

ISW: Software Engineering

WS 2023/24



Issue-Tracking-Systeme (ITS)

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RUPRECHT-KARLS-UNIVERSITÄT HEIDELBERG

- Allgemein: Issue-Tracking-Systeme (ITS)
- Im Speziellen: Jira  Jira Software
- Im Speziellen: GitHub 



Es gibt aber noch
viel mehr ITS!

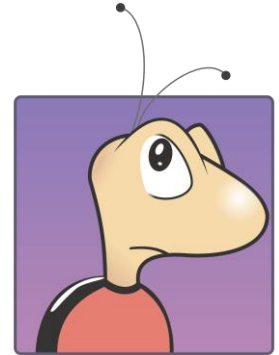


- Software für Empfang, Bestätigung, Klassifizierung und Bearbeitung von Kundenanfragen (Tickets = Vorgänge)
 - Anfragen über Kundenanrufe, E-Mails, Faxe, Webformular
 - Sicherstellung dass keine Nachricht verloren geht
 - Gesamtüberblick über die zu bearbeitenden Vorgänge
- Ablauf
 - NutzerIn/EntwicklerIn meldet Ticket
 - Zuweisung eines Tickets an ZuständigeN (*assignee*)
 - Bearbeitung bis zur Lösung (*closed ticket*)
- Ziel: Reibungsloser Ablauf der Aufgabenabwicklung
- Oft zentrales Werkzeug für Softwareentwicklungsprozess

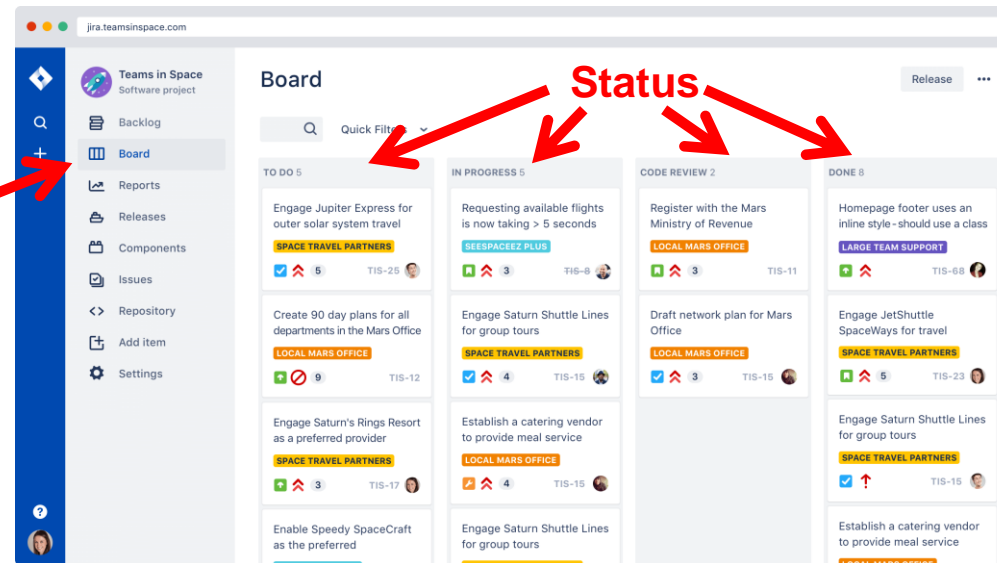
- Erfassung von Störungen, Fehlern und Anfragen
- Verteilung und Zuordnung der BearbeiterInnen
- Überwachung der Bearbeitung, der Bearbeitungsdauer und -qualität
- Statistische Auswertung über das Ticketaufkommen
- Systematisches Sammeln von Fragen und Antworten für FAQs

