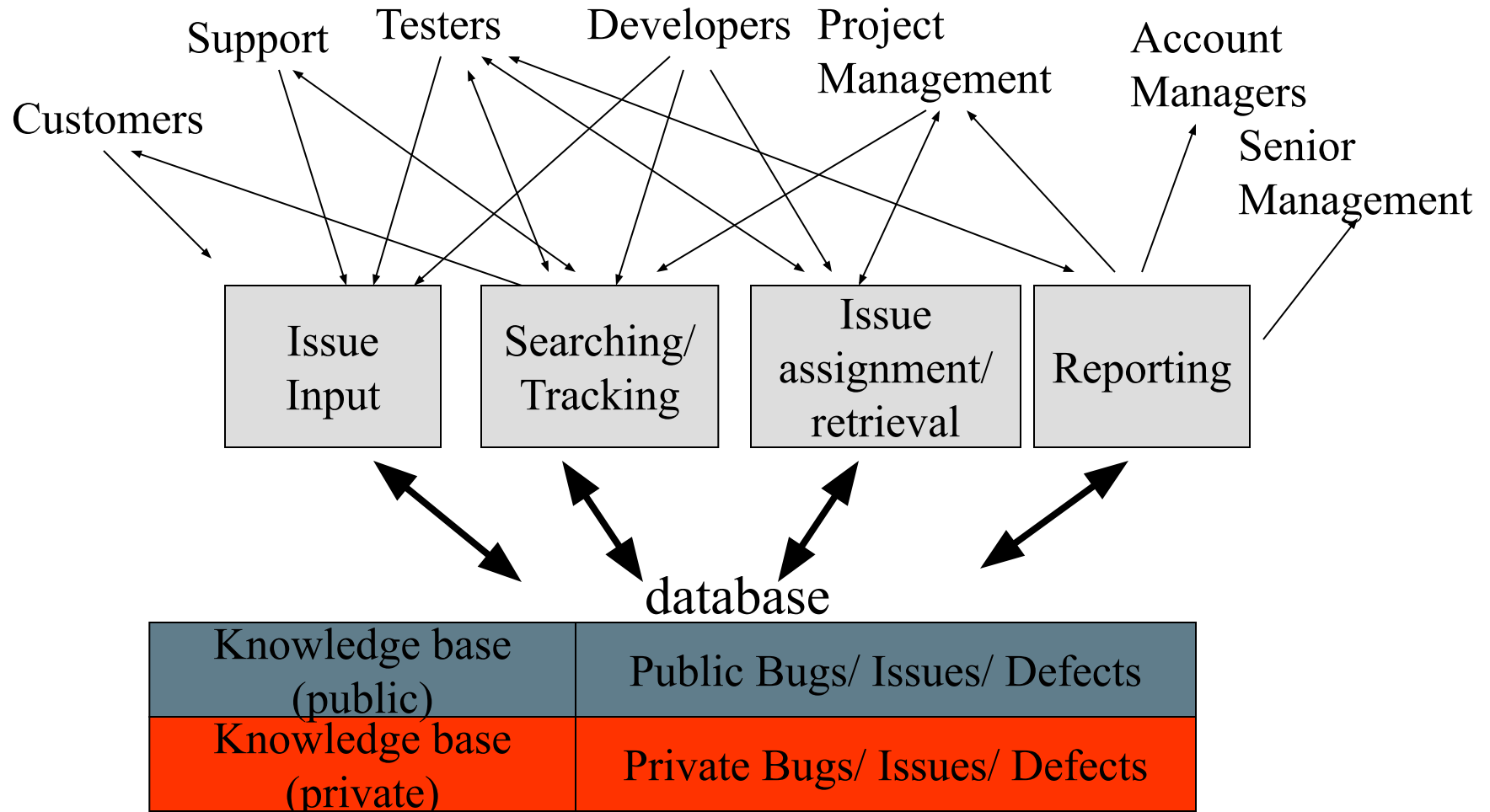# Aardvark Bug Tracking System

Red Gate Software's browser-based bug, defect and issue tracking software.

Our Aims

- Why do bug tracking?
- Examples of Aardvark bug tracking software.
- Who are Red Gate Software?

