Better tickets.
Clearer decisions.

Use one real ticket. Check each item after review; if it does not apply, note why. An unchecked item needs a question, an owner, and a next action.

TICKET / LINK	DECISION OWNER	REVIEW DATE

01 Why this matters

- [ ] The user need and intended outcome are explicit.
- [ ] Evidence is linked; assumptions and evidence limits are visible.

02 Decision and reason

- [ ] The choice, reason, and important trade-off are recorded.
- [ ] The decision has an owner, date, and stable reference.

03 Scope and agreed reference

- [ ] Included work, excluded work, and relevant states are clear.
- [ ] The release and surface point to an exact agreed version or snapshot.

04 Acceptance checks

- [ ] Observable checks connect to the relevant requirements.
- [ ] Quality checks, test setup, and result evidence are specified where needed.

05 Exceptions and dependencies

- [ ] Deviations have a reason, limits, and a linked follow-up - or say none.
- [ ] Each dependency or exception has an owner and review trigger.

06 Review and open questions

- [ ] Relevant design, product, engineering, and testing perspectives contributed.
- [ ] Open questions have owners; changes to context trigger another review.

OPEN QUESTION / OWNER / NEXT ACTION (INCLUDE ANY N/A RATIONALE)

For design work, review the question, alternatives, evidence, and outputs. For development work, review implementation scope and testable behavior. A checked list does not certify delivery.

Make the agreement shared.

A 12-minute review for one upcoming ticket. One person may represent several perspectives. The facilitator records the agreement in the existing ticket.

02 min

Read separately

Each person writes why this work matters, what is being built, and what would count as a pass.

03 min

Compare interpretations

Product: outcome and priority. Design: behavior and evidence. Engineering: dependencies and feasibility. QA: states, risks, and observable checks.

05 min

Repair only the gaps

Confirm the reference and checks. Record meaningful trade-offs. Name the decision owner and the competing assumptions if disagreement remains.

02 min

Read it back

Someone who did not write the ticket explains the agreement. Assign open questions and review triggers before moving the work forward.

Labels that make review work visible

ux-relevant

Work affects the user experience. Ticket owner keeps this stable category, including after completion.

ux-review-needed

The agreement is missing or changed. Ticket owner removes it after named reviewers, agreement, and date are recorded.

ux-exception

An agreed deviation has an open follow-up. Follow-up owner removes it after resolution and recorded closure.

accessibility-review

Specific checks need review. Review owner records checks, results, and remaining defects before removing it. This is not WCAG certification.

WHO CHECKS THE REVIEW QUEUE, AND WHEN?

Pilot on three upcoming tickets. Compare clarification questions, time finding the reference, and defects caused by mismatched expectations. Keep what helps; these are evaluation ideas, not promised results.

Make the trail easy to find.

Jira Cloud setup. Start with your current Story or Task. Menus depend on project type, permissions, and rollout; Atlassian may call projects "spaces" and tickets "work items".

- [ ] Paste the six headings from page 1 into Description; add the answers.
- [ ] Set Summary, Assignee, and agreed Labels in their own Jira fields.
- [ ] Link design, development, and follow-up work. Use blocking links for real dependencies.
- [ ] Check the query results, save the search, and assign a review-queue owner.

UX review needed / replace DEMO with your project key

```
project = "DEMO" AND
labels = "ux-review-needed" AND
statusCategory != Done ORDER BY updated DESC
```

This queue excludes Done-category work. Keep an open, labelled follow-up for exceptions that outlive delivery. Sharing a filter does not grant access to tickets.

Choose the setup that fits your project

TEAM-MANAGED ADMIN

- [ ] Board/backlog > ... > Manage custom filters. Use the label query above.
- [ ] Optional: Space settings > Fields. Define review state/date; locally created fields stay in this project.

COMPANY-MANAGED ADMIN

- [ ] Use Manage custom filters or Configure board > Quick Filters. These narrow work already on the board.
- [ ] Keep Description and references visible. A Jira admin configures extra fields and screens if needed.

Optional review field: Not reviewed / Review needed / Reviewed, plus date. Agree meanings and ownership; avoid duplicate states without a maintenance rule.

Sources / open for the detailed instructions

Jira: linked work / Saved searches

Filters: team-managed / company-managed | Fields: team-managed / company-managed

Decision records: Nygard / IREB handbooks / Interactive writing + ticket builder

A proposed practice by Pegah Shademani. Labels are suggestions, not Jira defaults. Checked 7 October 2026. Completing the checklist does not approve a decision or certify accessibility. Fill digitally or print.