PURBANCHAL UNIVERSTY

GOMENDRA MULTIPLE CAMPUS

BIRTAMODE, JHAPA



A PROJECT PROPOSAL ON

ISSUE TRACKING SYSTEM(ITS)

Under the supervision of

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**Acknowledgment**

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**Introduction**

An issue tracking system (ITS) is a software application used by organizations to manage and maintain lists of issues, bugs, tasks, and other items related to their projects or products. It provides a centralized platform for recording, monitoring, and resolving issues throughout their life cycle.

**Purpose of project**

The purpose of an issue tracking system (ITS) is multi-faceted and crucial for the efficient management of projects and products .The purpose of an issue tracking system is to streamline the management of issues, enhance collaboration and communication among team members, improve the quality of deliverables, and support the successful completion of projects and products.

**Features of System**

Issue tracking systems (ITS) typically offer a range of features to support efficient management of issues, tasks, and projects. Here are some common features found in ITS:

1. Issue Creation: Users can create new issues or tasks, providing details such as title, description, priority, and assignment to a specific team member or group.
2. Customize Workflows: ITS allows customization of workflows to reflect the stages an issue progresses through, such as open, assigned, in progress, resolved, and closed.
3. Assignment and Ownership: Issues can be assigned to individual team members or groups, ensuring clear accountability for resolution.
4. Prioritization and Severity: Users can categorize issues based on priority levels helping teams focus on addressing the most important issues first.

**Theory of SQL**

SQL (Structured Query Language) is a programming language used for managing and manipulating relational databases. It allows users to perform various operations on data stored in databases, such as querying, updating, inserting, deleting, and managing database structures.

SQL is used in various scenarios for managing and manipulating relational databases. Here are some common use cases where SQL is applied:

1. Data Retrieval
2. Data Modification
3. Database Administration
4. Data Analysis and Reporting
5. Data Security

**Conclusion**

In conclusion, an issue tracking system (ITS) is a vital tool for organizations to efficiently manage and resolve various types of issues, bugs, tasks, and enhancement requests related to their projects or products. ITS provides a centralized platform for recording, tracking, and monitoring the status of issues throughout their life cycle , facilitating communication and collaboration among team members, ensuring accountability, and improving overall project management.

**Reference**

* <https://www.youtube.com/watch?v=DbvPi82Iq44>
* <https://www.youtube.com/watch?v=Z-QjLadI8zI>