Issue Tracking System

Issue tracking is one of the basic tools used for project management and software development. It is mainly used for task management and issue tracking. In order to report issues, the user would register and then login into the system.

A **user** can access the following features:

1. Registration
2. Add new bug
3. Edit/Delete the bug
4. Search for a bug

To do the *registration*, the user would provide Name, Username, Password, Confirm password and Email.

To *add a bug*, the user must provide a title for the bug, select the project name, give a description of the issue faced and optionally attach files/pictures. The system will automatically set the issue status as “opened” and send a notification to the admin.

To *Edit/Delete the bug*, the user has to press on Edit/Delete option and can update only his own reported bug.

To *Search for a bug*, the user must tell the system by which category they want to search. The following categories will be provided: bug title, bug type, bug status and project name. Upon submitting, the queried entry or a list of entries will be displayed. Afterwards, the user will select the desired entry and the system will display information about the selected entry. Bug title, Bug type, Bug status and bug description will be displayed as “Bug information”.

An **admin** can access to the following features:

1. Add new bug
2. Edit/Delete any bug
3. Search for a bug
4. Add new Project
5. Edit/delete project
6. Search for a Project
7. Add new employee
8. Edit/delete employees
9. Search for an employee

An admin can *edit/delete any bug.* The admin would assign the bug to a developer, give a start and due date and update the bug status as “in progress”. The developer will solve the issue and report the admin, who will then assign it to a tester so that he can check if the issue has been solved. After receiving a positive notification from the tester the admin will change the status of the bug as “Solved”, by sending a notification to the bug creator.

To *add a new project*, the admin would have to enter the desired project title, project type and manager name, give information about frontend and backend and provide a short description of the project. Once submitted it will be added to the list of all projects.

To *Search for a project*, the admin must tell the system by which category they want to search. The following categories will be provided: project title, project type and manager name. Upon submitting, the queried entry or a list of entries will be displayed. Afterwards, the admin will select the desired entry and the system will display information about the selected entry. Project title, Project type and project description will be displayed as “Project information”.

To *add a new employee*, the admin would have to enter employee name, employee level (ex. Developer, tester, etc…), username, password, mobile, email, date of birth, address, city, state, country and photo. This will send a notification to the employee so that he can change the default password.

An **employee** can access to the following features:

1. Add new bug
2. Edit/Delete the bug
3. Search for a bug
4. View list of bugs assigned
5. Report admin about bug solution

An employee can *view list of bugs assigned* and once resolved he can change the status. A developer after solving the issue will change the status as “Done” and a notification will be sent to admin. The admin will then assign a tester to check if the bug has been solved properly. The tester can change the status as “approved/rejected” by sending a notification to the admin.