Process Diagram

Customers

Support

Testers

Developers

Project Management

Account Managers

Senior Management

| Issue Input | Searching/ Tracking | Issue assignment/ retrieval | Reporting |

database

| Knowledge base (public) | Public Bugs/ Issues/ Defects |
| Knowledge base (private) | Private Bugs/ Issues/ Defects |

Process Diagram

In a software development project everyone needs access to the right information in order to do their jobs properly. Even in relatively small projects it can quickly turn into a full-time role just identifying and then telling people what they need to know.
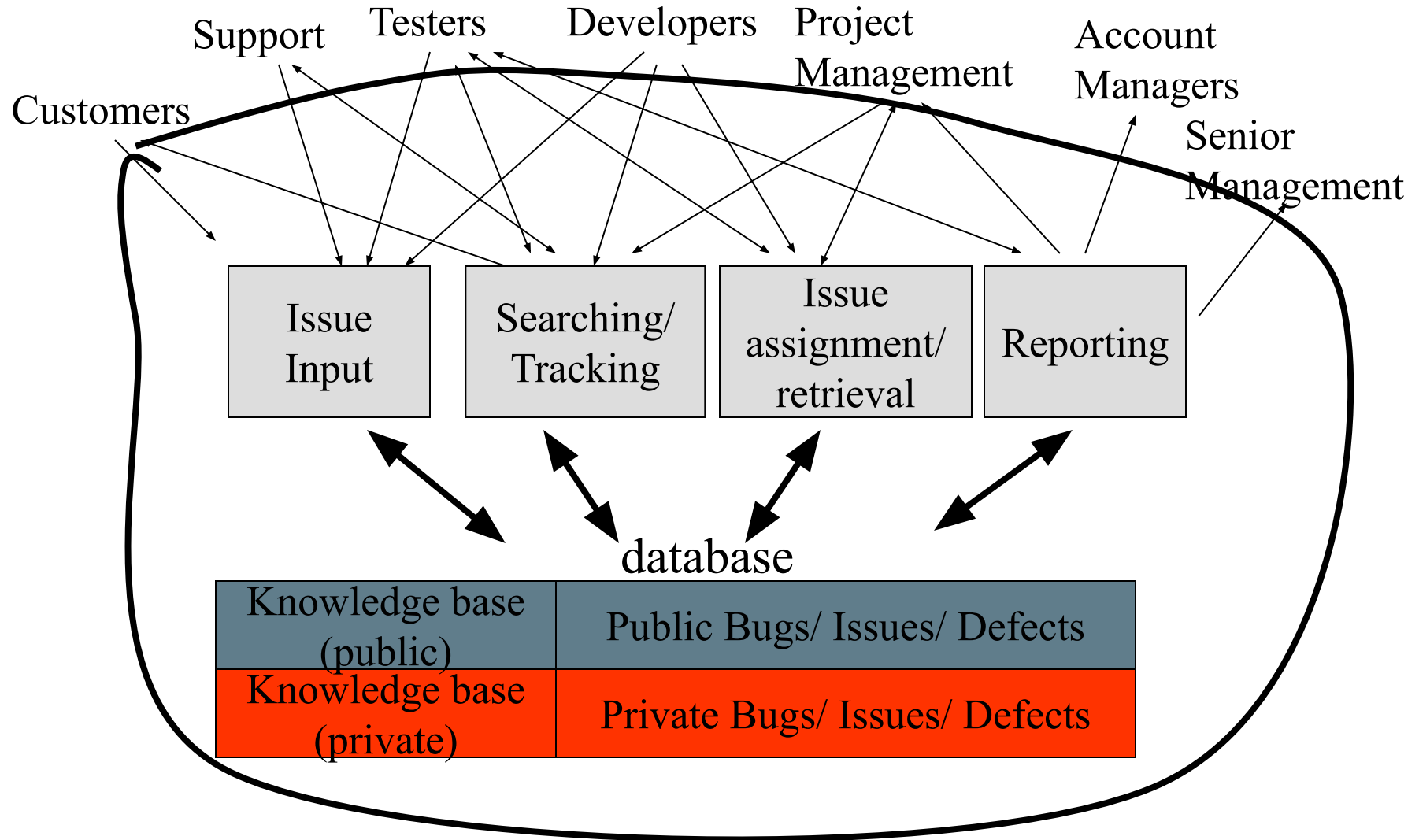
This information management process can be split into 4 areas:
1. Gathering and recording the different tasks that need to be worked on.
2. Prioritising and assigning people to work on those tasks. Allowing people to know this and to have an audit trail of what has occurred.
3. Responding to that information (e.g. sending an automatic email when a high priority bug has not been fixed by its deadline).
4. Allowing management to understand the state of the project.