- Als **Ticket** versteht man die elektronische Form eines Anliegens
 - eine Störung (*Incident/Bug*)
 - eine andere Anfrage (*Service Request*), wie z.B.
 - einen Änderungswunsch (*Change Request*)
 - eine Anfrage auf (Funktions-)Erweiterung (*Feature Request*)
- Typische Ticketdaten
 - (fortlaufende) Ticketnummer
 - TicketerstellerIn (*reporter*), BearbeiterIn (*assignee*)
 - Zeitpunkt der Erstellung
 - Prioritätsstufe, Dringlichkeit, Kategorie
 - Problembeschreibung
 - Bearbeitungsstatus (offen, zugewiesen, in Arbeit, Wiedervorlage, gelöst)
 - Betroffenes / gestörtes Asset (System, Gerät, PC, Drucker, Bildschirm, Programm usw.)

- Name stammt vom japanischen Godzilla: „Gojira“
- Name als Bezug zu Open-Source-ITS „Bugzilla“
- Seit 2002 entwickelt
- Basiert auf Java-Servlet-Plattform
- **Kommerzielles Werkzeug**
- Viele Plug-Ins



Kanban-Board



- <https://www.atlassian.com/de/software/jira>

Jira Software Dashboards ▾ Projects ▾ Issues ▾ Boards ▾ Git ▾ Tests Features ▾ Create 🔍 Search 🔊 ? ⚙️ 👤

Movie Manager Android...

+ Create board

Issues

Reports

Releases

Components

Git Commits

Trace Graph

Decision Knowledge

Release Notes

PROJECT SHORTCUTS

Add a link to useful information for your whole team to see.

+ Add link

Issue-Detail-Ansicht

Movie Manager Android App / MMAPP-8 UT1: Movie Management / MMAPP-193

UT1S: Describe a Movie

Edit Comment Assign More ▾ To Do In Progress Done Admin ▾

Share Export ▾

Details

Type: User Subtask Status: **TO DO** (View Workflow)

Priority: Medium Resolution: Unresolved

Labels: None

Description

Variants	Example Solution
ST: Create and describe a movie with typical data like its title, releases, production locations, runtime, filming locations, and performers. Or change an existing description. View movies (possibly sorted and/or filtered) and movie details. Or search for Movies.	Provide default values wherever possible, implemented in <i>Change Movie Detail Data</i> , <i>List Movies</i> , <i>Create Movie</i> , <i>Filter and Sort Movies</i> , <i>Show Movie Details</i> , <i>Search</i> , <i>Save Movie Changes</i> , <i>Link Existing Performer</i> , <i>Link New Performer</i>
STap: Remove movie. Problems: Removing all movies a certain performer participates in might result in performers not associated with movies.	Ensure the consistency of performers and movies when movies are removed, implemented in function <i>Remove Movie</i>
STbp: Remove the link between a performer and movie Problems: Removing a link can result in a performer not associated with any movies.	Ensure the consistency of performers and movies when links are removed Implemented in function <i>Unlink Performer</i>

People

Assignee: ? Unassigned Assign to me

Reporter: David Schwenke

Votes: 0 Vote for this issue

Watchers: 1 Stop watching this issue

Dates

Created: March 29, 2020 10:54 AM

Updated: April 1, 2020 7:24 PM

Agile

View on Board

Git Integration

0 commits

Jira Software Dashboards Projects Issues Boards Git Tests Features Create

Movie Manager Android App

Open issues [Switch filter](#) **Issue-Übersicht**

- MMAPP-7
P: Anne Goose
- MMAPP-6
P: Luke Thatcher
- MMAPP-45
RC: Requirements Concept
- MMAPP-171
SF: Receive Returned Movie
- MMAPP-166
SF: Lend Movie
- MMAPP-160
SF: Change Due Date
- MMAPP-53
SF: Save Movie Changes
- MMAPP-52
SF: Save Performer Changes
- MMAPP-50
SF: Create Performer**
- MMAPP-46
SF: Calculate Overall Rating
- MMAPP-39
SF: Search
- MMAPP-37
SF: Show Performer Details

