

Organizing Bug Tracking System

“In our case, engaging A1QA specialists proved to be an effective and accurate solution of bug tracking problems.”

Customer company, Business analyst

Customer

Country	<i>Russia</i>
Business Domain	<i>Software development in enterprise cost management</i>
Services Used	<i>Organizing a bug tracking system</i>
Duration	<i>1 month</i>
Efforts	<i>60 man-hours</i>

Challenge

Due to quality decrease in developed products, the customer company arranged an internal testing process.

Bug tracking was arranged using XLS tables. Increasing the team that worked on the project caused difficulties in using the current solution:

- Tracking errors (incorrect status change)
- Problems concerning arranging separate information access and arranging simultaneous access
- Complications in statistics gathering and keeping when new projects appeared

A1QA's objective was to choose and install a bug tracking system, and to train the customer company employees to use it.

Solution

- Choosing a bug tracking system based on the current regular bug tracking regulations.
- Current regulations were corrected. Customer wishes concerning statistics documentation content were also taken into consideration.
- Bugzilla was chosen as a bug tracking system.
- The system was installed on third party's hardware.
- A1QA specialists carried out initial system setup and registered all necessary data.
- Bug tracking regulations were documented.
- The customer's employees and the bug tracking system administrator were given appropriate instructions.
- At the end of the first month of work, repetitive instructions were given, as well as bug tracking documentation was corrected.

Results and Advantages

As a result of work accomplished, the customer received a tuned bug tracking system and a document describing tracking regulations. All the necessary instructions were given.

While implementing the project, A1QA had the following advantages:

- Effective implementation: the system was available for use by the second working week
- The system is hosted on a specialized platform supporting data backup
- Low costs of tracking software (open-source software was used)
- Minor changes in tracking process when implementing a new system