

Defect Aging & SLA Checklist

Companion to the TechFitFlow guide "Defect Aging and SLA Metrics: How to Measure and Report Them". Fill in section 1 with your dev lead and product owner before the first report.

1. Clock rules worksheet

Decision	Your rule	Agreed by
Clock type (calendar days / business days / business hours)		
Start event (created timestamp, or next business hour?)		
Stop event (resolved by dev, or closed after retest?)		
Pause statuses (e.g. Waiting for info, Waiting for vendor)		
Severity change rule (re-baseline, or keep original?)		
Reopen rule (continue the original clock?)		
Excluded statuses (Rejected, Duplicate, Works as designed)		
Holiday list owner and location		
Contract with consequences? Clause and time zone		

2. SLA policy by severity

The example columns are a starting point for a weekday team, not an industry norm. Write your own targets in the last two columns.

Severity	Example response	Example resolution	Your response	Your resolution
Sev 1 Critical	1 business hour	1 business day		
Sev 2 High	4 business hours	3 business days		
Sev 3 Medium	1 business day	10 business days		
Sev 4 Low	3 business days	30 business days or next release		

3. Aging buckets (business days)

0-2	3-7	8-14	15-30	31+
Fresh	Normal	Watch	Escalate	Name it in the meeting

4. The five-number weekly report

#	Number	Report it as
1	Open defects by severity and aging bucket	Count grid, severity x bucket
2	Open past SLA, by owner team	Count + defect keys
3	SLA compliance for defects closed this period	"x of y (z%)", never % alone
4	Median open age by severity	Days, with the maximum beside it
5	Stale defects (no update in 7 days)	Count + defect keys

5. Weekly review checklist

☐	Report date (as-of) set to today in Excel or the SQL variable
☐	Rejected and duplicate defects excluded from SLA numbers
☐	One closed bug opened to confirm its Resolution field is set
☐	Dates converted from text to real dates after CSV export
☐	Holiday list covers the next 30 days
☐	Severity changes this week reviewed; original severity logged
☐	Reopened defects kept on their original clock
☐	Vendor-wait time shown separately from internal age

6. Formulas

Excel business age:

```
=MAX(0, NETWORKDAYS([@Opened], IF([@Resolved]="", AsOf, [@Resolved]), Holidays) - 1)
```

Excel calendar age:

```
=IF([@Resolved]="", AsOf - [@Opened], [@Resolved] - [@Opened])
```

JQL open, older than 14 days:

```
project = PROJ AND issuetype = Bug AND resolution = Unresolved AND created < "-14d"
```

JQL stale:

```
project = PROJ AND issuetype = Bug AND resolution = Unresolved AND updated < "-7d"
```

T-SQL business days between two dates:

```
SELECT COUNT(*) FROM dbo.BusinessCalendar c  
WHERE c.CalendarDate > @Opened AND c.CalendarDate <= @ClockEnd AND c.IsBusinessDay = 1
```

Quote JQL relative dates ("-14d"); unquoted values are read as milliseconds. Cast SQL timestamps to date before DATEDIFF, which counts boundaries crossed. Run queries in non-production first.