**Refer to the mail sent by sir.**

**This is not correct.**

XYZ Pvt. Ltd. is a product based company that delivers different types of products to various clients with customized versions of its base products. For example, the company has a basic version of a billing system but delivers customized versions to every type of client like network providers, hospitals, restaurants, etc. These may also be further customized to suit the needs of every individual client like Airtel, Vodafone, etc. Thus, every product has a base version and a customized version for each of the clients. Every project adapts different models and processes.

When there is a defect in the product, the client raises a change request. Based on that, the corresponding artifacts of that client version are pulled out, modified, tested and rolled out to the customer. The current system uses a primitive Excel sheet to track the versions and artifacts of the project. Since the process is done manually and the excel sheets are not up-to-date, the team pulls out the wrong artifacts for that patch or take a lot of time in identifying the right artifacts. Sometimes, wrong versions are rolled out to the customers due to wrong linkages. The problems with the current system are requirements are incorrectly mapped with artifacts (incorrect traceability). Example- business use cases are mapped to system test cases since this is done manually and there are no user level restrictions. Due to this incorrect traceability when there is a change request it becomes difficult to track all the artifacts to the corresponding requirement.

The business objectives of the company are:

* Increase customer satisfaction
* Increase productivity of team members
* Increase market share
* Increase revenue
* Reduce the effort required

In order to meet these objectives, the company wants to restrict the errors in linkages and identify the impact of a bug fix and pull out the relevant artifacts quickly.

The company has a need to develop a traceability tool consisting of two parts – Model Manager and Traceability. The tool must be based on CMMI-Level 5 standards for requirement traceability. Everyone in the organization should be able to view and link elements in the tool according to their respective roles and responsibilities.