Movie Manager Android App / MMAPP-50
SF: Create Performer

Edit Comment Assign More To Do In Progress Done Admin

Details

Type: System Function
Priority: Medium
Labels: None
Preconditions: none
Input: W1.1: Performer MasterView, Performer data
Postconditions: Movie and a new created performer are linked. The performer data is updated with the new data. The overall rating of the linked movie is recalculated. The new performer is stored.
Output: W1.1: Performer MasterView, performers list is updated with new entry at the corresponding position according to the currently active sorting criterion.
Exception: (E1) the user discards the change; (E2) the user does not link the performer to a movie
Rules: (R1) A performer has to be linked to a movie
(R2) A performer must have a name

Description

Create a new performer and link it to a movie.

The user is prompted to link a movie. The user can select an existing one or create a new one or cancel the linking.

The user can edit the detail data of the performer. If the performer has a rating, the overall rating of all linked movies is recalculated.

The user has to link a movie and give a name.

The user has to trigger the function save for the changes. The user can discard all changes.

[Link zur Filter-Ansicht](#)

[View all issues and filters](#)

Open issues [Switch filter](#) ▾

42 of 184 ^ ▾ ↗

[Share](#) [Export](#) ▾



Movie Manager Android App / MMAPP-50

SF: Create Performer

[Edit](#) [Comment](#) [Assign](#) [More](#) ▾ [To Do](#) [In Progress](#) [Done](#) [Admin](#) ▾

Details

Type: **System Function** Status: **TO DO** [\(View Workflow\)](#)
 Priority: **Medium** Resolution: **Unresolved**
 Labels: **None**
 Preconditions: **none**
 Input: **W1.1: Performer MasterView, Performer data**
 Postconditions: **Movie and a new created performer are linked. The performer data is updated with the new data. The overall rating of the linked movie is recalculated. The new performer is stored.**
 Output: **W1.1: Performer MasterView, performers list is updated with new entry at the corresponding position according to the currently active sorting criterion.**
 Exception: **(E1) the user discards the change; (E2) the user does not link the performer to a movie**
 Rules: **✓ (R1) A performer has to be linked to a movie (R2) A performer must have a name**

Description

Create a new performer and link it to a movie.
 The user is prompted to link a movie. The user can select an existing one or create a new one or cancel the linking.
 The user can edit the detail data of the performer. If the performer has a rating, the overall rating of all linked movies is recalculated.
 The user has to link a movie and give a name.
 The user has to trigger the function save for the changes. The user can discard all changes.

People

Assignee: **Unassigned**
[Assign to me](#)
 Reporter: **David Schwenke**
 Votes: **0** [Vote for this issue](#)
 Watchers: **1** [Stop watching this issue](#)

Dates

Created: **March 29, 2020 10:53 AM**
 Updated: **April 7, 2020 1:24 PM**

Agile

[View on Board](#)

Git Integration

0 commits
[Roll Up](#)
[Compare code](#)

■ "Basic"-Ansicht: Angabe Filterkriterien über UI-Elemente

The screenshot shows the Jira 'Basic' filter view for the project 'Movie Manager Android App'. The search bar at the top is highlighted with a red box and labeled '„Basic“-Filter-Ansicht'. It contains the following filters: 'System Function', 'Status: All', 'Assignee: All', and 'Contains text'. A 'Search' button is visible. Below the search bar, a list of issues is shown on the left, including MMAPP-382 (SF: Change Due Date), MMAPP-67 (SF: Undo Performer Changes), MMAPP-58 (SF: Undo Movie Changes), MMAPP-396 (SF: Receive Returned Movie), MMAPP-180 (SF: Link New Movie), MMAPP-391 (SF: Lend Movie), MMAPP-216 (SF: Create Performer), MMAPP-45 (SF: Create Movie), and MMAPP-50 (SF: Show Movie Details). A dropdown menu for 'Find Issue Types...' is open, showing 'System Function' selected, along with 'All Standard Issue Types', 'All Sub-Task Issue Types', and 'STANDARD ISSUE TYPES' (Bug, Class, Design Concept, Diagram). The main view shows the details for MMAPP-382, including its status 'TO DO', resolution 'Unresolved', and a description: 'Change the due date of a lent Movie. The user can cancel the date selection. The user has to confirm the change. The user can trigger the functions save and undo within this function whenever there are unsaved changes.'

