

Banno

CONTENT SUPPORT

Addressing Questions + Issues Related to Banno Content

ADDRESSING QUESTIONS + ISSUES

Have a question regarding Banno Content or Banno Marketing functionality?

Start by asking your own team members within your team's Slack channel:

- **CWAs:** #team-tech-support, @cwas
- **Project Coordinators:** #team-project-coord, @pcs
- **Developers:** #team-webdev, @webdev, @supportdev
- **Designers:** #team-web-design, @webdesigners
- **Web Team:** #team-webteam-talk

If your team members are unable to answer the question or provide explanation, engage other Web Solutions team members within their (above) Slack channel to see if the question/issue has come up elsewhere, if others are able to reproduce, or if other teams can troubleshoot the issue.

If your team or others within Web Solutions don't have an answer and you are still questioning the legitimacy of the issue or would like engineers to help validate the issue, engage with Content engineers in the correct Slack channel (listed below). Slack discussions should not be used for all questions or issues but can be used if you are looking for help to validate the legitimacy of the issue. In Slack, discuss individual topics within a single thread to help keep the channel cleaned up and easy to navigate and reference discussions. Use symbols to indicate priority:



Urgent | :triage_urgent:



Question or Request | :triage_question_or_request:



FYI or Feedback | :triage_fyi_or_feedback:

Note: for any issues you run into, be sure you have tested to reproduce the issue and have asked the necessary questions to fully understand the issue and how/when/why is it happening. Be prepared with information on the background when the issue occurs, screenshots and/or videos, operating systems and browsers the issue is able to be reproduced in, and information on institution(s) and environment(s) affected.

When a legitimate issue has been found and reproduced:

Loop in your Team Lead to the Slack discussion. They will be able to further validate, ask any additional questions needed to fully understand the issue, and create a Jira issue:

- New issue will be created on the [Content Support](#) board.

- Issue will follow the Banno Content Issue template (found below), when created, to provide preliminary details needed for the engineers to dig into further. Be sure to have all these details available to provide before the issue is created.

Team Lead will relay the issue to the team through the reporting team's Slack channel:

- Issue will be explained to the team, outlining the affected institution(s) and environment(s).
- Team Lead will provide a link to the Jira issue to keep as reference and use to track progress.

Team Lead will monitor progress on the original issue and follow progress of any linked issues created to work on the fix. Team Lead will work with the Content Services and UX teams as they determine a resolution and complete work to resolve the issue. Discussion about the issue should happen within the Jira issue that has been created and updates should be posted by the Team Lead, within the team's Slack channel.

When the work on the issue resolution has been tested and the deploy to production is complete, the Team Lead will notify your team of the resolution through your team's Slack channel.

Note: be sure to follow along inside your own team's Slack channel on a daily basis to ensure you're receiving information being relayed to the team and are up-to-date on current issues and relevant information. Making a point to follow the product channels will also keep you up-to-date on current discussions and engineering/UX work in progress.

SLACK CHANNELS TO USE

Banno Settings | #org-curry
CMS | #prod-content
Editor | #proj-content-editor
History | #prod-content
Forms | #prod-content
Monitor | #prod-monitor
Marketing | #prod-marketing
Security | #org-security
Tech Ops | #org-tech-ops
UX | #org-ux-content

If you are not getting a response in the room, ping the assigned firefighter (this can be found in the room's topic). A firefighter is assigned weekly to help filter and manage issues.

Creating a Jira Issue for Banno Content

ON THE [CONTENT ISSUES](#) BOARD:

1. Select **Create (+)** in left-hand panel. *Note: Each issue should cover only one concern.*

2. Select **Project:** Content Support

3. Indicate **Issue Type:**

- Task: general change request
- Bug: issues with functionality

4. **Summary:** include a title, summarizing the issue

5. **Description:** Copy/paste the following form and complete with details about the issue:

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Summary

Why are you opening this issue? Indicate product(s) the issue is occurring in.

Background

What background information is needed to understand the issue?

List steps needed to be taken to see the issue in action

_Include direct URLs, screenshots or videos outlining the issue when possible___

Environments

Please check all tested and affected environments

- UAT

- Production

Browser/Operating System

- _Please list the operating system(s)/browser(s)/version(s) the issue has been reproduced in_

Institutions

- _Please list any affected institutions_

Checklist

I confirm that I:

-Created a meaningful and concise title

-Addressed one, singular concern

-Tested and reproduced the issue, providing specific details

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5. **Priority:** indicate priority of the issue.

By default, the field should be set to Medium. If necessary, adjust to High or Low, to help engineers gauge priority. This field may be edited by UX/Services teams if it is decided that the issue will be treated as a different Priority.

Note: the remaining fields can be left blank. UX/Services teams will update, if needed, once assigned.

6. Click **Create**.

This opens the issue and creates a link that can be used to track progress and as a reference point for discussions with UX/Services teams.