

# Towards Change Request Management Systems New Features

In the context of Software Maintenance, a Change Request - CR is the common element to corrective, adaptive, perfective, or preventive software problem types. Because of its volume, CRs need to be managed by tools. We use the term Change Request Management Systems (CRMS) to refer to the set or group of these tools. This class of systems serves as a central repository for monitoring the progress of bug reports, requesting additional information from reporters, and discussing potential solutions for fixing the bug.

The CRMSs are very efficient and effective, but the literature in Software Engineering presents studies that discuss their improvement needs. Based on the hypothesis that CRMSs need improvements, we conducted a study to evaluate a collection of CRMSs new features recommendations and to understand the level of difficulty to develop these features.

This form was developed so that most of the answers are optional. We provide a field where you can enter your email so that it can be removed from our list of participants. We don't want to be considered spammers. Please let us know if you want to receive a copy of the results.

For questions please email to [vagnercs@dcc.ufmg.br](mailto:vagnercs@dcc.ufmg.br) or access my homepage on <http://homepages.dcc.ufmg.br/~vagnercs>. Thank you for your contribution. I hope not only to complete my master's degree but also to contribute to the evolution of Software Engineering.

\*Obrigatório

## Some examples of Change Request Management Systems



**1. Please choose a project you are contributing the most.**

*Marcar apenas uma oval.*

☐ bugzilla

☐ mantisbt

☐ redmine

☐ Outro: \_\_\_\_\_

2. For each recommendation listed below, choose your level of agreement with the following statement: "I would like this feature in my project." \*

*Marcar apenas uma oval por linha.*

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
#1 - The CRMSs should support some type of automatic feedback related on the quality of reported text.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
#2 - The CRMSs should enable source code search contained in your report, comments or attachments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
#3 - The CRMSs should allow Change Requests ranking according to the reporters reputation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
#4 - The CRMSs should provide shortcuts for filtering and ranking, for example the latest CRs accessed by a developer.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
#5 - The CRMSs should support Continuous Integration processes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
#6- The CRMSs should give support beyond plain text specifications, for example Markdown.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
#7 - The CRMSs should provide automatic classification of CRs in terms of urgency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
#8 - The CRMSs should support shared task, allowing collaborative work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3. For each recommendation listed below, choose your level of difficulty to develop it? \***

*Marcar apenas uma oval por linha.*

	Very difficult	Difficult	Neutral	Easy	Very easy
#1 - The CRMSs should support some type of automatic feedback related on the quality of reported text.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
#2 - The CRMSs should enable source code search contained in your report, comments or attachments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
#3 - The CRMSs should allow Change Requests ranking according to the reporters reputation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
#4 - The CRMSs should provide shortcuts for filtering and ranking, for example the latest CRs accessed by a developer.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
#5 - The CRMSs should support Continuous Integration processes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
#6- The CRMSs should give support beyond plain text specifications, for example Markdown.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
#7 - The CRMSs should provide automatic classification of CRs in turns urgency and unexpectedness CRs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
#8 - The CRMSs should support shared task, allowing collaborative work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**4. What is your current location?**

*Marcar apenas uma oval.*

- ☐ Africa
- ☐ Central America
- ☐ Latin America
- ☐ North America
- ☐ Asia
- ☐ Europe
- ☐ Oceania

**5. In your organization context, what is your job title?**

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6. **Considering your current occupation, please identify the activities that you are more engaged with:**

*Marcar apenas uma oval.*

- ☐ development of new software
- ☐ maintenance and evolution of software
- ☐ I am a student
- ☐ Outro: \_\_\_\_\_

7. **For how long have you been working in development or maintenance of software?**

*Marcar apenas uma oval.*

- ☐ Less than 03 years
- ☐ 3 - 10 years
- ☐ 10 - 20 years
- ☐ More than 20 years

8. **What is the current size of your team?**

*Marcar apenas uma oval.*

- ☐ 1 (myself only)
- ☐ 2 - 5
- ☐ 6 - 10
- ☐ More than 10

9. **Would you like to receive the results of this research?**

*Marcar apenas uma oval.*

- ☐ Yes
- ☐ No

10. **Would you like to participate in other research about the theme?**

*Marcar apenas uma oval.*

- ☐ Yes
- ☐ No

11. **Enter your e-mail if you want to delete it from our list of participants.**

\_\_\_\_\_

**12. Would you like to include additional information or suggestions about this research?**

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