

## METODI E TECNOLOGIE PER LO SVILUPPO SOFTWARE

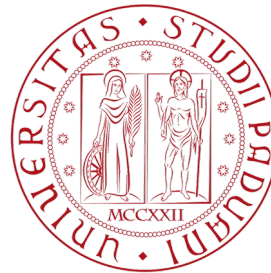
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Università degli Studi di Padova

Dipartimento di Matematica

Corso di Laurea in Informatica, A.A. 2021 – 2022





# Metodi e tecnologie per lo sviluppo software



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<b>CRITICAL</b>	<b>CONFIRMED</b>	#566075 <a href="#">no way to specify the password</a> linphone (Ubuntu) 🔥 268 📄
<b>CRITICAL</b>	<b>CONFIRMED</b>	#815996 <a href="#">Desktop occasionally freezes/locks up when switching workspaces</a> compiz-plugins-main (Ubuntu) 🔥 522
<b>CRITICAL</b>	<b>TRIAGED</b>	#1003842 <a href="#">dnsmasq sometimes fails to resolve private names in networks with non-equivalent nameservers</a> dnsmasq (Ubuntu) 🔥 304
<b>CRITICAL</b>	<b>TRIAGED</b>	#1050358 <a href="#">emesene crashed with SIGSEGV in tupledealloc.24592()</a> emesene (Ubuntu) 🔥 210
<b>CRITICAL</b>	<b>CONFIRMED</b>	#1061734 <a href="#">webapps-applications removes package installation prompt</a> webapps-applications (Ubuntu) 🔥 274
<b>CRITICAL</b>	<b>TRIAGED</b>	#1066480 <a href="#">Installer doesn't show encrypted partitions</a> ubiquity (Ubuntu) 🔥 158
<b>CRITICAL</b>	<b>TRIAGED</b>	#1075747 <a href="#">Pydev workspaces become corrupted after loading them without Pydev installed</a> eclipse (Ubuntu) 🔥 8
<b>CRITICAL</b>	<b>CONFIRMED</b>	#1083565 <a href="#">avahi malfunctions on a machine connected to the network via multiple interfaces</a> avahi (Ubuntu) 🔥 38 🔄
<b>CRITICAL</b>	<b>TRIAGED</b>	#1089389 <a href="#">juju bootstrap fail behind a proxy when a gpg key must be imported</a> software-properties (Ubuntu) 🔥 68
<b>CRITICAL</b>	<b>CONFIRMED</b>	#1091645 <a href="#">When ISP changes dynamic IP address avahi-daemon changes Zeroconf host name</a> avahi (Ubuntu) 🔥 50 🔄
<b>CRITICAL</b>	<b>TRIAGED</b>	#1092265 <a href="#">Nodes fail to boot from local disk on raring</a> cvslinux (Ubuntu) 🔥 12 📄

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**Bug supervisor:**

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136093 [Open bugs](#)  
1403 [In-progress bugs](#)  
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6041 [High importance bugs](#)  
2341 [Incomplete bugs \(can expire\)](#)

[Bugs fixed elsewhere](#)  
3281 [Bugs with patches](#)  
3065 [Open CVE bugs - CVE reports](#)

**Tags**

40810 [amd64](#)  
39230 [apport-bug](#)  
18313 [i386](#)  
15306 [apport-package](#)  
11057 [xenial](#)  
10269 [precise](#)  
9888 [trusty](#)  
6235 [running-unity](#)  
6162 [apport-crash](#)  
4410 [third-party-packages](#)  
4182 [bionic](#)  
2977 [artful](#)  
2641 [patch](#)  
1920 [dist-upgrade](#)

# Metodi e tecnologie per lo sviluppo software

The screenshot shows the Jira Software Server and Data Center interface. The top navigation bar includes 'Dashboards', 'Projects', 'Issues', 'Boards', and a 'Create' button. A search bar is on the right. The left sidebar contains 'Find filters' and 'FILTERS' with options like 'My open issues', 'Reported by me', 'All issues', 'Open issues', 'Done issues', 'Viewed recently', 'Created recently', 'Resolved recently', and 'Updated recently'. The main content area displays a list of issues for 'Jira Software Server and Data Center - ...'. The issues are filtered by 'Resolution: Unresolved'. The table columns are: T, Key, Summary, Assignee, Reporter, P, Status, Resolution, Created, Updated, Votes, Development, Fix Version/s, and Fixed in Long Term.

T	Key	Summary	Assignee	Reporter	P	Status	Resolution	Created	Updated	Votes	Development	Fix Version/s	Fixed in Long Term
	JSWSERVER-12546	As a User, I want to be able to alphabetically sort the Epics in Backlog screen	Unassigned	Mohamed Riza (Inactive)		GATHERING INTEREST	Unresolved	14/Sep/2015	25/Jan/2022	17			
	JSWSERVER-11992	As a Jira Software user, I would like to be warned when moving issues which are in a sprint	Unassigned	Danilo Conrad		GATHERING INTEREST	Unresolved	23/Apr/2015	25/Jan/2022	153			
	JSWSERVER-21026	Epic link dropdown slow in large instances	Szymon Korytnicki	Arbi Dridi		WAITING FOR RELEASE	Unresolved	29/Jul/2021	25/Jan/2022	11		8.22.0	
	JSWSERVER-13029	Ability to see Sprint start and end dates in search results in issue navigator	Unassigned	Ruchi Tandon		GATHERING INTEREST	Unresolved	08/Jan/2016	25/Jan/2022	325			
	JSWSERVER-6135	Ability to export the Sprint reports into a common format	Unassigned	Chuck Keller		GATHERING INTEREST	Unresolved	06/Oct/2012	25/Jan/2022	305			
	JSWSERVER-2785	As a GH user I would like to be able to view the	Unassigned	Kevin Hawkins		GATHERING INTEREST	Unresolved	25/Jan/2011	25/Jan/2022	229			

This screenshot is a zoomed-in view of the Jira interface, focusing on the left sidebar and the top of the issue list. The sidebar shows 'Find filters' and 'FILTERS' with options like 'My open issues', 'Reported by me', 'All issues', 'Open issues', 'Done issues', 'Viewed recently', 'Created recently', 'Resolved recently', and 'Updated recently'. The main content area displays the top of the issue list for 'Jira Software Server and Data Center - ...'. The issues are filtered by 'Resolution: Unresolved'. The table columns are: T, Key, Summary, Assignee, Reporter, P, Status, Resolution, Created, Updated, Votes, Development, Fix Version/s, and Fixed in Long Term.

