ISSUE TRACKER APPLICATION

INTRODUCTION:

Issues are problems which Negatively affect the society and it is very important to resolve them in time. Since there are lot of issues happening every second it might be a hard task to take notes of all the issues and rectify them for both the Civilians as well as the Officials. In the present days where there is a rapid increase in the development and adaptability of technologies throughout all the demographic of people, it is necessary to provide solutions for these issues with ease. Hence the Issue Tracker application helps everyone by Tracking all the Issues happening around us and giving us updates on the progress of the Issue Rectification.

LITERATURE SURVEY:

Here, we will take a look at all the previous solutions, attempts and implementations to the Issue Tracker application or anything that is atleast vaguely related to it.

Existing Solutions

Jira is a proprietary project management tool with extensive issue tracking capabilities. It was first released in 2002, making it one of the oldest issue tracking systems in the world, and it's currently used by over 75,000 customers around the globe.

Asana was created in 2008 by Facebook co-founder Dustin Moskovitz and ex-Google-and-Facebook engineer Justin Rosenstein to simplify team-based work management, and it achieved its goal with flying colours.

S.No	Paper Title	Author(s)	Month/Year	Resource Link
1	The social nature of issue tracking in software Engineering	Bertram, Dane	Nov,2016	The Social Nature of issue Tracking (archive.org)
2	Painless Bug Tracking	Joel Spolsky	Oct,2010	Painless Bug Tracking – Joel on Software
3	Method and Apparatus for Performing Remote Operation in Issue tracking Environment	Anonymous	Aug,2013	US2014023664 9A1 - Method and Apparatus for Performing Remote Operations in an Issue Tracking Environment - Google Patents
4	CRM Customer Relationship Management Explained	Ian, Murphy	Nov,2021	What Is CRM? Customer Relationship Management Defined (investopedia.com)