Tenon Audit Report Issue Import Guide

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# Introduction

When you receive an audit report from Tenon, we provide you with two deliverables: The formal audit report and a CSV file. The CSV file can be used to import the issues we logged into any issue tracking software that supports imports from CSV. This guide is focused on importing the file into Jira, though the following systems also support this capability:

* MantisBT
* Plan.io
* YouTrack
* GitLab
* Zoho Bugtracker
* DoneDone
* Redmine
* Bitbucket
* Pivotal Tracker
* Trac
* Bugzilla
* HP ALM/ QC
* CodeBeamer

Because the need to import issues from external systems is a common use case, most modern issue tracker systems have the ability to import CSV. You should consult your issue tracker’s documentation to explore specifics on how CSV import works on that system.

# Import Process

## Understanding Tenon’s CSV file structure

Tenon’s Audits are conducted using a customized Jira workflow. The CSV file we deliver will have standard Jira field names, such as “Summary”, “Issue Type”, and “Description” as well as custom fields specific to our process, such as “WCAG Success Criteria”. The first step in the process will be to determine how to handle those custom fields. Some fields may not be applicable to your process or desired for your workflow while others might have data you want to keep.

### Full list of fields in the CSV

|  |  |
| --- | --- |
| **Field(s)** | **Comment** |
| Summary | Standard Jira field. Map this field as-is. |
| Issue key | Standard Jira field. This value automatically created and you may not want to import it, but we provide it for you in case you want to reference it later, especially in follow-on work such as retests. |
| Issue Type | Standard Jira field. You can map this field as-is, though its value will always be “Bug” |
| Project key | Standard Jira field. You may want to delete this column if you're importing this CSV file into a specific project or may want to change the values in this column to match the value from an specific pre-existing project |
| Project name | *see above* |
| Component/s | There will be multiple columns in the CSV file for components. Importing these fields may create new Components within Jira on import. |
| Labels | There may be one or more columns named “Labels”. These |
| Description | Standard Jira field. Map this field as-is. |
| Outward issue link (Relates) | This is a standard Jira field. There will be multiple columns in the CSV file for Outward issue link (Relates). This represents related issues. Mapping them isn’t necessary, though it may be helpful, especially in tracking down the root cause of issues. |
| Custom field (Content Type) | This is a token value that represents the type of content that has the issue. |
| Custom field (Issue Code) | This represents a snippet of code that demonstrates the problem we found. |
| Custom field (Platform) | There may be multiple columns in the CSV file for "Custom field (Platform)". |
| Custom field (Populations) | There may be multiple columns in the CSV file for "Custom field (Populations)". |
| Custom field (Recommended Code) | This represents a snippet of code that demonstrates the recommended code necessary to fix the issue. |
| Custom field (Reference(s)) | This is a list of one or more URLs at which you can find out more about the issue and how to fix it. |
| Custom field (Remediation Guidance) | This is a prose description of how to fix the issue. |
| Custom field (Severity) | This is a token value that represents the severity of the issue. Values will be "Low", "Medium", and "High" |
| Custom field (WCAG Success Criteria) | There may be multiple columns in the CSV file for "Custom field (WCAG Success Criteria)". |
| Custom field (Youtube Video URL) | This is a URL for a YouTube video that demonstrates the issue. *Note: Tenon only uses this field for legal cases or in audits where videos are explicitly requested by the customer* |

## Importing the file

To successfully import the CSV file into your issue tracking system, you’ll need to follow the instructions that are specific to your specific system. Those instructions may differ depending on the type and version of your issue tracker. Instructions for Jira Cloud are located at: <https://confluence.atlassian.com/adminjiracloud/importing-data-from-csv-776636762.html>

Self-hosted versions of Jira *will differ* from Jira cloud and you’ll need to select the appropriate Jira Server version. The current latest version at the time of this writing is 7.12 and import instructions for that version are here: <https://confluence.atlassian.com/adminjiraserver/importing-data-from-csv-938847533.html>

Some general guidance that should be useful regardless of version, when importing into Jira:

1. Your file must have a header row (our supplied CSV file has one)
2. The field values in the header row should not have punctuation (our supplied CSV file does have punctuation in the header row)
3. Values that span multiple lines should be quoted with double quotes (our supplied CSV file will be quoted properly)
4. Values that have double quotes within them should be *escaped* with another set of double quotes (our supplied CSV file will have double quotes escaped properly)

Because our CSV file is generated by Jira, it should automatically adhere to Jira’s requirements, with the exception of item #2, above.

### Mapping our custom fields

In the table on pages 2 & 3, we list the fields that will be provided in our CSV file. Your issue tracking system will not have these fields. Though some of them may not be necessary in your case, you will want to bring in the “Issue Code”, “Recommended Code”, and “Remediation Guidance” content. These can be combined with the “Description” field using the [CONCATENATE function in Microsoft Excel](https://support.office.com/en-us/article/concatenate-function-8f8ae884-2ca8-4f7a-b093-75d702bea31d?ocmsassetID=HP010342288&CTT=1&CorrelationId=8b9370e9-f0f1-4097-8ca7-5120fcf999c4&ui=en-US&rs=en-US&ad=US).

Once you have sufficiently prepared the file for import, follow your issue tracking system’s instructions to map the file to your instance.