

Change request and defect management for the application life cycle



TrackRecord™

Coordinating software development, testing and deployment

TrackRecord is an advanced change request and defect management tool that helps organizations establish a systematic method for coordinating software development, debugging, testing and implementation.

With a flexible, open architecture designed around development, testing and management requirements, TrackRecord supports and accelerates diverse development processes. Integration between TrackRecord, other Compuware development, testing and support products, and third-party products helps streamline defect tracking, project management and reliability assurance throughout the enterprise.

TrackRecord automates time-consuming tasks, such as documenting and reporting defects, communicating status and priorities, and locating bottlenecks. This capability frees up time for developers, testers, QA managers and project managers so they can focus on resolving problems and improving application quality.

TrackRecord features:

- intuitive, rule- and template-driven input forms
- powerful desktop or Internet views
- dynamic project tracking
- customizable workflow and information management
- integration with source code management, project management, and software development and testing tools
- user group and project security levels
- role- and user-specific reports
- efficient defect tracking
- electronic mail notification.

Efficient, integrated defect tracking

TrackRecord fits naturally into any development and testing process, providing a tracking system that helps automate software defect identification and resolution. TrackRecord also tracks releases, projects, milestones, features, tasks, testing assets and any other information related to application development projects.

Prioritizing, assigning and monitoring defects and other deliverables

TrackRecord provides a structure for prioritizing and assigning responsibility for resolving issues. For example, it can prioritize and assign a problem reported by a tester to the development staff for resolution. Once the developer resolves the problem, the problem automatically appears in the tester's view of defects for testing. The project leader can review the status of open assignments and shift priorities appropriately.



Web access to remote information

Because TrackRecord is accessible through an Internet browser, developers and testers working remotely can obtain and update information on defects, tasks, priorities and status quickly and efficiently. Users with a browser and the appropriate access privileges can synchronize their efforts with the rest of the team. In distributed workgroups, TrackRecord shares status easily with team members at multiple sites.

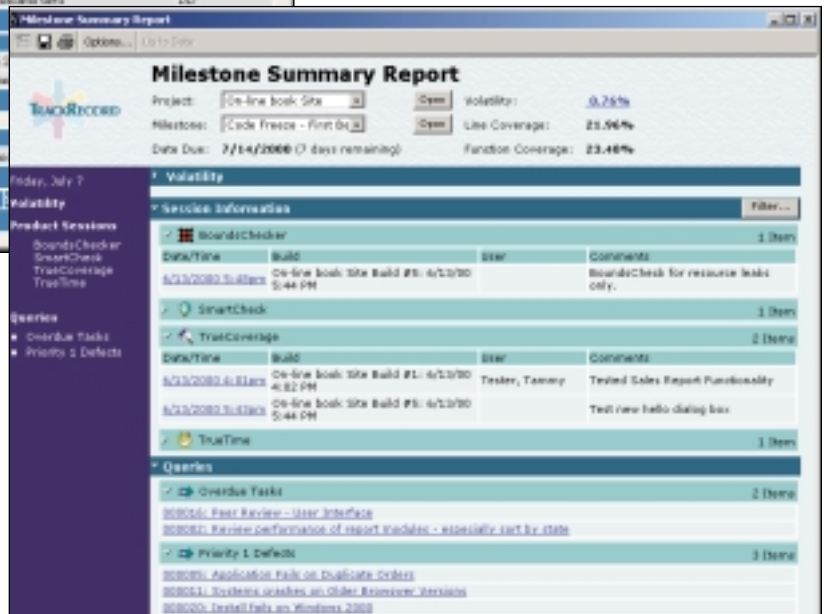
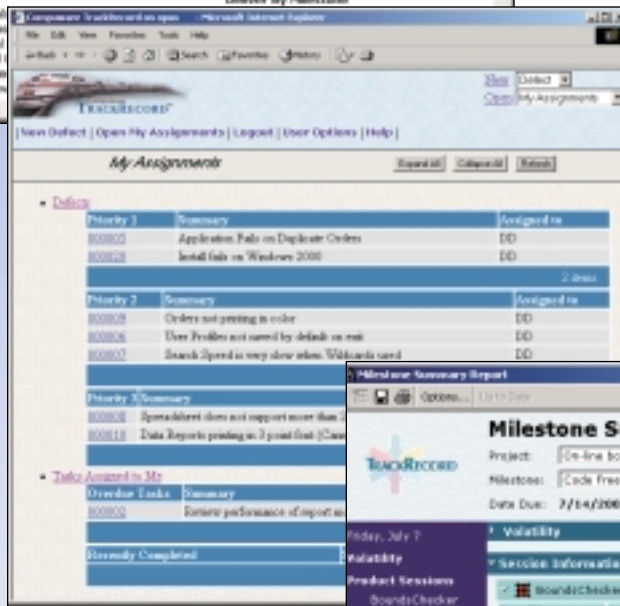
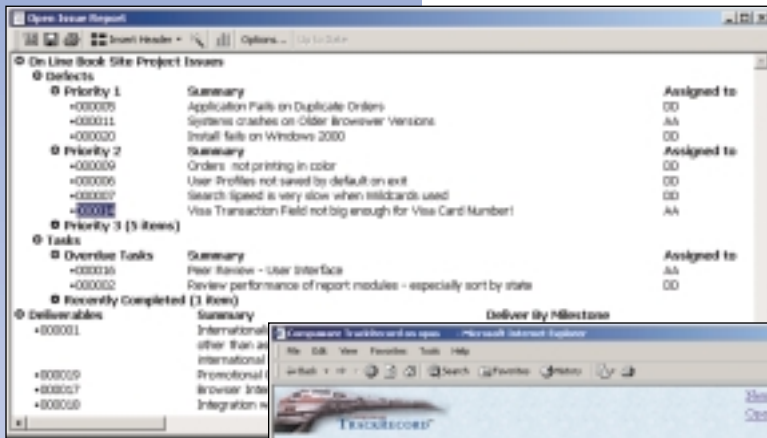
Dynamic reporting

