Scientech: Enhancement and Bug Tracking

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Purpose

❖ The purpose of this presentation is to inform the 2005 Users' Group of Scientech's plans for an automated issues tracking system for enhancement requests and bug tracking

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Scientech's Vision

❖ The new issues management tracking system will deliver time-saving features keeping customers informed of the status of their requests

❖ Its ability to meet specific and growing needs over time make it a powerful solution for the customer

Scientech's Vision (Continued)

❖ Audit trail logging will help support your regulatory compliance initiatives, such as 21 CFR Part 11 and NQA-1

❖ It will allow an unlimited number of customers to submit bug reports and enhancement requests from their Web browsers

Scientech's Vision (Continued)

❖ Submitting the request will automatically add an issue to the internal Scientech database

❖ Bug reports can include file attachments

❖ Email notification with a unique tracking number automatically delivered to the author

Sample E-mail

From: Scientech [mailto:xyz@scientech.com]
Sent: Wednesday, June 15, 2005 10:50 AM
To: Users' Group
Subject: Defect **274** was added to project
Defect **274** was added to the project file on Jun 15, 2005.
Summary: Issues Tracking Database
Issue Type: Documentation
Issue Owner: Ray Gagnon
Issue Class: Bug Fix
Description: Is it possible to create a web based Issues Tracking System for our customers?

This message was sent to you by Scientech, LLC, please do not respond.

Initiating a Request

❖ The customers will access the issues tracking via Scientech designated web page

❖ Basic information concerning the enhancement/bug will be required

Sample Request
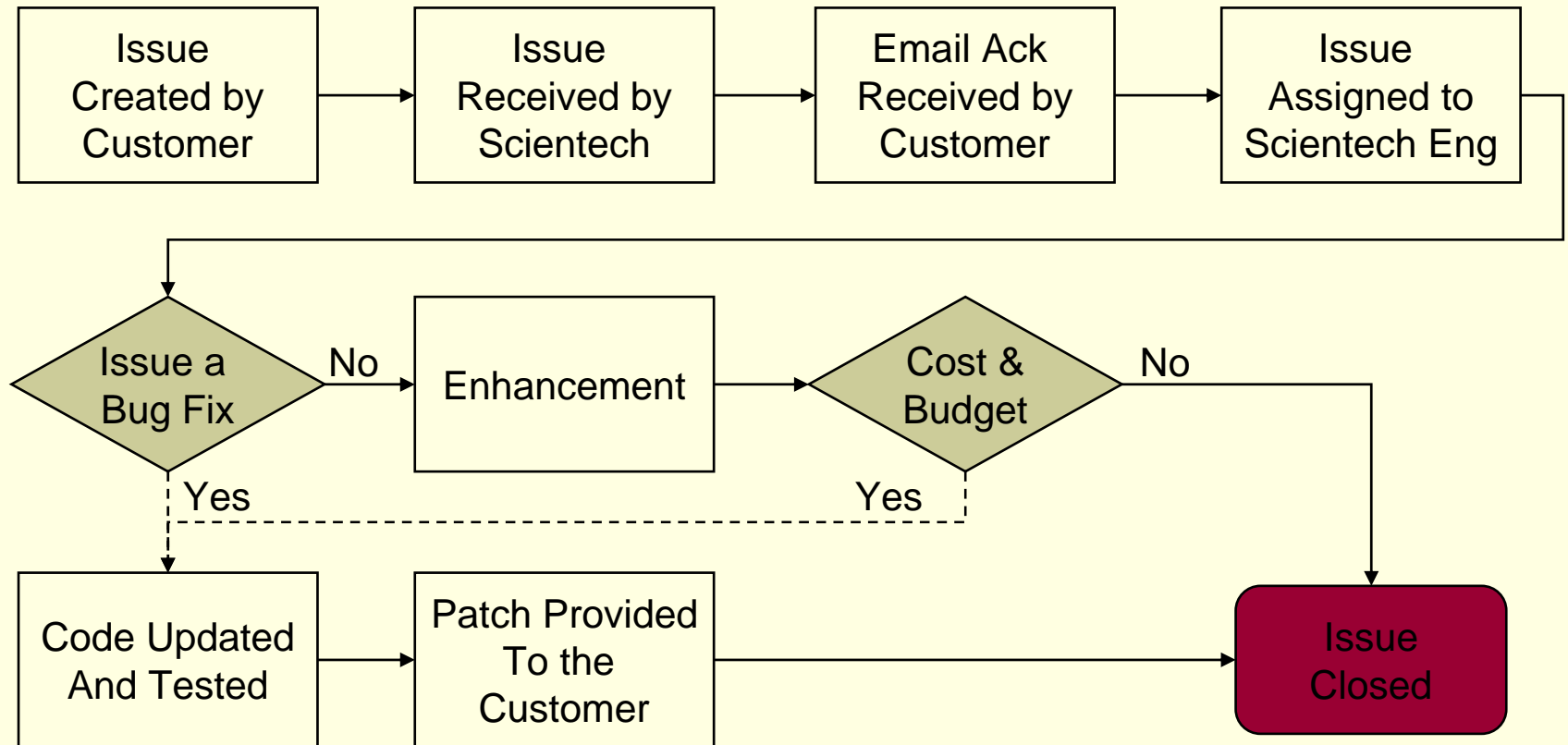
Processing Issues

❖ Enhancement/Bug is assigned to a Scientech engineer for review

❖ Enhancements will be considered for upcoming releases based on cost and schedule

❖ Bugs will be repaired and software patches will be made available to the customer

Workflow

```
┌──────────────┐     ┌──────────────┐     ┌──────────────┐     ┌──────────────┐
│    Issue     │     │    Issue     │     │  Email Ack   │     │    Issue     │
│ Created by   │ ──► │ Received by  │ ──► │ Received by  │ ──► │ Assigned to  │
│  Customer    │     │  Scientech   │     │  Customer    │     │Scientech Eng │
└──────────────┘     └──────────────┘     └──────────────┘     └──────────────┘
```

Issue a Bug Fix — **No** → Enhancement → Cost & Budget — **No** → Issue Closed

Issue a Bug Fix — **Yes**

Cost & Budget — **Yes**

Code Updated And Tested → Patch Provided To the Customer → Issue Closed

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Summary

The new issues tracking system will

❖ Deliver time-saving issue management features

❖ Make a powerful solution for customers

❖ Help support your regulatory compliance initiatives

❖ Help improve product quality

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Summary (Continued)

❖ Allow an unlimited number of customers to submit bug reports

❖ Include file attachments

❖ Send email notifications for tracking and status