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	JSWSERVER-2785	As a GH user I would like to be able to view the	Unassigned	Kevin Hawkins		GATHERING INTEREST	Unresolved	25/Jan/2011	25/Jan/2022	229			

This screenshot is a zoomed-in view of the Jira interface, focusing on the right side of the issue list. The table columns are: Resolution, Created, Updated, Votes, Development, Fix Version/s, and Fixed in Long Term.

Resolution	Created	Updated	Votes	Development	Fix Version/s	Fixed in Long Term
Unresolved	14/Sep/2015	25/Jan/2022	17			
Unresolved	23/Apr/2015	25/Jan/2022	153			
Unresolved	29/Jul/2021	25/Jan/2022	11		8.22.0	
Unresolved	08/Jan/2016	25/Jan/2022	325			
Unresolved	06/Oct/2012	25/Jan/2022	305			
Unresolved	25/Jan/2011	25/Jan/2022	229			

# Metodi e tecnologie per lo sviluppo software

The screenshot displays the GitHub interface for the **facebook/react** repository. The top navigation bar includes links for Pull requests, Issues, Marketplace, and Explore. The repository name **facebook/react** is shown with a 'Public' label. On the right, there are buttons for Watch (6.7k), Fork (37.3k), and Star (183k). Below the navigation bar, a tab bar shows 'Code', 'Issues' (726), 'Pull requests' (248), 'Actions', 'Projects', 'Wiki', 'Security', and 'Insights'. The 'Issues' tab is active, and a search filter 'is:issue is:open' is applied. A 'New issue' button is visible on the right. The main content area lists several open issues:

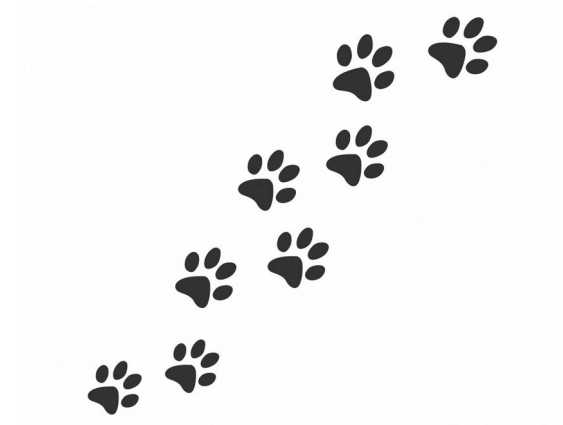
- React 18 - hydration of lazy component with sibling fails** (React 18, Type: Needs Investigation, 3 comments)
- Bug: TypeError elem.nodeName.toLowerCase is not a function** (Resolution: Needs More Information, Status: Unconfirmed, 3 comments)
- [DevTools Bug] Cannot add node "1" because a node with that id is already in the Store.** (Component: Developer Tools, Status: Unconfirmed, Type: Bug, 1 comment)
- React 18 upgrade: Hydration error while upgrading to react18** (React 18, Type: Discussion, 2 comments)
- Bug:** (Resolution: Needs More Information, Status: Unconfirmed, 1 comment)
- [DevTools Bug] Unsupported Bridge operation "0"** (Component: Developer Tools, Status: Unconfirmed, Type: Bug, 5 comments)
- Bug: pseudo styles don't work properly if React state does not change when clicking with right mouse button.** (Type: Bug, 3 comments)

### Definizione

**Issue** = Criticità: attività/evento da gestire



**Tracking** = registrare, lasciare delle tracce



### Definizione

An **issue tracking system** (also **ITS**, trouble ticket system, support ticket, request management or incident ticket system) is a computer **software package** that **manages** and **maintains lists of issues**, as needed by an organization. Issue tracking systems are generally used in **collaborative settings**.

Issue tracking systems are commonly used in an organization's **customer support call center to create, update, and resolve reported customer issues, or even issues reported by that organization's other employees**.

...

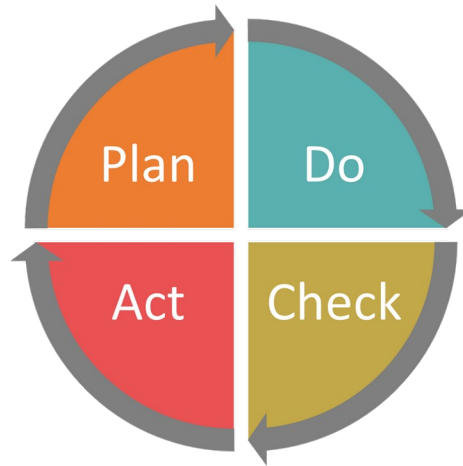
An issue tracking system **is similar to a "bugtracker"**, and often, a software company will sell both, and some bugtrackers are capable of being used as an issue tracking system, and vice versa.

Consistent use of an issue or bug tracking system is considered one of the **"hallmarks of a good software team"**



