


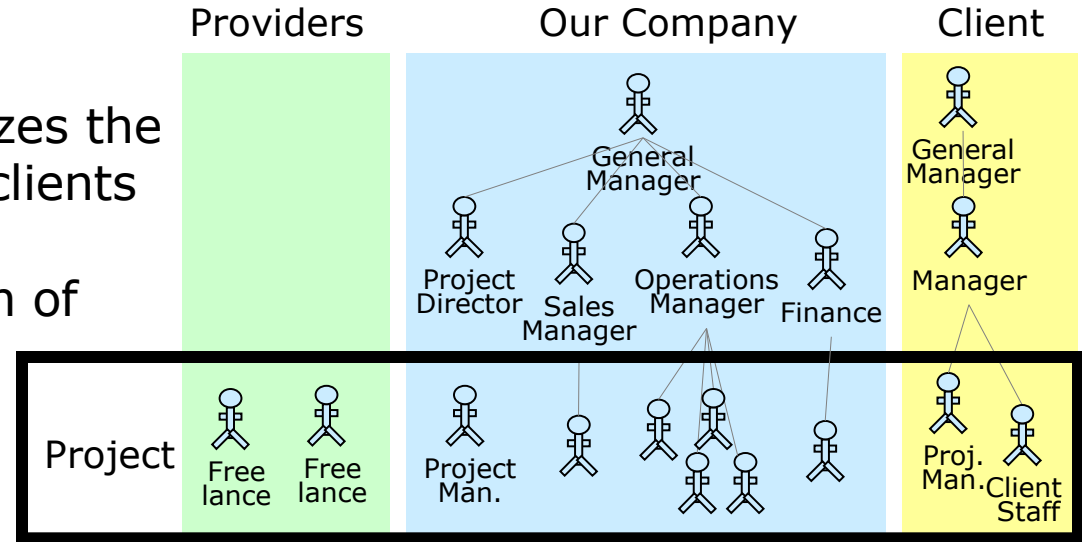
Project/
Open

Task/Incident Tracker
22.9.2003

- 
- The Big Picture
 - Design Considerations
 - Scenario
 - Ticket State Model

The Big Picture

- Project/Open emphasizes the possibility to integrate clients and providers into the planning and execution of projects.
- However, communication across organizational boundaries requires special communication means (and skills!), because of the diverging interests, cultures etc. of the participating partners.
- The Task/Incident Tracker module formalizes the communication related to the distribute of work amongst project members.
- It allows to define clear responsibilities within a project and to hold project members accountable for the progress or their tasks.



Design Considerations

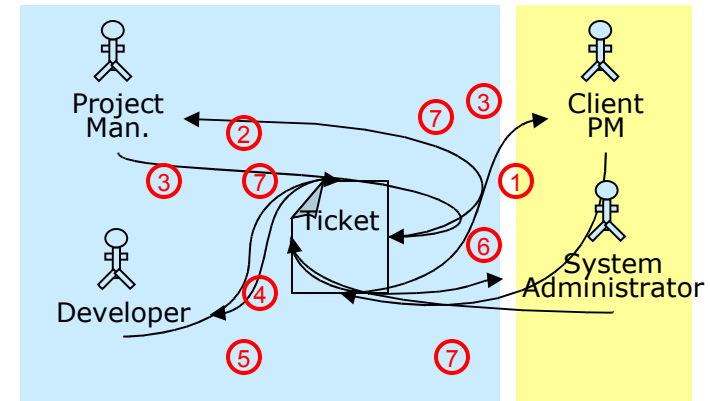
- Focus on **Ease of Use**:
Ease of use is given higher importance than functional completeness.
- Focus on **Communication**:
The Task/Ticket Tracker is meant primarily as a medium for communication. Other aspects (such as cost tracking, scheduling etc.) are nice sideeffects that need not be used by all users
- **Not a** Software Development Bug Tracking System:
There are a lot of software packages around that cover the software development process. Please checkout www.bugtraq.org/ or similar tools to cover these needs. The Task/Ticket Tracker focuses on general project communication.

Project/ Open

Scenario

Company

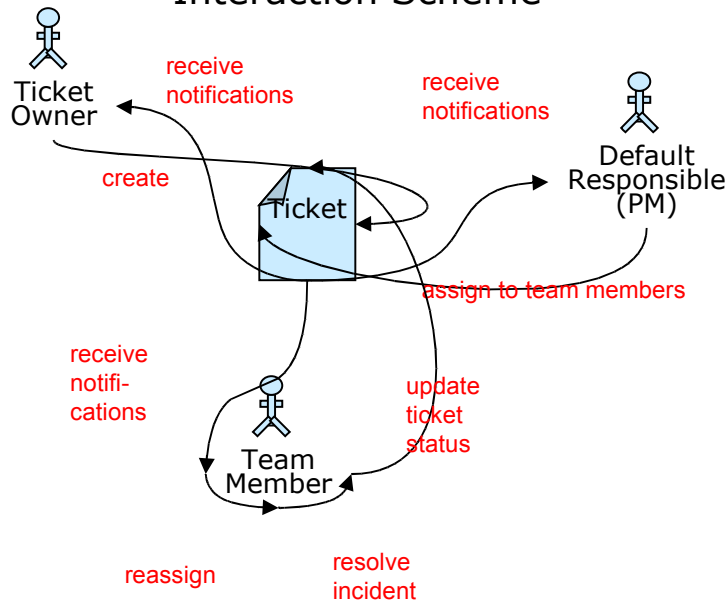
Client



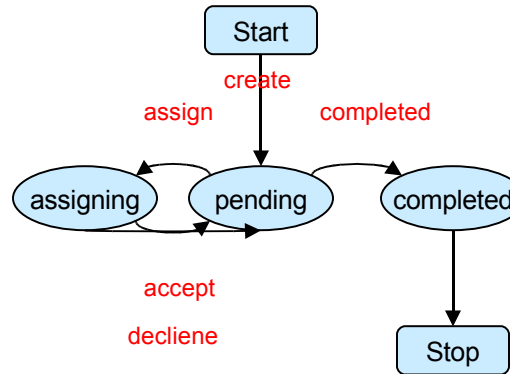
1. During a training session of an (otherwise) very successful implementation of Project/Open at an advertising company, the client-side project manager claims that "the system has become much slower". He issues an Incident Ticket in the Task/Ticket Tracker, with a brief description of the situation. He enables the "email status tracking" feature to receive email notifications about the progress of the work.
1. The provider's project manager receives an Email notification about the new trouble ticket. He clicks on the embedded link in the email that leads him directly to the new trouble ticket.
2. Reading the description of the ticket, he "accepts" the task. This action generates an email message for the client PM.
3. The PM assigns the task to one of the projects developers.
4. The developer runs some performance tests on the system, but can't find anything. He attaches a performance report to the incident and assigns it back to his PM.
5. The providers PM assigns the task to the client side system administrator, asking him to check the ethernet network connection between the training room and the server.
6. The client's system administrator finds out that the training room has a reduced network speed, due to a change in a router system. He marks the task as "resolved", which causes an email to be sent to the client PM and the provider PM.

Ticket State Model (technical description)

Interaction Scheme



Status Diagram



State Variables

- Owner (creator/ client)
- Responsible (responsible for overall resolution)
- Assignee (resolving partial aspects)
- Priority
- Due date
- % Completed
- Owner requires update reports (all, major, none)
- Privacy Scope (private, project, public)

Access Permissions

- Some companies may need a certain "block" between the client and the internal organization to hide the existence of freelancers in the team or to hide the details how exactly the incident has been resolved.