SDMPWG), etc. Reporting individuals must be employees of DMTF member companies and
225 must have a DMTF login in order to enter an issue.

3.5 Assigned

227 Individuals who are assigned issues for resolution must be employees of DMTF member
228 companies or Contractors or Vendors of SMF and must have a DMTF login in order to enter
229 an issue. Assignees may be individuals who participate in the SMF, are employees of a
230 DMTF member company, or are members of the relevant DMTF working groups (e.g.,
231 SDMPWG), Contractors or vendors of the SMF may also be assigned issues for investigation
232 and estimation and for resolution.

233 In general, issues deemed by the SMF to be resolved in conformance testware are assigned
234 to the SMF program manager, an SMF member, or to an SMF member individual who
235 represents the testware development project to the SMF. Issues deemed by the SMF to be
236 resolved in a DMTF specification are assigned to the chair of the relevant DMTF working
237 group, committee, or sub-committee.

238 ## 3.6 Priority

239 The "priority" is the urgency of resolution perceived by the Reporter. The "priority" is assigned
240 by the Reporter and is changed only by the Reporter (e.g., the urgency may change during
241 the life of the issue). The values of "priority" are as follows:

242

priority	SMF usage
none	The Reporter doesn't care when this is addressed.
	The SMF may never address this issue.
low	The Reporter feels that this can be addressed "when the SMF gets around to it".
	The SMF may address this issue in a future release of the conformance test suite.
normal	The Reporter feels that this is a typical issue.
	The SMF will address this issue on a first-in, first-out basis.
high	The Reporter feels that this issue should be addressed before other typical issues or that this issue is fundamental.
	The SMF should address this issue before all normal priority issues.
urgent	The Reporter feels that this issue should be addressed as soon as possible.
	The SMF should address this issue before all high priority issues and should consider holding the release of an upcoming conformance test suite version to include a resolution for this issue.
immediate	The highest urgency recognized by this process is "urgent".
	The priority "immediate" is not used by the SMF.

243

244 **3.7 Severity**

245 The "severity" field is used by the Reporter to describe the effect that the issue has on their
246 ability to use the conformance test suite with their implementation. This value is not modified
247 once set by the Reporter. The acceptable values for "severity" are defined by an enumeration
248 as follows:

249

severity	SMF usage
block	The issue prevents the use of subsequent conformance test suite functionality or blocks the execution of conformance tests available.
crash	The issue causes the conformance test suite to crash/fail.
major	The issue identifies either the failure of the conformance testware to properly test a requirement of a specification or the failure of a requirement specification to clearly define the requirement for the implementation.
minor	The issue is with the usability or some other aspect of the conformance test suite that does not relate to the proper testing of conformance requirements (e.g., testware halts without warning if disk space is not available)
trivial	The issue reports a trivial aspect of the conformance test suite (e.g., formatting of output) that does not affect the function of the conformance test suite.
tweak	Not used by the SMF—use "trivial" instead.
text	Text in the conformance test suite or referenced specifications is in error but the error does not affect the proper execution of the conformance test suite or the proper interpretation of a specification.
feature	This issue item is a request for a new usability feature of the conformance test suite (e.g., "include % complete in the output") This value is not to be used to report a failure to test a test point of a specification or some other failure to properly test an implementation for conformance.

250 **3.8 Reproducible**

251 Reporter-assigned observation of reproducibility (enumeration). This field is optional in SMF
252 usage. The reporter should provide instructions for how to reproduce the bug as well as
253 details about the environment used to report the bug.

254 **3.9 Projection**

255 This field is not used by the SMF.

256 **3.10 Date Submitted**

257 Date reporter entered the issue is automatically-assigned by Mantis.

258 ## 3.11 OS

259 Operating System used by Reporter (optional).

260 ## 3.12 OS Version

261 Operating System version used by Reporter (optional).

262 ## 3.13 Platform

263 System hardware used by Reporter (optional).

264 ## 3.14 View Status

265 This field is not used by the SMF.

266 ## 3.15 Updated

267 Last date record was updated, automatically-updated by Mantis.

268   **3.16 Status**

269   The "status" field is used to track the process flow disposition of the issue record itself. An
270   issue will follow the SMF Issue Resolution Process for issue reporting, tracking, and
271   resolution.