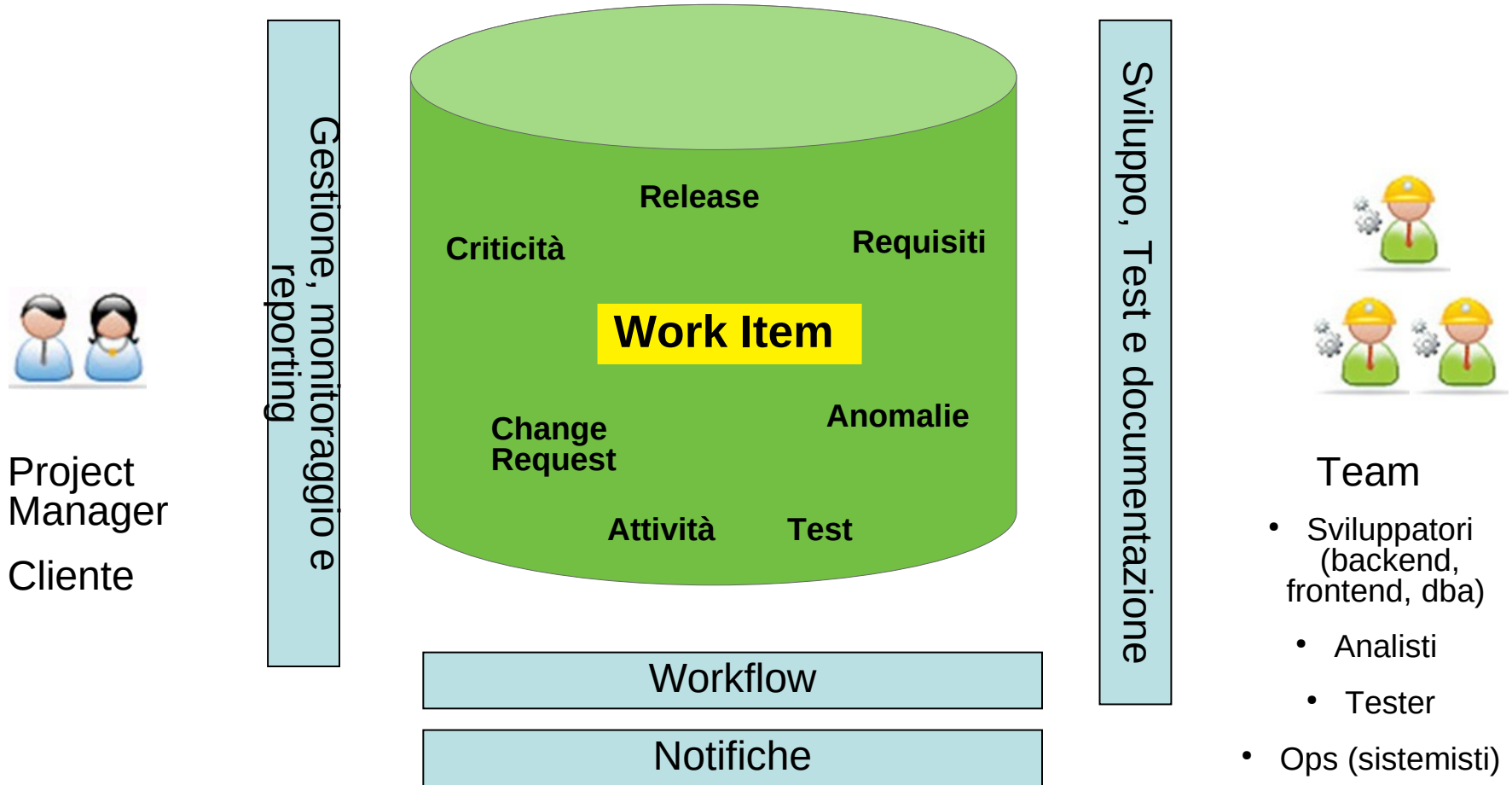
WIKIPEDIA  
The Free Encyclopedia

**Strumento** che facilita la **gestione del processo di sviluppo** e di **change management** attraverso la **gestione di attività diverse (Work item)** come: analisi requisiti, sviluppo, test, bug, release, deploy, *change request* ... (vedi **Application Lifecycle Management**).



Ogni singola "**attività minima**" (Work item) del progetto è gestita mediante un **workflow** e mantenuta all'interno di un'unica piattaforma e di un unico **repository**.





### A cosa serve

- **Condividere** le informazioni con il **team di sviluppo**, il **Project Manager** e il **cliente (SAL)**:
  - Unico repository dove trovare le informazioni
  - Sistema di notifica
  - Dashboard
- Implementare un **processo** per **misurare la qualità** del progetto
- Avere un **istantanea** dello stato del progetto:
  - attività da fare
  - in corso d'opera
  - completate
- Decidere **quando** rilasciare e **cosa rilasciare**
  - I *Work item* possono essere assegnati ad una versione
- **Assegnare** e dare una **priorità** alle attività
- Consuntivare il **tempo** impiegato (memoria storica per stime future)
- Avere una chiara assegnazione delle attività (**responsabilità**)
  - Ogni *Work item* riporta l'**assegnatario** e il **segnalante**
- **Memoria storica** di tutti i cambiamenti del progetto

I più utilizzati sono:

- Atlassian Jira
- Microsoft Team Foundation Server (Azure DevOps)
- Github
- Gitlab
- Redmine
- Trac
- Mantis
- Bugzilla
- Trello

Per una comparazione esaustiva vedi:

[https://en.wikipedia.org/wiki/Comparison\\_of\\_issue-tracking\\_systems](https://en.wikipedia.org/wiki/Comparison_of_issue-tracking_systems)

## Caratteristiche di un Work Item in TFS

The screenshot displays a TFS Work Item interface with the following annotations:

- Track features, requirements, code defects, tasks, and issues using form-specific work item types**: Points to the 'USER STORY' label.
- Unique identifier assigned by the system**: Points to the ID '643'.
- Assign work to team members**: Points to the user 'Jamal Hartnett'.
- Track the status of work as it progresses from unassigned, to in progress, to done**: Points to the 'Active' state.
- Additional tasks available through the Actions menu**: Points to the 'View/add to Discussion' button.
- Attach files to the work item**: Points to the 'Add tags' button.
- Link work item to other work items, code changes, pull requests, and other objects**: Points to the 'Add Tag' button.
- History maintains an audit trail of all changes**: Points to the 'Save & Close' button.
- Rich-text format toolbar appears once you click within the box**: Points to the rich text editor in the 'Description' field.
- Add and review comments, use @mention to pull someone into the discussion**: Points to the 'Discussion' section.

The work item details include:

- Title**: 643 Cancel order form
- Author**: Jamal Hartnett
- Comments**: 2
- Buttons**: View/add to Discussion, Add tags, Add Tag, Save & Close, Follow, and a menu icon.
- Metadata**: State: Active, Area: Fabrikam Fiber, Reason: Implementation..., Iteration: Fabrikam Fiber, Updated by: Raisa Pokrovskaya 11/3/2015.
- Description**: Provide a **cancellation order** from similar to the screen shown. See the attached storyboard for details. Includes a storyboard image with a 'Cancel' button.
- Planning**: Story Points, Priority 2, Risk.
- Development**: Add link, Development hasn't started on this item.
- Related Work**: Add link, There are no links in this group.
- Classification**: Value area: Business.

