**System Request – Bug Tracker**

**Project sponsor:** **John Doe, Head of Development, ABC Systems**

**Business Need:** This project has been initiated to provide users and developers of any software application an intuitive and flexible bug tracking system

**Business Requirements:**

Using the Application, users and developers should be able to search for their particular software of interest and view the existing bug reports and create reports for any new bugs. For any new bug report created, a ‘Triager’ should assign a developer to patch these bugs and reviewers to inspect any changes. The functionality that the system should have is listed below:

* Search through the total list of supported software applications and version numbers
* View existing bug reports for the chosen software
* Subscribe to status updates on chosen bugs and comment on a report’s page
* Report any new bugs onto the system and track its progress
* (Triager only) Assign a developer to each bug and a reviewer for any changes
* Receive updates on any subscribed bugs
* Generate statistics for each software and version for the total activity over a specified time for new reports, resolved bugs or comments on a report’s page
* Provide reputation/feedback for bug reports and developers

**Business Value:**

We expect that **ABC Systems** will increase developer productivity by streamlining the bug reporting and patching cycle and additionally reach out to new customers through its easy to use interface and a reputation system to encourage users to report bugs and developers to efficiently patch bugs. We expect the improved services will reduce customer complaints, primarily because **X** percent of all customer complaints stem from repeated crashes from critical bugs in our other software products. Also, **ABC Systems** should benefit from improved customer satisfaction and increased brand recognition due to many different software companies using this bug tracker.

Conservative estimates of tangible value to the company includes:

* $**X** yearly reduction in customer service calls
* $Y reduction in wage expenses for developers needing to replicate bugs
* $Z increase from new customers using the bug tracker

**Special Issues or Constraints:**

* The Development team views this as a strategic system. This Bug Tracker system will add value to our current business model, and it also will serve as a proof of concepts for future software support endeavors. For example, in the future **ABC Systems** may want to provide bug tracking support for users of external software.
* The system should be in place for the release of **XYZ** software
* The system should work on any **Windows 7+** computer, and support any kind of software.
* System will be implemented in C++ with external libraries used to implement the GUI and manage the database

(Brendan: Things in bold are just placeholders I came up with, I probably missed a lot of key things as I basically just ripped the example one from moodle and changed the names and references to fit our bug tracker)