272   The following table describes the possible issue states and the SMF usage of those states.
273   The columns "status", "assignee", and "resolution" represent possible values for these entry
274   fields in Mantis. The column "SMF usage / next action" describes the status of an issue in this
275   state and the next action to be taken towards resolution. The "Set by" column indicates which
276   SMF actor places the issue in this state. The "Owned by" column indicates which SMF actor
277   owns the next action.

278   For some issue statuses, the 'assignee' and 'resolution' fields are used to clarify the state of
279   the issue and to determine the next action that should be taken on the issue.

280

Status	assignee	resolution	SMF usage / next action	Set by	Owned by
New	<any>	<any>	A new issue	Reporter	SMF
Feedback			More information is needed from the Reporter		
	<any>	NOT [open | reopened | fixed]	SMF has determined that no specification or testware modification is warranted. Issue has been rejected by the SMF and needs verification by the Reporter.	SMF	Reporter
	[Assignee]	fixed	The owner has investigated and proposed a resolution for the issue. If a specification or testware modification was required, it has been completed and a draft or test version is available to the Reporter. The Reporter has been asked to verify that the resolution is acceptable.	SMF	Reporter
	<any>	open | reopened	Issue cannot be properly investigated by the SMF – Reporter has been requested to provide additional details.	SMF or Assignee	Reporter

Status	assignee	resolution	SMF usage / next action	Set by	Owned by
acknowledged	<any>	<any>	SMF deems that the report contains enough information to warrant investigation	SMF	SMF
confirmed	<blank>	NOT [open | reopened]	SMF has performed a first-pass analysis of the issue and believes there is enough data to assign the issue to an SMF member, a testware developer, or to a DMTF working group for further analysis and resolution	SMF	SMF
	[Assignee]	open | reopened	Reporter has provided additional feedback/details about the issue.	Reporter	SMF
Assigned	[Assignee]	open | reopened	SMF has assigned the issue to an individual who is either a member of the SMF, a testware developer, or the chair of a DMTF working group for resolution in testware or a specification.	SMF	[Assignee]
	[Assignee]	fixed	The owner has investigated and proposed a resolution for the issue. If a specification or testware modification was required, it has been completed and a draft or test version is available to the Reporter.	Assignee	SMF
	<non-blank>	NOT [open | reopened | fixed]	The assigned individual has rejected the issue for resolution on behalf of the corresponding development group or DMTF working group.	SMF or Assignee	Reporter

Status	assignee	resolution	SMF usage / next action	Set by	Owned by
Resolved	[Assignee]	fixed	The Reporter has verified the specification or testware modification and approves.	Reporter	SMF
	<any>	NOT [open | reopened | fixed]	Reporter has acknowledged the issue rejection and does not contest.	Reporter	SMF
Closed	<any>	<any>	The SMF has confirmed that the resolution is acceptable by the Reporter and that all dependent issues have also been resolved.	SMF	SMF

281 ## 3.17 Resolution

282 Owner-supplied disposition of the issue resolution (required).

283 ## 3.18 Fixed in Version

284 Owner-assigned project version to contain the resolution (required).

285 ## 3.19 Notes

286 **Contains annotations and clarifications regarding an erratum or its resolution during**
287 **the lifecycle of the Mantis entry.**

288 **Contractor or vendor notes should include ETA.**

289   4   Process

290 The following sections describe the Issue Resolution process steps. These steps are correlated with
291 the lettered tags on the SMF Issue Resolution Process flowchart, which appear here in parentheses
292 at the end of each section heading.