The screenshot shows a Jira issue page for 'Red Angry Nerd is scary' (ANGRY-304) under the 'Angry Nerds' project. The issue is a 'Bug' with 'Low' priority, 'None' component/labels, and 'Cheeky Monkey' as the monkey. The status is 'Waiting for Triage'. The description is empty. An attachment 'hydra.jpg' (67 kB) is shown. The right sidebar shows assignee 'Susan Griffin', reporter 'Bartek Gatz', and dates. The bottom activity bar shows tabs for All, Comments, History, Activity, Source, Reviews, Transitions Summary, Commits, and Builds.

**Callouts:**

- Log work, attach files & screenshots, create sub-tasks, move, link, or clone the issue.** (Points to the 'More' button)
- Transition the issue in its workflow here** (Points to the 'Workflow' button)
- Add a field or access the Admin helper from this menu** (Points to the 'Admin' button)
- Email this issue to others** (Points to the 'Email' button)
- Export this issue to other formats, such as MS Word** (Points to the 'Export' button)
- To create a code branch in Bitbucket or Stash, click the Create Branch link** (Points to the 'Create Branch' link)

**Details**

Type: Bug  
Priority: Low  
Component/s: None  
Labels: None  
Monkey: Cheeky Monkey

Status: Waiting for Triage (View Workflow)  
Resolution: Unresolved  
Fix Version/s: None

**Description**

Click to add description

**Attachments**

hydra.jpg  
67 kB 21/Mar/13 3:38 PM

**People**

Assignee: Susan Griffin  
Reporter: Bartek Gatz  
Votes: 0 Vote for this issue  
Watchers: 1 Start watching this issue

**Dates**

Created: 21/Mar/13 3:37 PM  
Updated: 16/May/13 3:36 PM  
Scheduled: 21/Mar/13  
Deployment Date:

**Development**

Create Branch

**Agile**

View on Board

**Analytics**

**Activity**

All Comments History Activity Source Reviews Transitions Summary Commits Builds

### Campi

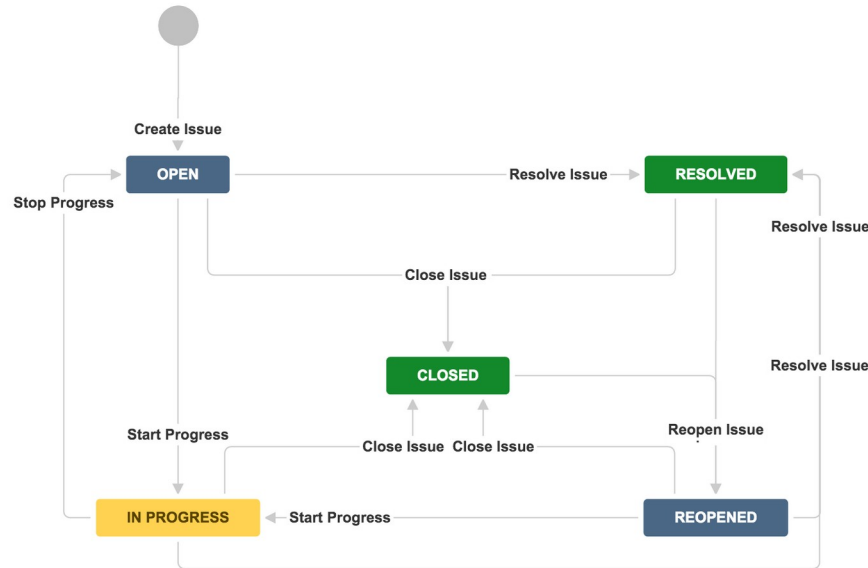
- **Progetto:** progetto a cui si riferisce
- **Codice:** identificativo univoco
- **Riepilogo:** descrizione breve dell'attività
- **Descrizione:** descrizione esaustiva dell'attività
- **Tipo:** Categoria del Work item p.es: "Task", "Epic", "Bug", "Requisito", "Test execution".  
Ne determina **i campi, gli stati, le schermate** e il **workflow** (ciclo di vita)
- **Stato:** lo stato all'interno del workflow in cui si trova il work item
- **Priorità:** Importanza del work item in relazione con gli altri work item del progetto
- **Stato di Risoluzione:** identifica lo stato di risoluzione del work item p.es. Chiuso, duplicato, work for me
- **Versione di riferimento:** versione del progetto in cui è richiesta l'attività

### Campi

- **Componente:** Componente del progetto a cui si riferisce il *Work Item*
- **Etichette:** permettono di classificare i *Work Item* anche di diversi tipi. Ne facilitano il raggruppamento e la ricerca
- **Collegamenti:** permettono di collegare tra di loro i Work Item
- **Assegnatario:** identifica chi è il responsabile per svolgere l'attività
- **Segnalante:** identifica chi ha segnalato l'attività
- **Data di creazione**
- **Data di ultimo aggiornamento**
- **Data di risoluzione**
- **Stima originaria:** stima per lo svolgimento dell'attività
- **Stima a finire:** stima presunta per terminare l'attività
- **Tempo speso**
- **Allegati**