Different people need to see different things – both as a function of their roles within a company (e.g. your senior management don't need to be able to see the detail of a bug) and as a function of their security rating. You may not want customers, contractors or potential competitors to have access to any or all of your issues.
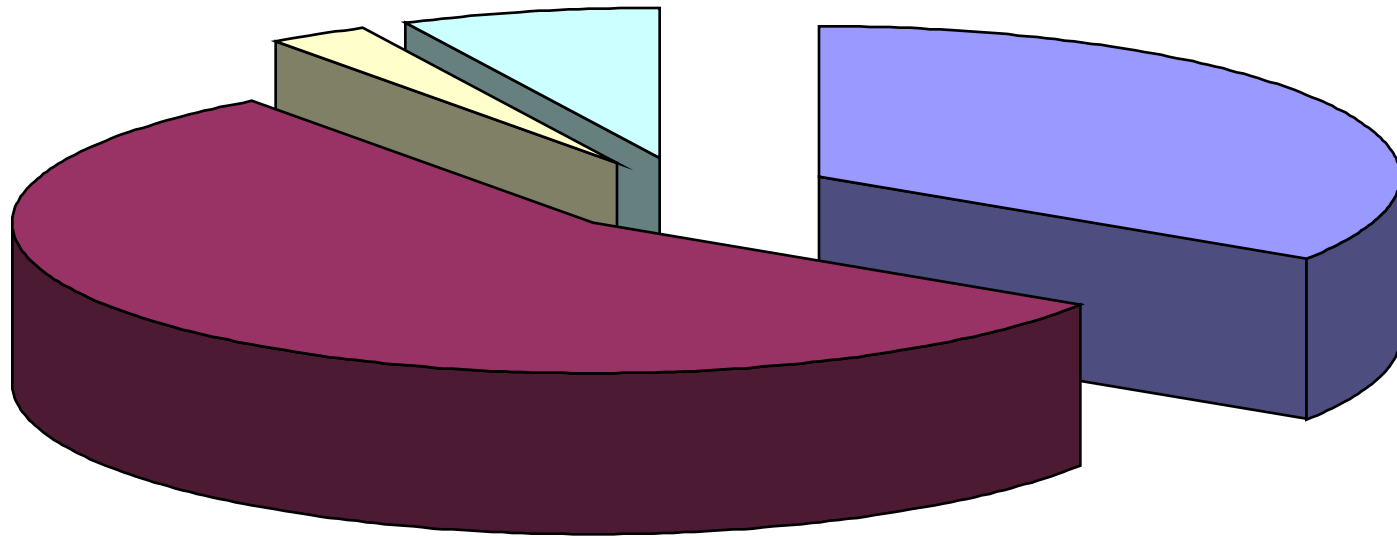
What Aardvark Does

Aardvark automates the process encapsulated within the dotted line.

Customers

Support   Testers   Developers   Project Management   Account Managers   Senior Management

| Issue Input | Searching/ Tracking | Issue assignment/ retrieval | Reporting |

database

| Knowledge base (public) | Public Bugs/ Issues/ Defects |
| Knowledge base (private) | Private Bugs/ Issues/ Defects |

