Bug Tracking System

Project Specifications

Workflow

- User reports a Issue (New Issue)
- The Application IC Assigns the Issue → Engineer
- Confirm the issue → If not able to replicate/ not a Issue→ Rejected
- Classify the issue → Bug/Modification/New Requirement
- If Modification/New Requirement → Approvals
- Start Work → In Progress (Specify Estimated Date)
- Technical Testing
- Resolution of Issue → Resolved
- Functional Testing (UAT)
- Issue Closed

Issue Attributes

- Title
- Description
- Behaviour
- Functional Context
- Report Date
- Application
- Module
- Attachment
- Priority

- Initiator
- If Earlier Reported or new
- Closure Date
- Time Taken (in days)
- Status (History)
- Action Taken
- Technical Context
- Estimated Date of Closure

Priority

- Low
- Medium
- High
- Urgent
- Critical

Status

- New
- Confirmed
- Rejected
- Pending (Work on issue has not started)
- In Progress
- Testing
- Resolved
- Reopen
- Closed

Roles

- User
- Engineer (Types –DB/Tech/UX)
- Tester
- Team Leader (per application)
- Person of Authority

Functionalities - User

- Report a new Issue
- Carry out Functional Testing
- Report results (Success/Failure)
- Close the issue
- Reopen

Functionalities – Tester

- Start Testing
- Test the issue (Success/Fail)

Functionalities – Team Leader

- Assign Issue
- Reassign Issue

Functionalities – Engineer

- Return Issue
- Confirm
- Reject
- Start Work
- Completed & Submitted for test
- Start work for Failed issues

Business Objects

- Issue
- Application
  - Module
  - Version
  - Platform
- Products
- Vendor
  - OTS Products
  - Developers
- Team

- Users
- Roles

System Objects

- Status
- Priority
- Issue Types