TrackRecord presents real-time project status and defect information directly to those who need to know: developers, testers, project managers, operations support and managers. It presents information in organized, easy-to-use views and reports containing the most current information in the repository. Users can see the big picture or focus on specific categories and defect details.

TrackRecord also keeps a history of changes by user and time. TrackRecord charts reveal trends and problems in the development process. Users can define their most frequently used reports as a home page for easy reference. TrackRecord exports data to Microsoft Access tables to support unique reports and charts, data exchange and other analysis requirements.

Users can access TrackRecord remotely using an Internet browser to obtain and update information about defects, tasks and priorities.

TrackRecord presents information in dynamic output reports. With DevPartner Studio Enterprise Edition, TrackRecord provides a concise, one-page milestone summary of any development project.



Seamless flow of information

With TrackRecord, dynamic queries and automatic routing facilitate the flow of information between testing, development, technical writers and support groups. Multiple users can access a single repository containing all aspects of development and testing projects. Each user sees only the information from the repository that matches his or her individual queries. As items in the database change, TrackRecord updates the information in all users' views instantly. It provides complete flexibility in routing information from user to user and lets team members communicate important details to one another automatically.

Automatic e-mail notification

TrackRecord includes many features to help simplify, accelerate and improve team communications. The TrackRecord AutoAlert module provides e-mail notification of reported defects and any important information that enters the TrackRecord repository. AutoAlert:

- notifies off-site developers about new problems
- alerts testers and developers when the status of their reported defects changes
- updates managers when Quality Assurance finds "showstopper" bugs.

Flexible, repeatable process

The TrackRecord repository manages development and testing information for a wide variety of preset categories. TrackRecord lets groups customize a system to better reflect and control their problem-resolution process. Highly customizable, TrackRecord helps:

- easily define tailored forms with the precise information needed
- use context-sensitive templates that pre-populate the required information
- define rules to populate routine information automatically
- improve security at the database, group and user levels.

Customizable database

The TrackRecord interactive editor, with familiar drag-and-drop functions, easily:

- adds new fields
- creates new relationships between items
- adds entirely new data types to the database
- modifies existing data types
- defines a workflow that automates and documents the desired process.