Results of Red Gate Survey

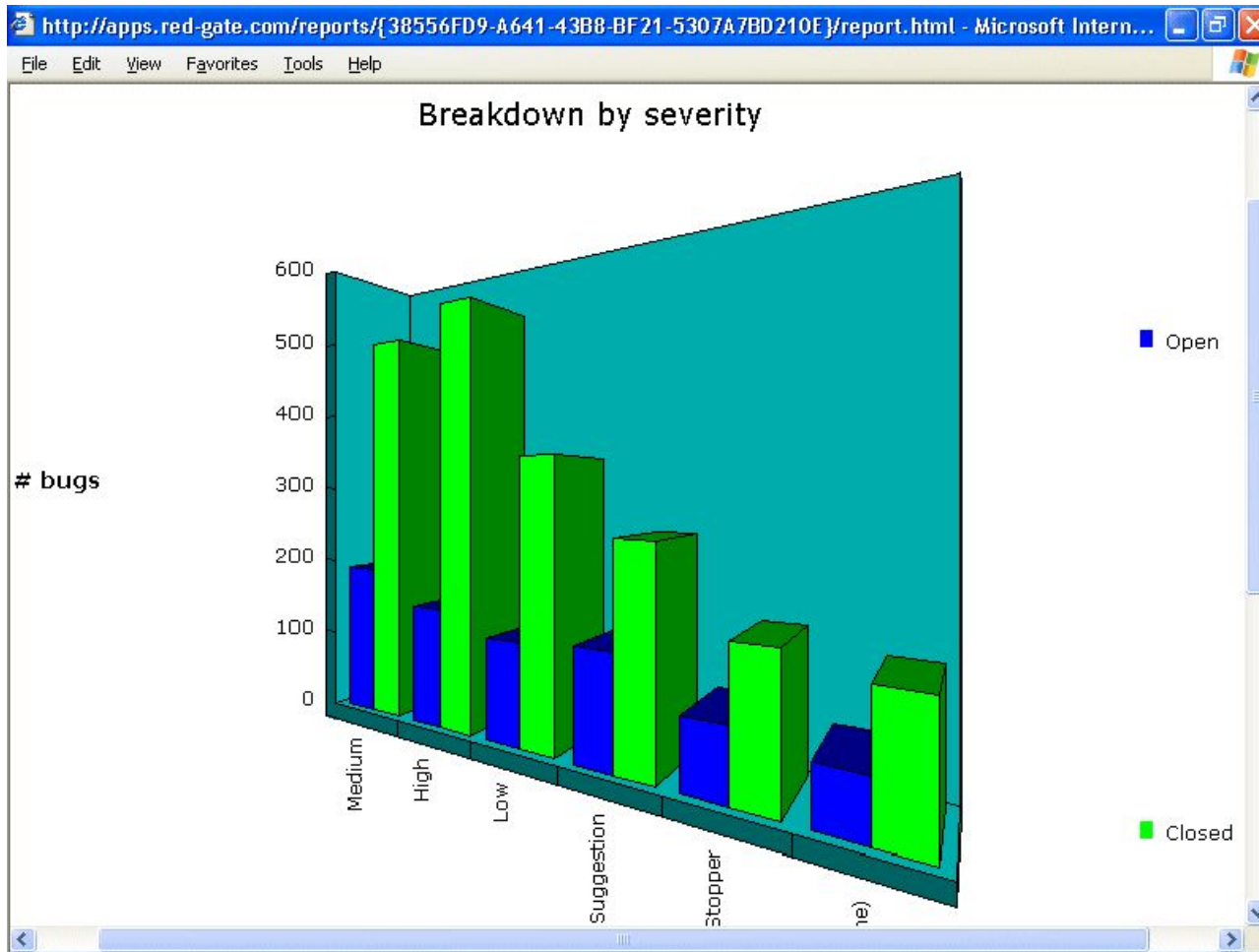**Responses to the question 'Did your last project finish on time?'**