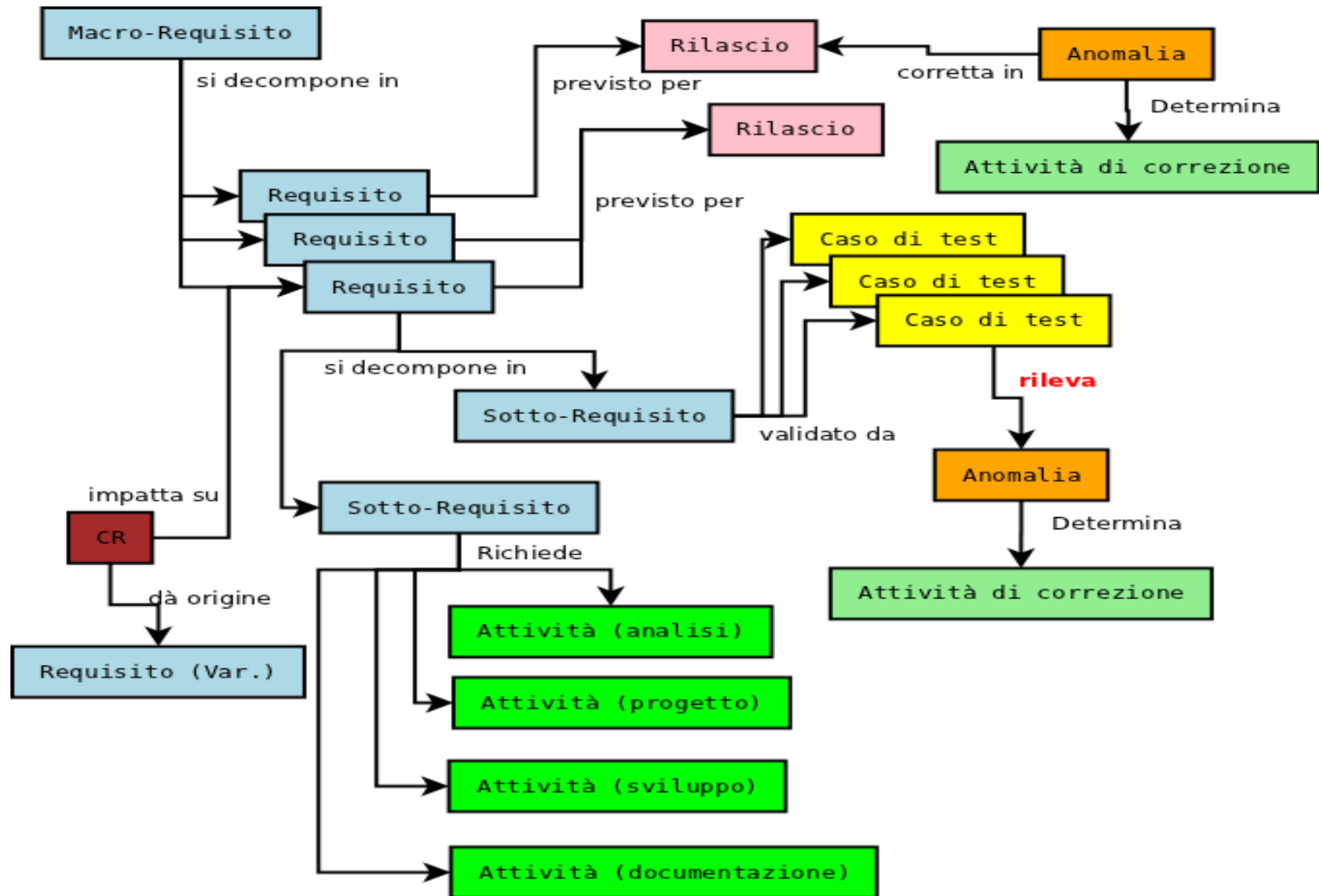
Il **Workflow** è un insieme di **stati** e **transizioni** che un *Work item* attraversa durante il suo ciclo di vita. In genere permette di implementare **il processo da seguire** per completare l'attività.

- viene associato ad un **Progetto** e può essere associato ad uno o più **Tipi**.
- Permette di registrare tutte le transizioni e i cambi di stato.









Permettono di definire **relazione** tra i *Work item* anche di differenti tipi (p.es attività e sotto attività, requisito e caso di test)

I collegamenti sono bidirezionali (dal/al *Work item*)

Vengono registrate e possono essere utilizzate come criterio di ricerca. Questo permette di **verificare la presenza o meno di relazione tra i *Work Item*** (p.es. **Il requisito è coperto da casi di test**)

Ricerca avanzata dei Work item

Salvataggio di ricerche

Esportazione

Notifiche

Bacheche o Board

Reporting

Dashboard

Definizione di Road map e Release Notes

Integrazione con il Source code management

Integrazione con l'ambiente di sviluppo

### Filtri

FILTERS <<

New filter

Find filters

My open issues

Reported by me

All issues

Open issues

Done issues

Viewed recently

Created recently



Resolved recently

**Updated recently**

Updated recently Save as

updated >= -1w order by updated DESC

Columns

T	Key	Summary	Assignee	Reporter	P	Status	Resolution	Created	Updated ↓	Due
	WTP-34	Hide the context menu when user right-clicks on an issue	Will	Will	↑	TO DO	Unresolved	21/Sep/16	23/Dec/16	...
	WTP-26	WTP-24 / Create new colour scheme	Jose	Will	↑	IN PROGRESS	Unresolved	19/Jul/16	23/Dec/16	
	WTP-24	Create new home page	Alana	Will	↑	TO DO	Unresolved	19/Jul/16	23/Dec/16	

1-3 of 3

### Filtri

Permettono di **ricercare** i work item in base ai campi

I filtri possono essere **salvati** per facilitare le ricerche più frequenti (p.es. I miei work items attivi)

I risultati dei filtri possono essere **esportati**

I filtri sono **la base per creare report, board e dashboard**

### Board o Bacheche

Scrum 1

#### Scrum Sprint 1

Implement the new weather alert system 🌤️⚠️ - and make over 50,000+ customers very happy 😊

🕒 35 days remaining

Complete sprint



...

🔍 Quick filters ▾ Assignee ▾



TO DO

SMART-43 Recalibrate the semi-coherent anomaly i...



Make rocket go now

  - SMART-45

Reticulate splines



  - SMART-46

Align the dish



  - SMART-47

SMART-17 Add app alert for changed weather event...

MK-33 replicators are down.

  - SMART-40




Adjust API for alert popup

  - SMART-39

Update notifications settings with weather



IN PROGRESS

Add app alert for changed weather events 111

  4w SMART-17 




SMART-3 Push notifications documentation updates

Update documentation and push through channels



  - SMART-29

SMART-6 Low-power indicator optimasation on mod...

Draw up new schematics for power indicator panel




  3d SMART-19 

Reset power-indicator threshold after fatal shutdown due to low power



  3h SMART-33

DONE

Recalibrate the semi-coherent anomaly in preparation to fluctuate our tachyon catalyst




  - SMART-43 

Hello world!

  - SMART-44



SMART-17 Add app alert for changed weather event...