- „Advanced“-Ansicht: Filtern über Jira-Query-Language (JQL)

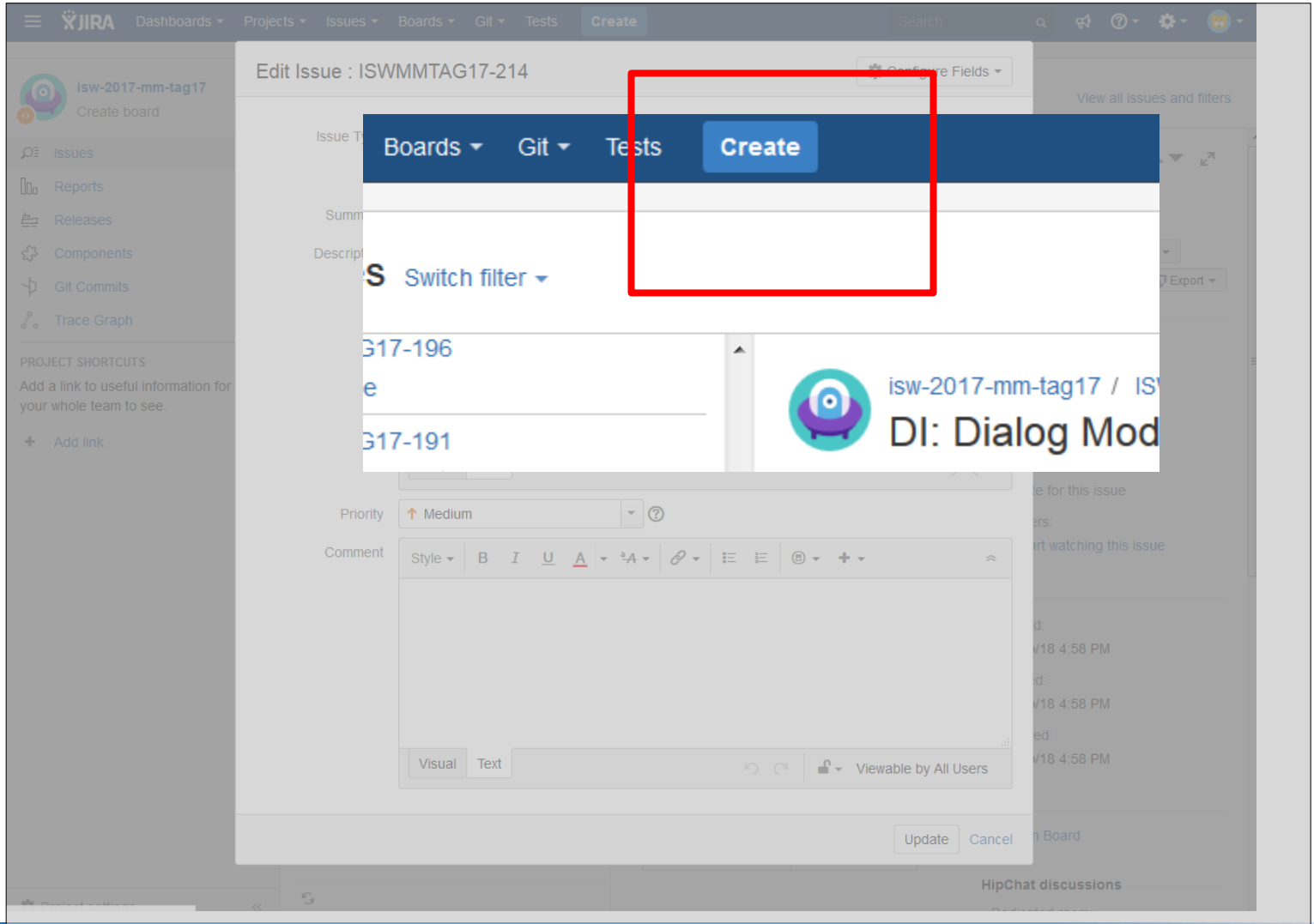
Search

☒ project = MMAPP AND resolution = Unresolved ORDER BY issuetype ASC, created