

COVER TEXT

This document aims to:

- Document how the Islandora Github issues queue Islandora/documentation is the central location for all Islandora issues (bugs, feature requests, enhancements, user stories, etc)
 - Place it within the context of Slack, the mailing list, and recurring Calls specifically the Tech Call
- Provide welcoming guidance that invites people to create issues when appropriate
- Propose new ways of doing things in our github issue management, since it's a bit of a mess right now.

Changes we are proposing:

- Refining the set of tags to be more structured and narrower
- Using “Reactions” as an upvoting mechanism, intended to influence what tickets get discussed or prioritized.
- Propose procedures that would result in tickets being more actively used, but also closed more frequently.
- Create great Use Cases to represent desired user behaviour that is the standard for determining when a feature or group of features is ‘complete’

NOTE TO AUTHORS

In this document,

“We” = the Islandora community, including Committers, non-Committer techy folks, Interest Group and other group members, and folks who participate in any of our various discussion platforms. I want to ensure that “We” doesn’t centre only the folks in the tech call.

“You” (if used literally, also figuratively the audience of the document): Any member of the Islandora Community, particularly new members or people who have used the software before or have been part of the community but are new to Issues on Github.

About Islandora Github Issues

The Islandora 2.x.x community runs a centralized Issue queue, containing bug requests, enhancement ideas, feature requests, and use cases, at <https://github.com/Islandora/documentation/issues>.

This documentation will tell you about what Github issues are, how to make them, and how they work. It describes how the Islandora 2.x.x community addresses its issue queue and organizes them using labels.

Note that this does not apply to the previous versions (7.x and below) of Islandora.

What are Issues?

[Github issues](#) are numbered “tickets,” that usually refer to the statement or discussion of a problem. They function as a large to-do list that is publicly available. Through comments and reactions on Github Issues, they can function as their own communication channel. Issues are often discussed at Calls including the Tech Call, and may be brought into (or be formed out of) discussions on Slack or the Mailing List. Usually issues are addressed by ‘pull requests’ which propose changes to code, and become ‘commits’ that change the codebase.

Where are Issues listed?

The [Islandora Documentation issue queue](#) is the central location of all issues relating to all features and repositories within the [Islandora Github Organization](#) - that means, basically the whole project¹. We do not use the GitHub issue queues on individual repositories. Keeping all the issues in the documentation repository allows us to stay organized and permits a holistic view of Islandora development.

Who can make Issues?

Issues can be made by anybody with a Github account. [Anybody can sign up for a free github account](#). Once you have an account, you can go to the Islandora documentation repository and [submit a new issue](#). Remember when you are making and updating issues, that these interactions, like all community communication, are subject to the Islandora [Code of Conduct](#).

¹ It does not include issues for add-on modules that were created by the community but are not owned by the Islandora Organization. At the time of writing, some examples are [Islandora Workbench](#) and [Islandora Riprap](#).

Thanks in advance for your issues - this feedback is essential for making Islandora's software usable and secure.

Advice for making issues

If you make an issue, we're going to look at it. Here are some things to consider:

- Is this an actual issue, or is it something specific to your environment or actions? Is this something we expect the system to do? If you're not sure, discussing your issue on Slack or at a community user or tech-group meeting might help shed some community light on it and help to formulate the issue.
- Is my issue duplicated by something else in the issue list?
 - It's nice to check whether your issue is a duplicate. If you find a duplicate, you can comment, subscribe, and/or upvote to encourage attention to the issue. Make sure you also search closed issues, which are filtered out by default in the issue view and search box.
 - If similar issues exist, feel free to include links to link them! This helps place the work within context.
- How do I write up an Issue?
 - For bug reports, we are looking for key details that allow us to replicate the issue you are experiencing. You can use the [Bug Report Template](#).
 - For feature requests, please describe as precisely as possible what it is you want to have happen and why.
 - Preferably, feature requests are justified by *use cases*. For *use cases*, we ask you to identify who is involved, what they intend to accomplish, and what hinders them. You can use the [Use Case Template to make sure you have a good amount of information in your issue](#).
- What are my responsibilities after making an issue?
 - If we need additional information, the ticket may be updated with a request for further information. If there is no response from the original issuer or another member of the community, we may decide to close the original ticket. If this happens to you, you can always re-open (or resubmit) your issue.

If you are looking for support and information, you can also approach our [Slack organization](link needed) and the [Islandora Google Group](link needed).

What happens to Issues after they are made?

Issues are reviewed by volunteers. Anyone tagged on an Issue will be notified when that Issue is created, edited, or commented on. You can also Subscribe/Unsubscribe to Issues to toggle whether you get notified about that particular issue. GitHub allows notifications through the web

ui and/or through email. Users can [opt-out of email notifications](#). Feel free to comment on your own or others' Issues.

