

Change Request Management System: gathering the most relevants.

*Obrigatório

The software maintenance can be classified as corrective, adaptive, perfective, and preventive [Lientz & Swanson, 1980]. The ISO 14764 defines a common element named "Change Request" which is a start point common to all these types of maintenance. During the software life-cycle, a huge number of change requests is possibly created, therefore they need to be managed by an information system which we named Request Change Management System - CRMS. Figure 01 shows some examples of tools that can be classified as CRMS. Our research aims to characterize the CRMS. In this survey, we want to know which CRMS are considered most complete, appropriate, functional, or usable from the viewpoint of professionals devoted to software maintenance. Please let us know if you want to receive a copy of the results. For questions please email to vagnercs@dcc.ufmg.br or access my homepage on <http://homepages.dcc.ufmg.br/~vagnercs/>

Figure 01: Examples of Change Request Management System



Background

1. Enter the time you started. *

Exemplo: 08h30

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

3. Please make a brief description of what you do during your workday. *

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

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

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

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- ☐ Less than 03 years
- ☐ 3 - 10 years
- ☐ 10 - 20 years
- ☐ More than 20 years
- ☐ I am a student
- ☐ Outro: _____

6. How do you classify your workplace? *

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- ☐ Software company in government sector
- ☐ Software company in private sector
- ☐ Open source project
- ☐ I am a student
- ☐ Outro: _____

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

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

8. How often are you engaged in the following activities? **Marcar apenas uma oval por linha.*

	Never	Less than monthly	A few times a month	Weekly	A few times a week	A few times a day/every day
Enter Change Request in CRMS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To decide whether a Change Request will be accepted or rejected and what type of maintenance should be applied.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To manage the Request Change queue and assignment Change Request to develop.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Write code	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Relevance of Change Request Management System (CRMS)

Below it is presented a set of tools and we would like that you assess the importance of each inside the domain of CRMS. In this sense, we are not interested in evaluating whether a particular tool is better than another, but in determining the relevance of a CRMS compared to those that were listed.

9. Enter the name of Change Request Management System that you currently use. *

10. **For each of the following tools, we would like that you assess the relevance of each inside the domain of CRMS. ***

Marcar apenas uma oval por linha.

	I do not know the tool	Nothing relevant	Not very relevant	Relevant	Very relevant
Apache Bloodhound	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assembla Tickets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Axosoft	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BMC Remedy Action Request System	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bontq	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brimir	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bugzilla	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Debbugs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FogBugz	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fossil SCM	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FusionForge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gestionnaire libre de parc informatique	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GNATS GNU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Google Code Hosting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HP Quality Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IBM Rational ClearQuest	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IBM Rational Team Concert	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
JIRA Software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kayako SupportSuite	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Launchpad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberum Help Desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mantis Bug Tracker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Microsoft Dynamics CRM	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
org-mode	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Open-source Ticket Request System	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pivotal Tracker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Plain Ticket	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planbox	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	I do not know the tool	Nothing relevant	Not very relevant	Relevant	Very relevant
QuickBase	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Redmine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Request Tracker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roundup Issue Tracker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
StarTeam	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supportworks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SysAid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Targetprocess	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Team Foundation Server	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twproject	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TechExcel's DevTrack	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TestTrack	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Bug Genie	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trac Bug Tracking System	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TrackerSuite.Net	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tuleap	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usersnap Bug Tracking System	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web Help Desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wrike Project management software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
YouTrack	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Zoho BugTracker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CA Service Desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SourceSafe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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- ☐ Yes
☐ No

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

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- ☐ Yes
☐ No

13. **Enter the time you finished ***

Exemplo: 08h30

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

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