DESC, priority DESC, updated DESC

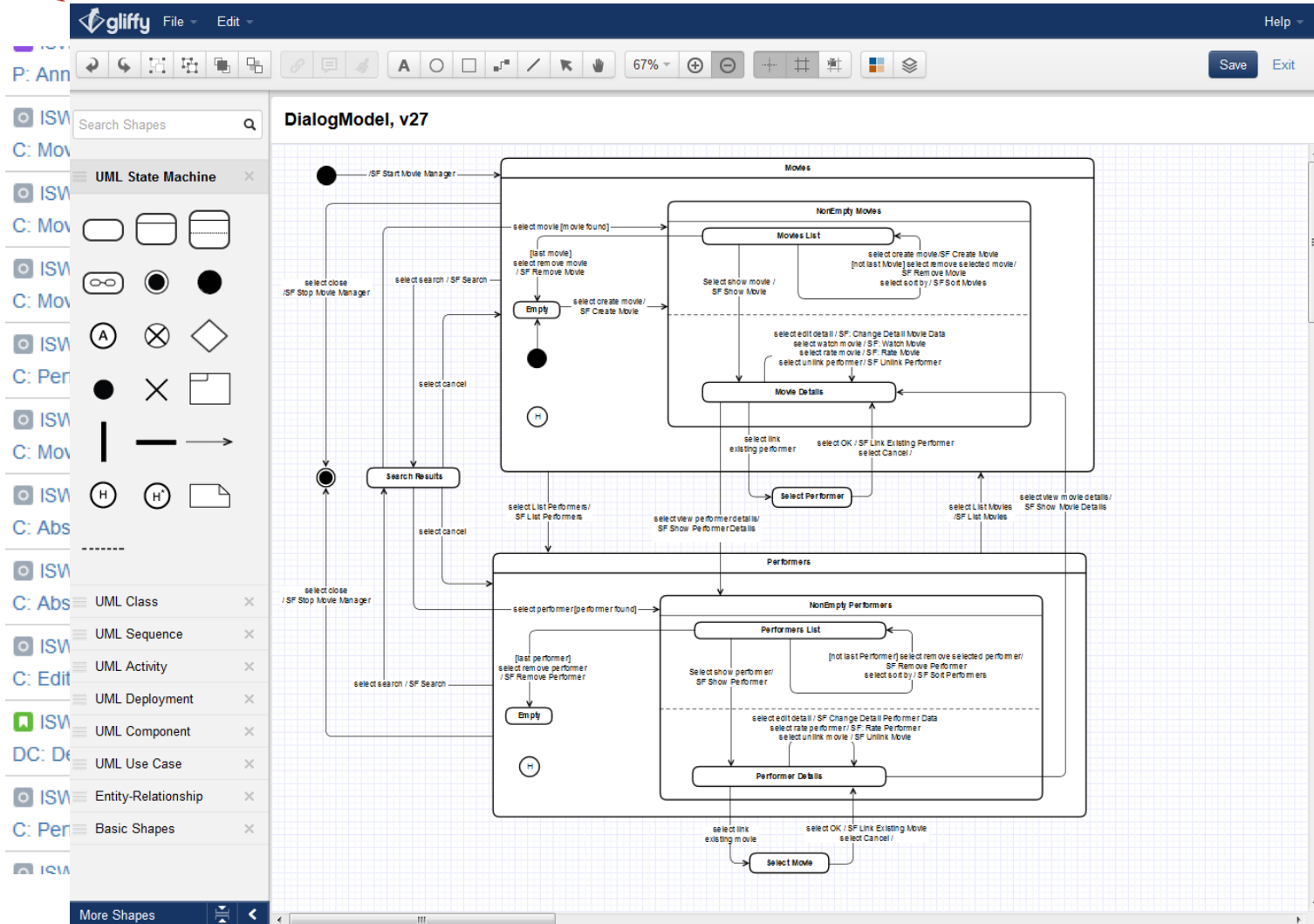
- Nützliche Jira-Query ist beispielsweise:

```
project = LUCENE AND issueFunction in hasLinks()
```