Update documentation

  - SMART-28 

SMART-3 Push notifications documentation updates

Review new copy

  - SMART-35

Low-power indicator optimasation on model B6.2

Epic 123

### **Board o Bacheche**

Permette di visualizzare i work item di uno o più progetti, offrendo un modo flessibile e interattivo di visualizzazione, gestione e visualizzare dei dati di sintesi sulle attività in corso.

E' configurata e visualizza i work item ricercati con un filtro

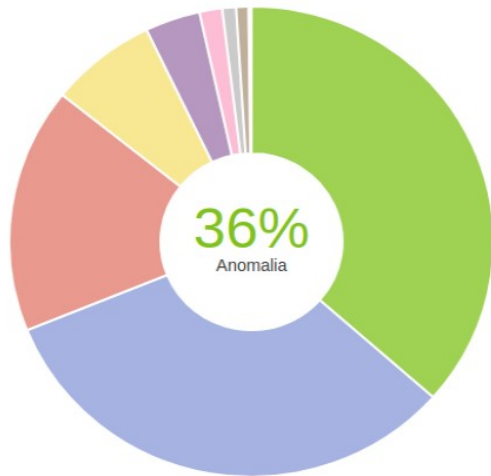
Permette di interagire velocemente con i work items (p.es. Avanzare di stato, modificare alcuni campi)



## Report

## Funzionalità di un ITS

Aerogramma: Segnalazioni su progetti di sviluppo ESL



Tipo segnalazione

Totale Segnalazioni: 46018

Anomalia	16796
Attività	14894
Sub-Task	7763
Requisito	3282
Richiesta	1695
Criticità	696
Story	425
Technical task	377
Caso di Test	64
Epic	23
Rischio	3

Resoconto segnalazioni create di recente

Progetto: ESL Project Registry

Diagramma

This chart shows the issues created in the last 30 days

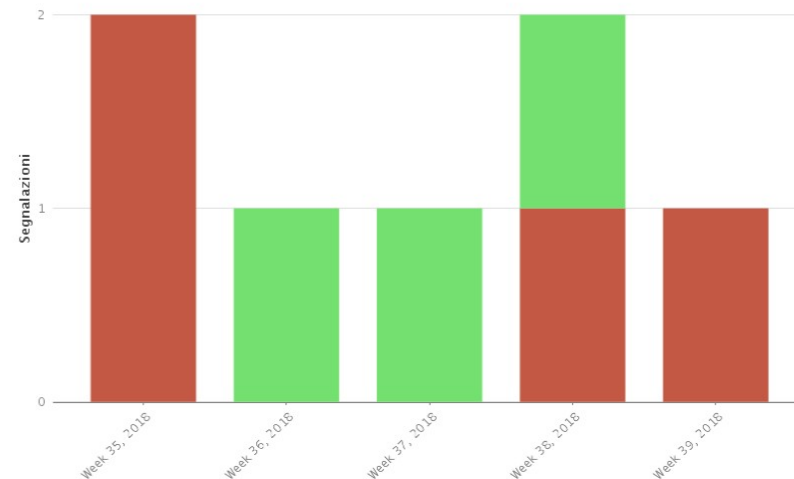
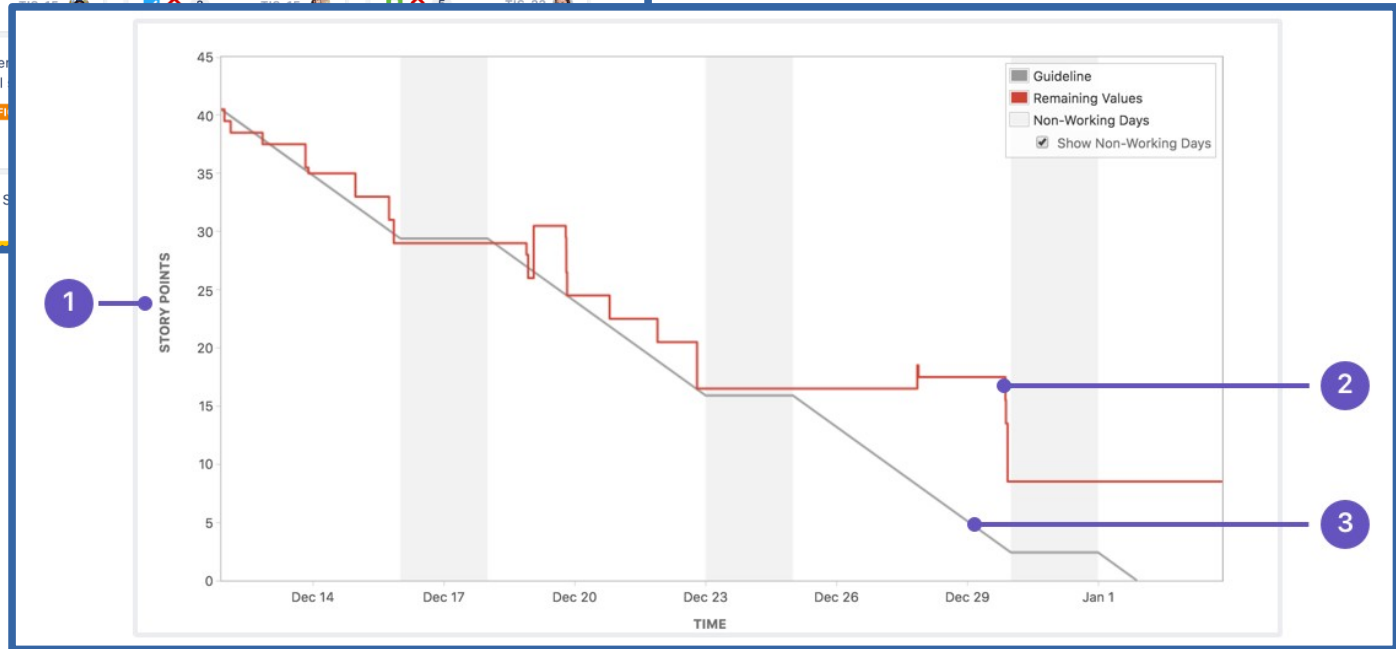
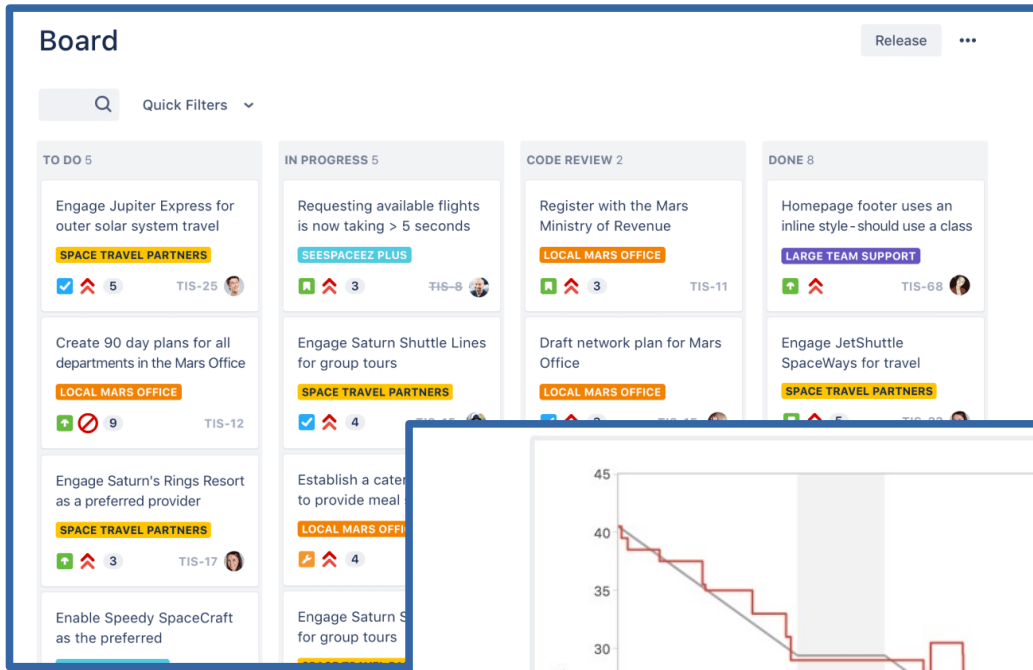