293   4.1   Create new issue (A)

294 SMF members create new issues. New issues are placed in **new** status by Mantis. Each new entry
295 must have the following fields entered:

296

297	ID	Will be assigned by Mantis
298	Project	Reporter must select
299	Reporter	Will be assigned by Mantis
300	Priority	Reporter-assigned priority of the request
301	Severity	Reporter-assigned severity of the issue
302 303 304	Category	Reporter should speculate which category the issue falls into; categories define the area of DMTF requirement specifications that the issue is related to
305	Summary	Reporter-entered text description of issue
306 307 308	Description	The Reporter should note which DMTF requirement is at issue by entering the requirement identifier as the first line of the Description.

309 The SMF is responsible for reviewing and processing all issues that have a "status" field
310 value of "new" or that have a "status" field value of "assigned" and the "resolution" field is set
311 to a value other than "open" or "reopened"..

312   4.2   Review new issues

313 The SMF will regularly review new issues and determine if enough information has been
314 provided to determine if the issue should be resolved in conformance testware or in a DMTF
315 specification.

316   4.2.1   SMF accepts issue for investigation (B)

317 The SMF places an issue in **acknowledged** status whenever there is sufficient information to
318 determine how to proceed with issue resolution. An issue may be accepted either by decision
319 of the SMF during a regularly-scheduled SMF meeting or by agreement of two or more SMF
320 Leadership members recorded in the issue entry.

321   4.2.1.1   Contracted Developer or vendor estimates time to investigate

322 When the SMF accepts an issue for investigation (Status==acknowledged), an SMF-contracted
323 developer is allowed to post an estimate for the amount of time expected to investigate and propose a
324 fix. This estimate should be entered into the entry as a Note and should be labeled "Investigation
325 Estimate: <hours>".

326 4.2.2   Proposing a fix

327 Once an issue is accepted by the SMF, any SMF member may propose a resolution (fix) by entering
328 the proposed resolution in a note of the fix.

329 When a Contracted Developer or vendor posts a fix proposal, the contractor should also include
330 "Investigation Actual: <hours>".

331 4.2.3   SMF determines that more info is needed (I)

332 The SMF places an issue in **feedback** status and sets the "assignee" field to "[Reporter]"
333 whenever there is insufficient information to determine how to proceed with issue resolution.
334 It is the responsibility of the Reporter to provide the needed information and to notify that the
335 information has been supplied by setting the assignee field to "administrator".

336 The Reporter is responsible for reviewing and processing all issues that have a "status" field
337 value of "feedback" and an "assignee" field that contains their login.

338 4.3   Review acknowledged issues

339 The SMF will regularly review acknowledged issues and determine if the issue is best
340 resolved with a conformance testware modification or if the issue should be resolved in a
341 specification modification.

342 During the review of acknowledged issues, the SMF reviews the proposed fixes, if the CTS
343 source is maintained by SMF.

344 An issue in "acknowledged" status must have an approved fix to be assigned to a developer
345 for resolution.

346 4.3.1   SMF member proposes a fix

347 An SMF member may propose a fix for an issue at any time. The fix proposal must be either included
348 in the Description at entry creation or added as a Note to the issue. If the CTS source is maintained
349 by SMF the fix proposal must identify the files and line numbers in the files that are affected. A
350 general description of the fix is acceptable; however, if the CTS source is maintained by SMF lines of
351 code showing the exact change is preferred.

352 4.3.1.1   Contracted Developer or Vendor proposes a fix

353 When the contracted developer or Vendor proposes a fix, the contractor or Vendor should include an
354 estimate for the amount of time expected to apply the fix. This estimate should be entered into the
355 entry as a Note and should be labeled "Estimated Time to Fix: <hours>".

356 4.3.2   SMF approves a proposed fix

357 The SMF must review proposed fixes and approve the proposed fix for implementation.
358 Proposed fixes must be approved by the SMF, either in a regular meeting or by two or more
359 members approval logged in the entry notes.