Jira: Issues bearbeiten, anlegen



The screenshot displays the Jira 'Edit Issue' dialog for issue ISWMMTAG17-214. The dialog is overlaid on the Jira interface. A red rectangle highlights the 'Create' button in the top navigation bar of the dialog. The dialog shows fields for Summary, Description, Priority (Medium), and a Comment section with a rich text editor. The background shows the Jira sidebar with 'isw-2017-mm-tag17' selected and a list of issues.



- <https://confluence-se.ifi.uni-heidelberg.de/display/ISW2023/Confluence+und+Jira>
- Jira-Tutorials: <https://www.atlassian.com/de/agile/tutorials>
- Anleitung zum Suchen mit der Jira-Query-Language: <https://www.atlassian.com/de/software/jira/guides/expand-jira/jql>

■ GitHub

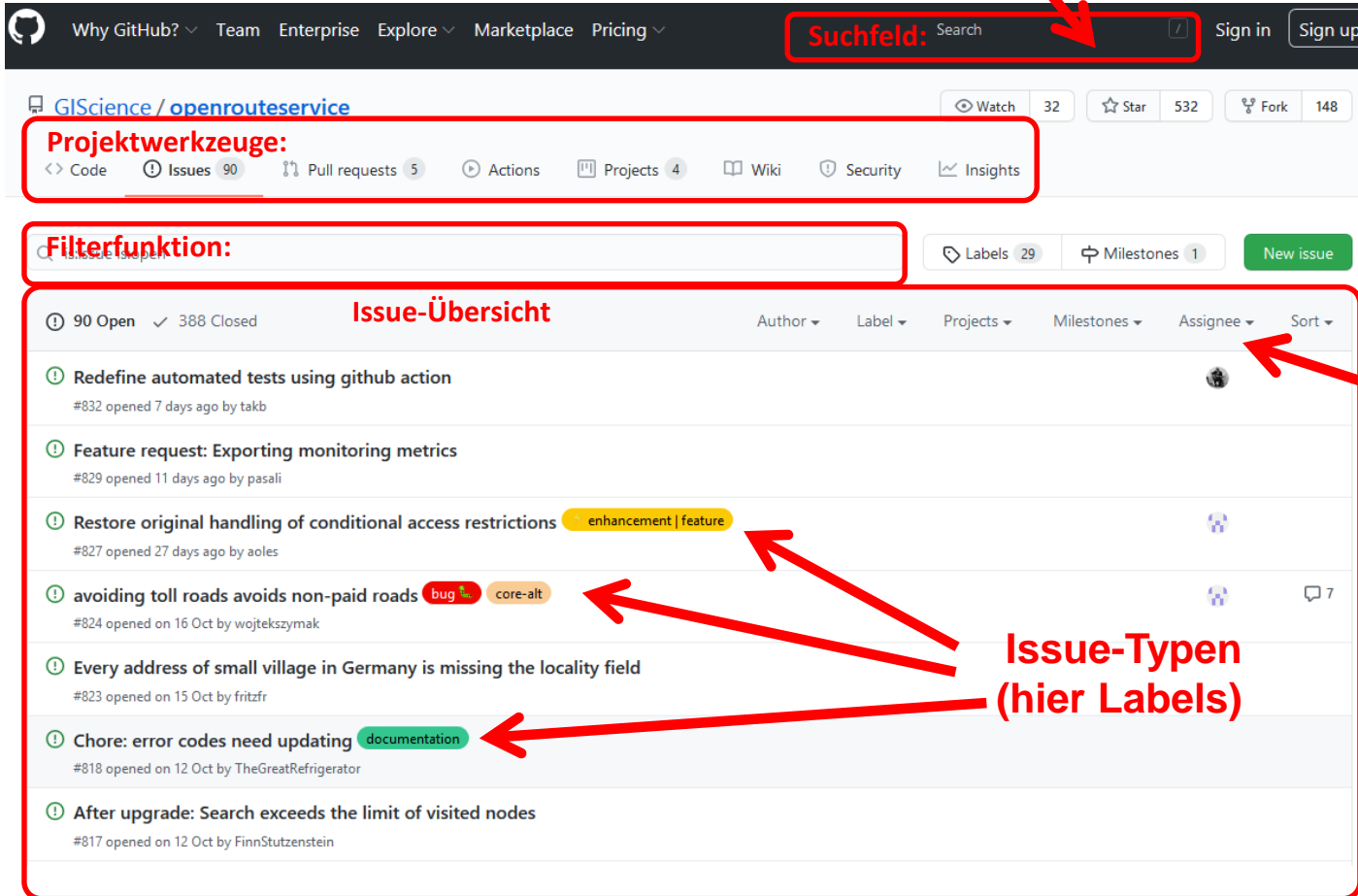
- Plattform für die Entwicklung von Open-Source-Projekten
- Versionskontrollsystem Git (VCS)
- Werkzeuge zur Unterstützung der verteilten Softwareentwicklung im Team
- Eines dieser Werkzeuge ist ein Issue-Tracker-System (ITS)

■ Jedes GitHub Projekt besitzt einen Issue-Tracker