Automated workflow

An automated, flexible workflow process helps route software deliverables and defects appropriately through development, QA testing, documentation and other groups to maximize team effectiveness. Team members have relevant, up-to-date information on plans, development and testing status, and outstanding issues. An intuitive diagram-based interface defines the workflow to meet the specific team or project requirements. TrackRecord administrators also can define multiple workflow paths for different users and data types.

Integration

Requirements management

TrackRecord's integration with Compuware's requirements management tool, Reconcile, provides pertinent reporting information to help managers better understand project status. Reconcile:

- captures and manages business, technical and testing requirements
- tracks the source of each requirement along with its priority and status
- correlates open issues to original requirements.

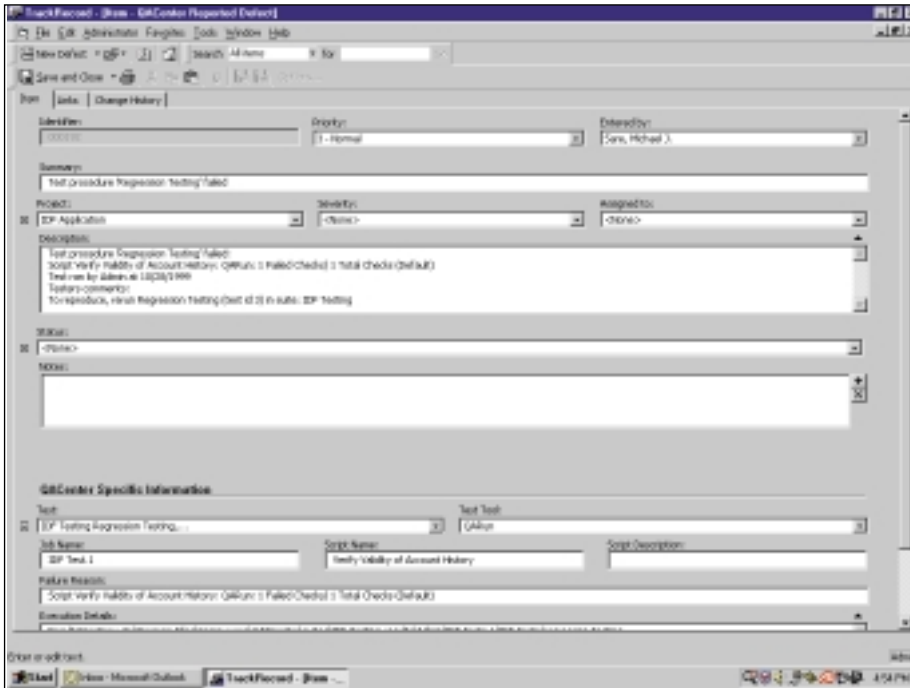
Source code management

TrackRecord tracks the associations between low-level source file changes and specific high-level modifications, such as bug fixes and feature additions. Through tight integration with popular version control software, including Microsoft Visual SourceSafe, Merant PVCS and MKS Source Integrity, TrackRecord helps:

- check files in and out
- keep a history of files and version numbers associated with each software defect
- launch version control applications.

Custom integration

TrackRecord provides integration with Microsoft Project, Outlook, Access and Excel, and provides utilities to support the import and export of data to other systems.



Integration between TrackRecord and QADirector enables defects identified during the testing process to be easily loaded into TrackRecord.

Streamline development

TrackRecord forms the integration core of the DevPartner Studio Enterprise Edition suite of automated tools for error detection, performance tuning and test coverage. DevPartner Studio Enterprise Edition helps accelerate and improve software development, testing, deployment and support processes.

TrackRecord serves as a central repository and communication hub for all development-related activities and data. It automatically captures information generated by the DevPartner Studio Enterprise Edition developer tools, including:

- a comprehensive milestone report of development and testing status
- detailed information about the detection, diagnosis and resolution of software problems
- platform hardware and software configuration data

- consolidated or filtered test coverage data, which reveals untested software by platform, user or configuration
- code volatility information
- defects and issues, including the software build, call stack at failure and loaded DLLs
- task and defect lists for each developer
- testing, profiling and automated error-detection status of each project.