New in 2021: We are using “Reactions”, as an expression of interest / “upvote” mechanism. This is intended to help bring together interested parties, as well as help sprint planning teams prioritize issues, and can help some issues gain attention in the Calls.

At the weekly Tech call, community members (including many with technical knowledge) discuss new and old Issues. If you have one you'd like to bring up, add it to the agenda and join the call. [The Github documentation wiki](#) contains details of the Tech call and all community meetings.

To manage this workflow, we make heavy use of [Issue labels](#) and [Issue reactions](#).

Why was my issue closed?

From time to time, the original ticket issuer may close an issue, or the Tech call may decide to close an issue. The reasons for doing this are very contextual, and will always be explained in the closing comment. Here are some reasons why we might close an issue:

- We needed additional feedback (such as a user story/use case) from the community or the original ticket issuer and didn't receive any response for over two months.
- The issue duplicated something that was already in the issue list. If the other issue adds new information or context, this information may be copied over into the main ticket for this issue.
- Resolving the issue would cause a major architectural or conceptual issue (these are the hardest ones - make sure you attend the tech call if you are proposing architecture changes)
- The issue was resolved.
- The issue can't be reproduced. This often happens if we don't receive additional feedback (see first bullet point)

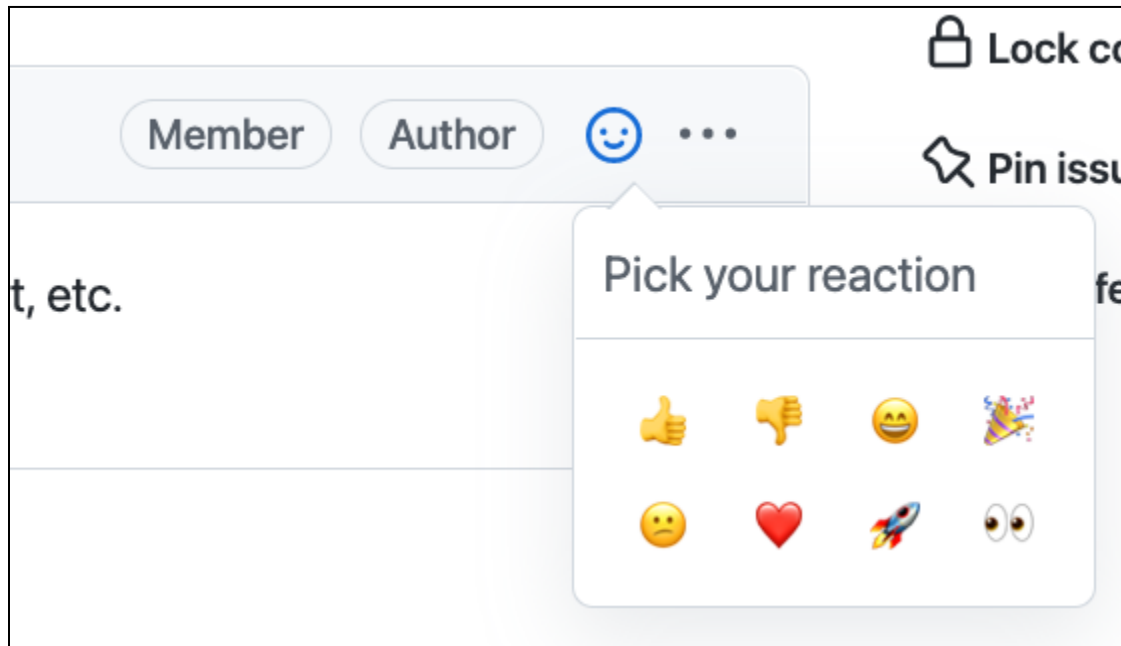
How can I react to and comment on issues?

If you have a Github account, you can comment on issues and use the Github reactions to put a red heart on the issues that mean the most to you (See Figure 1). The other reactions are also available, but Islandora leads with the hearts!

If you place a heart at the issue level, this means that this is an issue of significance to you. It also means that you are saying you won't mind being contacted for additional details about how and why this feature is significant to you. 'Hearting' an issue doesn't guarantee that an issue

will be addressed, but allows participants in the community to identify collaborators with whom development might happen.

Figure 1



How can I label issues?

To participate in the labelling process for issues, you need to have your Github ID added to the Islandora foundation. To do this, just send your Github ID and email to community@islandora.ca along with where you are coming from and your interest or work in Islandora.

Why was my label changed?

Attendees at the Tech call may change a ticket label via consensus in that group. This will usually be because the group feels that the label doesn't follow the spirit of that label. Islandora uses a labels glossary to guide the labelling of issues, provided in the appendix of this document.