- Zugänglich über den Pfad /issues eines Projektes, z.B. für den Open-Route-Service

<https://github.com/GIScience/openrouteservice/issues>

Suchanfragen "Queries"



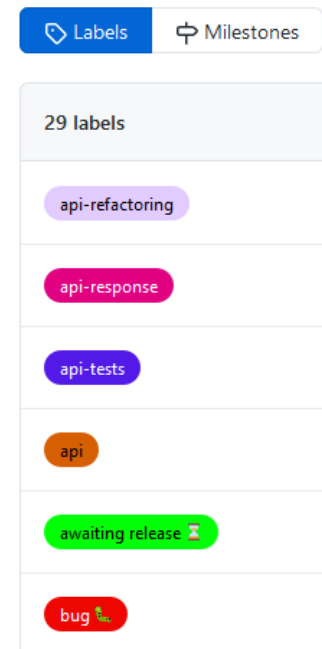
The screenshot shows the GitHub repository page for `GIScience/openrouteservice`. The page is annotated with red boxes and arrows highlighting specific features:

- Suchfeld:** A red box highlights the search bar at the top right of the repository page.
- Projektwerkzeuge:** A red box highlights the navigation bar below the repository name, containing links for Code, Issues (90), Pull requests (5), Actions, Projects (4), Wiki, Security, and Insights.
- Filterfunktion:** A red box highlights the search bar for issues, located below the navigation bar.
- Issue-Übersicht:** A red box highlights the main content area showing a list of issues.
- BearbeiterIn:** A red arrow points to the 'Assignee' column header in the issue list.
- Issue-Typen (hier Labels):** A red arrow points to the labels (e.g., 'enhancement', 'feature', 'bug', 'core-alt', 'documentation') associated with the issues.