Tabella dati

Periodo	Segnalazioni Create (Non risolte)	Segnalazioni Create (Risolte)
Week 35, 2018	2	0
Week 36, 2018	0	1
Week 37, 2018	0	1
Week 38, 2018	1	1
Week 39, 2018	1	0

(Note: all times represent number of issues created in that period)

### Report



### Report

Summary for group(s) **jira-software-users** and project(s) **Test Project** [Change] • Export to Excel • Subscribe • Send Now

Project		Mon 2/Mar	Tue 3/Mar	Wed 4/Mar	Thu 5/Mar	Fri 6/Mar	Total	Project	
<b>Test Project</b>		8h	8h	10h	19h		<b>45h</b>	<b>Test Project</b>	
<b>Total (5 issues)</b>		<b>8h</b>	<b>8h</b>	<b>10h</b>	<b>19h</b>		<b>45h</b>		
Project	Issue	Mon 2/Mar	Tue 3/Mar	Wed 4/Mar	Thu 5/Mar	Fri 6/Mar	Total	Project	Issue
Test Project	<input checked="" type="checkbox"/> TP-1 This is your first task =				5h		<b>5h</b>	Test Project	TP-1
Test Project	<input checked="" type="checkbox"/> TP-2 Workflows and statuses =			4h			<b>4h</b>	Test Project	TP-2
Test Project	<input checked="" type="checkbox"/> TP-3 Editing tasks =	6h	4h	3h	6h		<b>19h</b>	Test Project	TP-3
Test Project	<input checked="" type="checkbox"/> TP-4 Searching for information =	2h	4h	3h	4h		<b>13h</b>	Test Project	TP-4
Test Project	<input checked="" type="checkbox"/> TP-6 What's next? =				4h		<b>4h</b>	Test Project	TP-6
<b>Total (5 issues)</b>		<b>8h</b>	<b>8h</b>	<b>10h</b>	<b>19h</b>		<b>45h</b>		

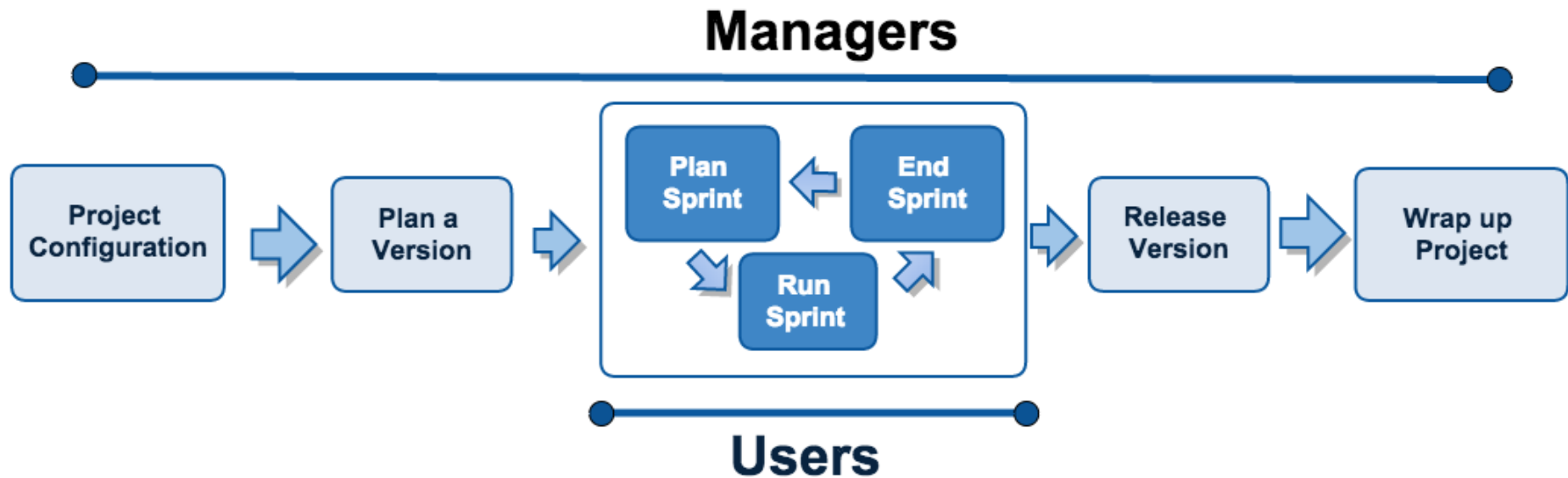
### 1) Identificare i **processi** richiesti per la gestione del progetto:

- Procedure e best practices definiti dai framework di qualità presenti in azienda o richiesti dal Cliente (p.es. CMMI, ISO 9001, ITIL, ...)
- Vincoli imposti dal cliente (SLA, informazioni richieste da contratto, ...)
- Modalità di gestione del progetto del Team (Waterfall, Agile Scrum, Agile Kanban, altro...)