360 The SMF-appointed source control manager also reviews the proposed fix for design and integration
361 issues.

362 Once a proposed fix is approved by the SMF and the source control manager, the issue is placed in
363 "confirmed" or "assigned" status as determined in the following steps.

4.3.3   SMF confirms issue for resolution [C]

If an issue has an approved fix, but no developer is available for assignment, the SMF may place the issue record in **confirmed** status to indicate that the fix has been approved.

4.3.4   SMF assigns issue for resolution [D]

Issues that are to be resolved with a conformance testware modification are **assigned** to an individual or Contractor or Vendor who is authorized by the SMF to access and modify the conformance testware.

Issues that are to be reviewed and addressed in a specification are **assigned** to the working group chair of the working group that owns the specification.

Assigned issues must have the following fields completed:

> Assigned   Individual assigned the issue for resolution

4.3.4.1   SMF assigns issue to Contracted Developer or Vendor for resolution

The SMF may assign issues to Contracted Developers or Vendor for resolution. If the issue was not investigated by the Contractor or Vendor, then the Contractor or Vendor must provide an estimated time-to-fix based on the approved fix proposal using the format "Estimated Time to Fix: <hours>".

Once the SMF has the Estimated Time To Fix, then the SMF should first evaluate the cost of the fix and then determine whether to assign the issue to the Contracted Developer or Vendor for resolution.

4.4   Issues with multiple part resolutions

In some cases a single issue may require resolution in many DMTF products, testware and specifications, or may require many resolutions in one product, or both. Also, in some cases, there may be a separate Mantis issue tracking area established for the subject DMTF product and, in order to resolve the issue, a record is needed in the DMTF product's Mantis project area.

When a single CTS issue requires resolution in a separate Mantis project area or requires resolution in multiple DMTF products, the primary (original) Mantis issue record shall be cloned to create one or more child issue records. Each child record shall track the resolution of a component of the primary issue.

The primary issue record shall remain in the CTS project area for the lifecycle of the issue. Child records may be moved to other DMTF Mantis project areas for resolution. When child records are moved to other DMTF Mantis projects, the issue resolution is subject to the issue resolution process of the owning DMTF body. The owning DMTF body shall not remove the relationship with the parent primary issue.

The primary issue shall not be considered as a candidate for "closed" status until all child issues have been resolved or closed.

Where the testware development organization is also using the DMTF's instance of Mantis, the program manager/SMF member responsible is responsible for creating a child Mantis entry for the issue record. The child record will represent the status of the code changes. Multiple child records may be associated with the single SMF issue record, if needed.

402 Once the child record is created, the program manager/SMF member responsible moves the
403 child record to the corresponding Mantis project area for testware issues. The child record will
404 track the resolution of the particular testware issue only, not the status of the primary SMF
405 CTS issue. Once the child testware issue is resolved, then the primary SMF CTS issue may
406 be closed, provided all other child issues related to the CTS issue have been resolved or
407 closed.

408 For example: An issue is logged for test ID "Protocol Test X". The SMF determines that there
409 is a testware fix to be made, but there is also a specification clarification needed to support
410 the change. A second issue is created as a child issue of the "Protocol Test X" issue and is
411 assigned to the DMTF working group responsible for the specification. The two issues are
412 resolved in parallel. The developer is aware of the working group's proposed change and
413 makes the corresponding change in the testware. The testware issue is verified by the
414 Reporter and the issue status is set to "resolved". Later, the working group approves the
415 specification change and sets the specification issue status to "resolved" and, when the
416 specification is Final, "closed". The parent testware issue can then be set "closed" by the
417 SMF.

418 4.5 Testware and specification update processes (E)

419 SMF issue records remain in the **assigned** status as the testware development process or
420 the working group specification review/update process investigates and develops a
421 resolution. The assignee should update the notes field with following information:

422 ETA Owner-assigned expected resolution date

423

424 Reproducibility Observation of reproducibility

425 The SMF Issue Resolution Process recognizes that pre-defined processes are in place for
426 both testware development and specification development. Each of these processes have
427 mechanisms for tracking issues and resolving those issues. Specific details of this linkage are
428 included in the following subsections.