If you disagree with your label having been altered or your issue being dismissed, you can comment on the issue to indicate why, and this will be reviewed. Please write community@islandora.ca if this happens to you. Note that the best way to make sure that your issue is properly understood is to attend the tech call after you have submitted it, or to respond promptly to any follow up question asked in the ticket.

Appendix: Label Glossary

Learn more about [Github Labels](#)

Repository Tags	
Repository: Alpaca	Issues pertaining to the repository: https://github.com/Islandora/Alpaca
Repository:JsonLD	Issues pertaining to the repository: https://github.com/Islandora/jsonld
Repository:Controlled Access Terms	Issues pertaining to the repository: https://github.com/Islandora/controlled_access_terms
Repository:Chullo	Issues pertaining to the repository: https://github.com/Islandora/chullo
Repository:Alpaca	Issues pertaining to the repository: https://github.com/Islandora/Alpaca
Repository: Migrate Islandora csv	Issues pertaining to the repository: https://github.com/Islandora/migrate_islandora_csv
Repository:Crayfish	Issues pertaining to the repository: https://github.com/Islandora/Crayfish
Repository:Crayfish-Commons	Issues pertaining to the repository: https://github.com/Islandora/Crayfish-Commons
Repository:Syn	Issues pertaining to the repository: https://github.com/Islandora/Syn
Repository:Carapace	Issues pertaining to the theme repository: https://github.com/Islandora/carapace
Repository:Open Sea Dragon	Issues pertaining to the repository: https://github.com/Islandora/openseadragon
Repository: Crayfish Commons	Issues pertaining to the repository: https://github.com/Islandora/Crayfish-Commons
Repository: Islandora Defaults	Issues pertaining to the repository: https://github.com/Islandora/islandora_defaults

Type Tags	
Type: documentation	provides documentation or asks for documentation.
Type: use case	proposes a new feature or function for the software using user-first language.
Type: enhancement	Identifies work on an enhancement to the Islandora codebase.
Type: feature request	a proposal for a new feature in the software (should be justified by a 'use case')
Type: question	asks for support (asks a question)
Type: bug	Identifies a problem in the software with clear steps to reproduce
Type: discussion	Identifies a topic for conversation - may be similar to a question.
Type: Meta-issue	Identifies multiple related tickets for ease

Status Tags	
Status: Can't reproduce	Cannot be reproduced. Usually applied before the issue is closed and after the original issuer has been asked to provide additional details.
Status: confirmed	has been reproduced but is not yet being worked on.
Status: duplicate	Replicates another issue in the repository. Pertinent information may be carried over to the duplicate ticket, which would be identified if this issue were closed.
Status: needs information	Request for additional information has gone out to the person who wrote the ticket
Status: wont do/fix	After discussion, it has been determined that this is an invalid issue, or cannot be developed by the Islandora community.
Status: resolved - needs-PR	solution exists, but a pull request has not yet been authored to resolve the issue.
Status: test-needed	identifies where tests should be added but haven't been.

Priority Tags	
Priority: high	Consider using when the issue blocks progress in the community
Priority: low	Consider using when the issue would enhance what is available to the community, but does not block progress.
Help wanted	Seeking a volunteer or co-worker
Good first issue	appropriate for somebody just entering the stack or community

Subject Tags	
Subject:Deployment	related to deployment of Islandora. Usually accompanied by the deployment flavour (Ansible Playbook or ISLE Docker tags)
Subject: Dates	related to managing dates in Islandora. Consider also using the search and metadata tags.
Subject: Drupal	related specifically to Drupal, usually pointing somewhere on drupal.org
Subject: Fedora	Related specifically to Fedora, usually should point somewhere to the Fedora project.
Subject: Metadata	related to metadata issues. Consider also using the search tag.
Subject: Linked Data	related to linked data. Consider also using metadata or modelling tags.
Subject: Content/Object Model	related to Islandora content modelling.
Subject: Multi-tenancy	related to having multiple Drupal sites available for federated search or retrieval in related systems such as Solr (index) or Blazegraph (triplestore).
Subject: Multilingual	related to making Islandora multilingual. Consider also using metadata and Drupal tags.
Subject: Search	related to advanced and basic searching capabilities.
Subject: Access Control	related to managing roles and permissions/information security.

Subject: Ansible Playbook	Related to the maintenance and upkeep associated with an Ansible Playbook for Islandora. Always also tagged with “deployment”
Subject: Docker ISLE	Related to the maintenance and upkeep associated with ISLE’s docker image. Always also tagged with “deployment”
Subject: Migration	Concerning migration from Islandora 7 to Islandora 2.0
Subject: User Experience	Related to a user’s experience with the software.

Size Tags	
Size: Large	Only for sprints: Used when identifying scope of an issue for sprint organization.
Size: Medium	Only for sprints: Used when identifying scope of an issue for sprint organization.
Size: Small	Only for sprints: Used when identifying scope of an issue for sprint organization.