Legend: Yes | No | I don't know | Nobody knows

Results of Red Gate Survey

We ran a survey asking people if the last project they worked on finished on time. Worryingly, the majority didn't. Even more worryingly, a sizeable minority said that nobody knew. Aardvark can help you run projects on time by providing you with the necessary information to decide how well the project is going. How many show stopper bugs are outstanding? Are the number of open bugs going up over time, or are they coming down?
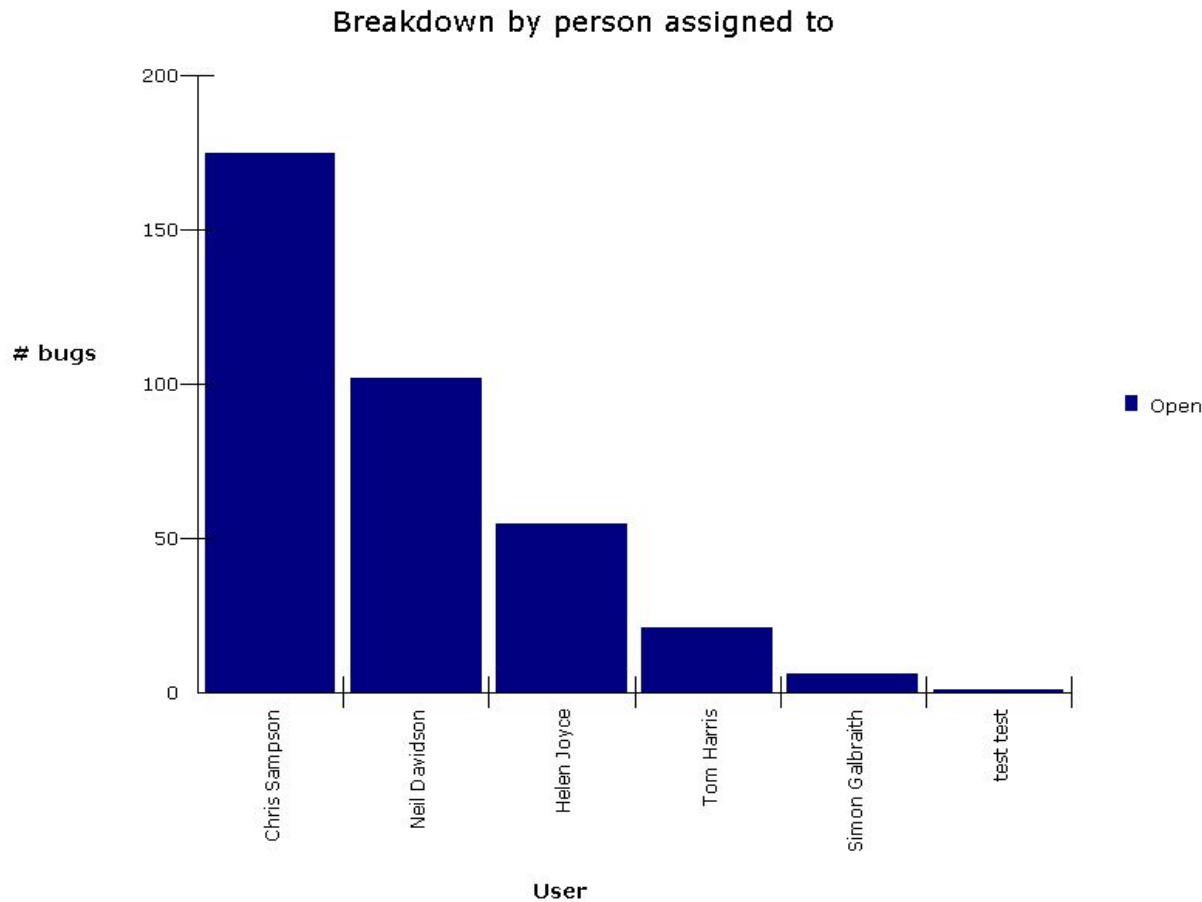
Sample report

Reporting is a powerful way for management to get an overview of what is happening.
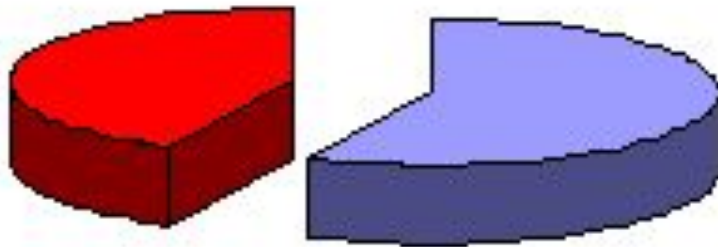
Understand who's working

Breakdown by person assigned to

A graph showing the number of bugs assigned to each user. In this case, Chirs Sampson was found to have 180 bugs outstanding three days before a product release. At this point management action was required.
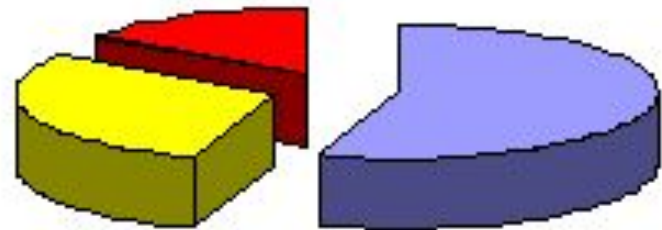
The Administrative Overhead

Before Aardvark

- Useful time
- Administrative overhead

After Aardvark

- Useful time
- Aardvark Benefit
- Administrative overhead

The aim of any software tool is ultimately to save you time and money. Aardvark can do this by reducing the administrative overhead associated with the tracking of issues and bugs, leaving your developers and testers with more time to do what they do best; develop and test.

The Aardvark Video

- Show Bug raising
- Searching
- Reporting
- Other features

- NB – The latest version of the video is available from Red Gate's website.

Red Gate Software

- Founded 1999, low-cost business model.
- Over 3,000 customers (2003)
- Over 50,000 users (2003)
- Specialise in simple tools for developers, testers and DBAs who use Microsoft technologies.

Conclusions

- Aardvark is a web-based bug tracking system.

- Implementing it will pay for itself many times over.

- You can try it out for a month for nothing. If it isn't for you, the records can be easily exported.