429 When the issue owner has resolved the issue (either in testware or in a specification), then
430 the issue record must be updated with the following information:

431 Resolution Disposition of the issue resolution

432 Fixed in Version Owner-assigned project version to contain the resolution

433 4.5.1.1 Local identifier cross-tracking

434 If a private issue/bug tracking system is used locally by the member or Contractor or Vendor,
435 the member or Contractor or Vendor is responsible for creating a corresponding issue record
436 in the local defect tracking system used by the testware development organization and
437 updating the SMF Mantis record with the local tracking identifier for that record.

438 4.5.2 Moving issues to DMTF Mantis project areas for testware

439 In cases where the testware development organization is using a different project area within
440 the DMTF's instance of Mantis, the program manager/SMF member responsible is
441 responsible for creating a child Mantis entry for the issue record and moving it to the
442 appropriate Mantis project area. The child record will represent the status of the code
443 changes. Multiple child records may be associated with the single SMF issue record, if
444 needed.

4.5.3   Submitting a fix

The Assignee pursues resolution of the issue in testware and must take one of the following actions:

- **Produce a fix** for the testware that addresses the issue. When the fix is available to SMF members in a release candidate, the SMF issue record is updated with the "resolution" field value set to "**fixed"** status.

- **Require more information** to provide a resolution. In this case, the issue record is placed in **feedback** status and assigned to the Reporter, who is responsible for providing additional information.

When a contracted developer updates the entry with "resolution==fixed", the developer should include a note containing the actual time-to-fix in the form "Actual Fix Time"

4.5.4   Specification updates

The working group chair is responsible for creating a corresponding issue record in the defect tracking system used by the working group and updating the SMF Mantis record with the tracking identifier for that record. This may be a Change Request number (CR) or some other defect tracking identifier used by the working group.

4.5.4.1   Moving issues to DMTF Mantis project areas for specifications

In cases where the DMTF working group is also using the DMTF's instance of Mantis, the program manager/SMF member responsible for the primary issue is responsible for creating a child Mantis entry for the issue record and moving it to the appropriate Mantis project area for the DMTF specification product. The child record will represent the status of the code changes. Multiple child records may be associated with the single SMF issue record, if needed. The working group will then own the child Mantis issue and will resolve the issue using working group issue resolution processes.

4.5.4.2   Updating specification issues

The working group pursues resolution of the issue within the normal working group processes and must take one of the following actions:

- Produce a modification for the specification that addresses the issue. When the modification is available to SMF members in a posted update to the specification, the SMF issue record is updated and the "resolution" field value is set to "fixed".

- Require more information to provide a resolution. This is handled between the working group and the SMF without change to the **assigned** status of the issue unless the SMF and working group determines that specification modification is blocked and more information is required from the Reporter. In this case, the issue record is placed in **feedback** status and assigned to the Reporter, who is responsible for providing additional information.

- Decide that no change will be made to the specification. The arbitration of issues returned by the working group to the SMF is handled between the working group and the SMF without change to the **assigned** status of the issue until the SMF and working group arbitration has determined the best course of action for the issue resolution. When a course of action is determined, the issue may be placed back in the **acknowledged** status and the SMF pursues the course of action, which may result in the issue being **confirmed** again as a specification issue or as a testware issue. If the SMF agrees that the issue should be rejected, the issue is returned to

489   the Reporter by setting the "status" field value to "feedback", the "resolution" field to
490   "won't fix" or another appropriate value, and the "assignee" field is set to "[Reporter]".

4.5.5   Reviewing fixed issues

492   The SMF regularly reviews issues that have the "resolution" field value "fixed" to determine if
493   further action is needed before requesting the Reporter to validate the resolution.

494   For specification change resolutions, the SMF will determine whether testware changes are
495   required by the specification change. If so, the issue is **assigned** to the testware
496   development organization.