The issue list shows the following issues:

- #832: Redefine automated tests using github action (opened 7 days ago by takb)
- #829: Feature request: Exporting monitoring metrics (opened 11 days ago by pasali)
- #827: Restore original handling of conditional access restrictions (opened 27 days ago by aoles) - labeled 'enhancement' and 'feature'
- #824: avoiding toll roads avoids non-paid roads (opened on 16 Oct by wojtekszymak) - labeled 'bug' and 'core-alt'
- #823: Every address of small village in Germany is missing the locality field (opened on 15 Oct by fritzfr)
- #818: Chore: error codes need updating (opened on 12 Oct by TheGreatRefrigerator) - labeled 'documentation'
- #817: After upgrade: Search exceeds the limit of visited nodes (opened on 12 Oct by FinnStutzenstein)

- Über das Anwählen des ! Symbols gelangen Sie zum Issue-Tracker
- Initiales Anwählen zeigt offene Issues („open“)
- Labels:
 - Übersicht aller vorhandenen Labels eines Projektes
 - ermöglicht Filtern
- Milestones:
 - Zuordnung von Issues zu Versionen (Releases)
 - Grad der Fertigstellung einer Version (= prozentualer Anteil der geschlossenen Issues von allen Issues einer Version)



- Suchfeld: Eingabe und Ausführung von Suchanfragen („Queries“)
- Filterfunktion:
 - Filtern und Sortieren von Issues
 - Mögliche Filterkriterien
 - Author (Ersteller eines Issues)
 - Labels (Frei wählbare Tags die den Issues zugewiesen werden können),
 - Project (Unterprojekte, z.B. zur Entwicklung von Komponenten),
 - Milestones (Versionen des Projektes für Releases),
 - Assignee (Benutzer welchem der Issue zur Bearbeitung zugewiesen wurde)
 - Sort (Sortier Funktion)

■ Issue-Detail-Ansicht:

Improve speed estimation #622

New issue

Open

takb opened this issue on 28 Nov 2019 · 3 comments



takb commented on 28 Nov 2019 · edited

Contributor

The problem reported in [#506](#) is not a bug but a case where the speed as calculated in the VehicleFlagEncoder for traveling over the highway ramps is higher than the speed over the highway itself.

It seems to happen rather frequently, I found multiple Autobahn junctions near Heidelberg on a quick look-around where a similar problem occurs. It happens easily wherever the highway crossing the junction has a speed limit so that the ramps have higher speed limits in relation.

One simple workaround is to heuristically assume a lower speed for said ramps (identified by "highway:*_link" tag on the ways) - it's more realistic anyway for those kinds of ways, than current solution that calculates with 90% of allowed max speed.

2



takb self-assigned this on 28 Nov 2019



takb added the **enhancement | feature** label on 28 Nov 2019



takb mentioned this issue on 28 Nov 2019

[Routing leaves highway unnecessarily #506](#)

Closed



takb changed the title ~~Feature: reduce (assumed average) speed on ways tagged "highway:*_link"~~ Reduce (assumed average) speed on ways tagged "highway:*_link" on 28 Nov 2019

Assignees

takb

Labels

enhancement | feature

Projects

ors general
Assigned

Milestone

No milestone

Linked pull requests

Successfully merging a pull request may close this issue.

None yet

2 participants



- Anleitung für den GitHub Issue-Tracker:
<https://guides.github.com/features/issues/>
- Anleitung zum Filtern („grobes Suchen“) im Issue-Tracker einschließlich vieler Beispiele:
<https://help.github.com/articles/using-search-to-filter-issues-and-pull-requests/>
- Anleitung zum Suchen im Issue-Tracker:
<https://help.github.com/articles/searching-issues/>
- Such Query Syntax:
<https://help.github.com/articles/search-syntax/>

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