### 2) Identificare e configurare gli strumenti che permettono di implementare i processi (ITS)

- Identificazione e definizione dei **tipi**, dei ***campi custom***, dei **work flow** e dei **collegamenti** che ci permettono di tracciare le informazioni richieste dal processo

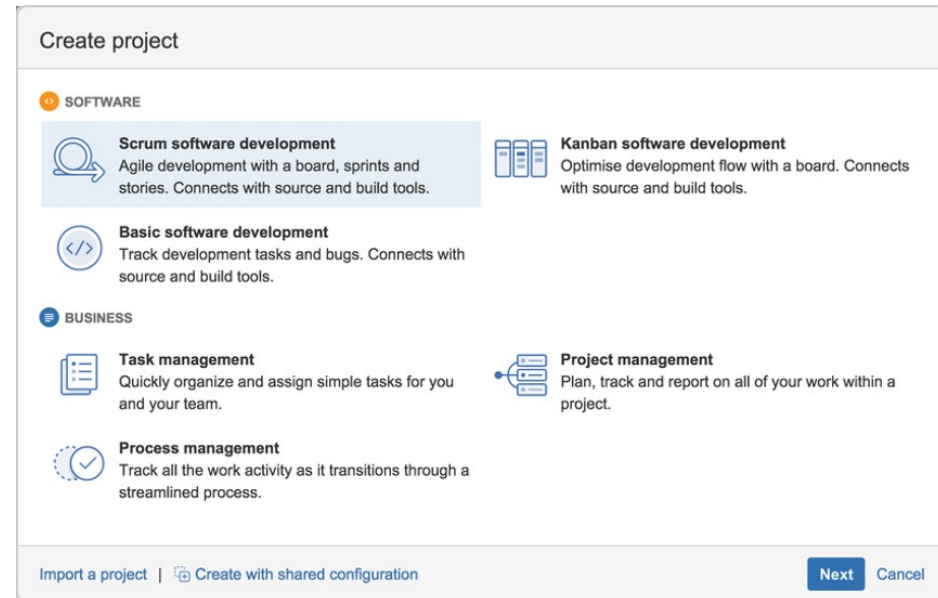
### Caso d'uso Jira



### Caso d'uso Jira - Configurazione

Il **Manager** (amministratore) del ITS:

- Crea un nuovo progetto
- Definisce il processo da seguire:
  - Tipi di work item, campi custom, work flow, collegamenti
  - Seleziona il modello di stima
  - Differenti Board e Report per processo
- Aggiunge gli utenti e assegnazione ruoli/permessi



### Caso d'uso Jira - Configurazione

Il Manager (e/o il Capo progetto):

- Definisce le versioni (release)
- Definisce le componenti del progetto
- Definisce il lavoro da svolgere (backlog)
  - Priorità
  - Assegnatario
  - Stima
- Definisce la prima iterazione

### Caso d'uso Jira - Utilizzo

Gli utenti (il Team di sviluppo):

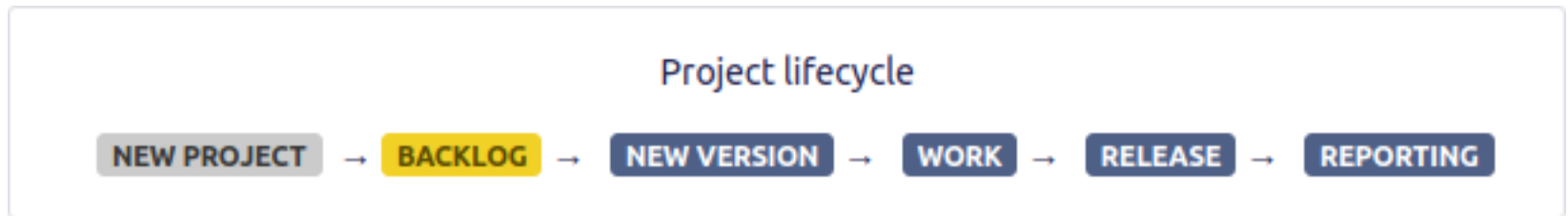
- Ricevono le notifiche dei work item assegnati
- Selezionano i work item in base alle priorità
- Avviano e completano la lavorazione
  - Avanzano gli stati del workflow
  - Aggiornano la stima a finire
  - Registrano il tempo impiegato
- Documentano lo stato dell'attività (commenti) e compilano i campi nel work item
- Completano tutte le attività presenti nell'iterazione
- Effettuano il rilascio



### Caso d'uso Jira - Utilizzo

Il Manager (e/o il Capo progetto):

- Monitora l'avanzamento e il completamento delle attività (filtri, board, Dashboard, Report)
- Definisce le nuove versioni
- Definisce le nuove iterazioni
- Definisce e aggiorna e monitora le attività (priorità, verifica stima/consuntivo)
- Produce i report richiesti dal cliente (p.es. Calcolo SLA, release log, qualità delle versioni o dei componenti...)





- Implementare un processo e verificarne l'adozione
- Migliorare e misurare la qualità del progetto;
- Misurare e aumentare la soddisfazione del cliente;
- Migliorare la definizione delle responsabilità;
- Migliorare la comunicazione nel team di sviluppo e con il cliente;
- Aumentare la produttività del team di sviluppo;
- Gestione del tempo e della produttività personale;
- Ridurre le spese e gli sprechi;
- No mail company;

[https://is.muni.cz/th/60778/fi\\_m/thesis.pdf](https://is.muni.cz/th/60778/fi_m/thesis.pdf)

[https://en.wikipedia.org/wiki/Issue\\_tracking\\_system](https://en.wikipedia.org/wiki/Issue_tracking_system)

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