497   If no further actions are needed, the SMF sets the status to "feedback". The issue Reporter is
498   responsible for verifying that the resolution is acceptable.

4.5.6   Process steps for specification and testware

4.5.6.1   Specification or testware change is available to members [F]

501   The Assignee sets the "Fixed in Version" field to the appropriate release candidate identifier.
502   The SMF Chair(s) or Program Manager sets the "status" field value to "feedback".

503   The Reporter is responsible for reviewing and verifying all issues that have a "status" field
504   value of "feedback" and a "resolution" field value of "fixed".

4.5.6.2   Assignee rejects request to modify specification or testware [G]

506   The Assignee sets the "resolution" field value to a value that is not "open", "reopened", or
507   "fixed".

508   The SMF is responsible for reviewing and processing all issues that have a "resolution" field
509   value other than "open", "reopened", or "fixed".

4.5.6.3   Assignee has insufficient info to fix issue [I]

511   The Assignee sets the "status" field value to "feedback" .

512   The Reporter is responsible for reviewing and providing feedback for all issues that have a
513   "status" field value of "feedback" and a "resolution" field value of "open" or "reopened".

4.6   Reviewing rejected issues (H)

515   The Reporter is responsible for reviewing and verifying any issues that have been rejected by
516   the SMF. Rejected issues are indicated when the value of the "resolution" field is not one of
517   "open", "reopened", or "fixed" and the "status" field value is "feedback".

4.7   Providing feedback (J)

519   The Reporter is responsible for providing feedback to all issues where the "status" field value
520   is "feedback".

521   When feedback information has been added to the record, the Reporter returns the issue by
522   setting the "status" to "acknowledged".

4.8   Verifying fixed issues (L)

The Reporter is responsible for reviewing and verifying any fixes that are indicated when the value of the "resolution" field is "fixed" and the "status" field value is "feedback".

4.8.1   Testware and/or specification change verified (M)

When the Reporter has verified that the modifications available resolve the issue, the Reporter sets the "status" field value to "resolved".

4.8.2   Appeal issue (K)

When the Reporter is not satisfied that the available modifications resolve the issue, the Reporter may reopen the issue.

4.9   Closing verified issues (N)

Once the issue resolution has been verified by the Reporter and indicated to the SMF by setting the "status" field value to "resolved", the SMF is responsible for placing the issue record in **closed** status.

Issues are closed when all of the following conditions are met:

- All dependent Conformance Program issues have reached "resolved" status, including specification issues.

- The relevant DMTF specifications have achieved Final status.

- The Conformance Test Suite has been approved as Final.

541 # 5 Issue State Table

Issue State	status	resolution	assignee	*Owner*
New issue	new	*<any>*	*<any>*	SMF
SMF-accepted issue	acknowledged	*<any>*	*<any>*	SMF
SMF-confirmed issue	confirmed	*<any>*	*<any>*	SMF
Assigned issue	assigned	open | reopened	[login id]	Assignee
Fixed issue	assigned	fixed	[login id]	SMF
Testware development- or WG-rejected issue	assigned	won't fix | unable to reproduce | not fixable | duplicate | no change | required | suspended	[login id]	SMF
Feedback requested—not enough info	feedback	open | reopened	*<any>*	Reporter
Feedback requested—verify fix	feedback	fixed	[login id]	Reporter
Feedback requested—issue rejected by SMF	feedback	won't fix | unable to reproduce | not fixable | duplicate | no change | required | suspended	*<any>*	Reporter
Feedback provided	acknowledged	*<any>*	*<any>*	SMF

Issue State	status	resolution	assignee	*Owner*
Verified issue	resolved	*<any>*	*<any>*	SMF
Closed issue	closed	*<any>*	*<any>*	SMF

542

543 ANNEX A
544 (normative)
545
546 **Change log**

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Version	Date	Description
1.0.0	2016-04-15	

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