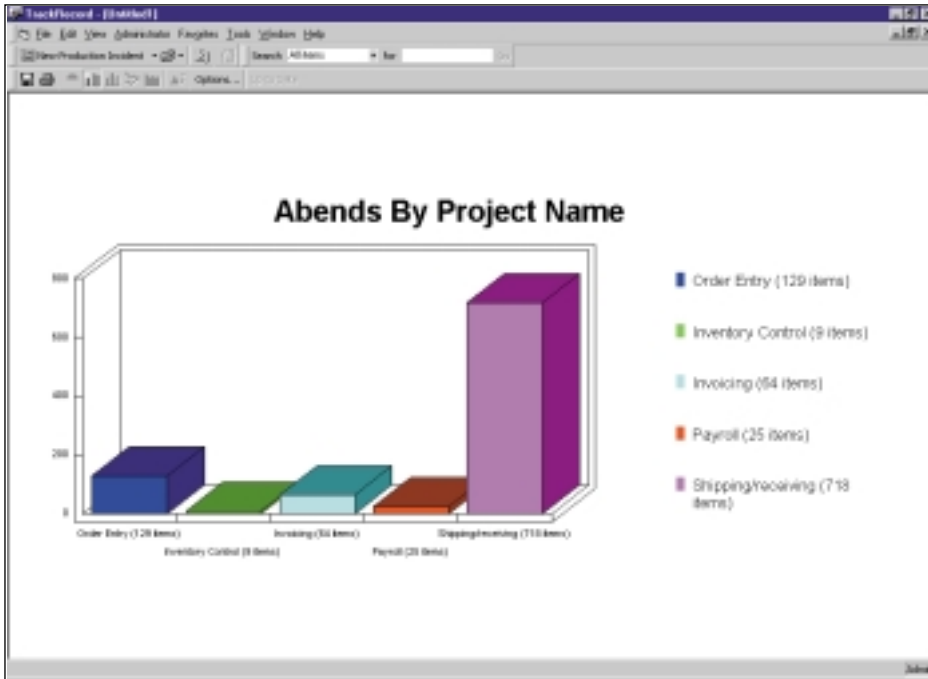
TrackRecord's ActiveLink feature submits information generated by DevPartner Studio tools to the project repository automatically. TrackRecord compares new defect submissions against existing issues to reduce duplicate defect entries.

TrackRecord also records all information relating to a project—team members, users, schedules, resources, milestone dates, defects and feature requests. It uses the DevPartner Studio Enterprise Edition information along with any recorded project-related information to create standard and custom project status reports accessible by all team members.

Improve testing productivity

Integration between TrackRecord and QACenter automated testing tools incorporates defect tracking easily into the automated testing process. Testers then can report, prioritize and assign defects quickly. The development team receives the detailed information needed to reproduce and resolve the problem.

The integration between TrackRecord and QADirector lets testers easily load defects identified during testing into TrackRecord. The press of a button loads results from QARun, QAHiperstation, WebCheck, TestPartner, manual tests, MVS batch jobs and File-AID.



By automating the fault management process, TrackRecord and Abend-AID help solve problems faster in testing, reduce critical application downtime in production and achieve service level agreements.

Resolve problems more effectively

IT managers can use TrackRecord with Abend-AID products to automate fault management and reduce critical application downtime. TrackRecord automates key areas of the problem-resolution process: notification, prioritization, workgroup communications, resource management and reporting.

The user-friendly capabilities of TrackRecord help monitor, measure, control and improve the fault-resolution process from a central point. When an application fault occurs, it is automatically captured with Abend-AID Fault Manager and stored in the TrackRecord repository. TrackRecord logs the event and routes vital information about the fault directly to management, operations support and development personnel. IT managers have online access to reports and graphs containing information such as:

- all current defects
- “priority 1” defects by application, developer and date
- defects fixed—by version, programmer, priority, date or any set of categories desired
- defect statistics and trends.

With Abend-AID Fault Manager, managers can:

- respond to application failures immediately
- report on service level agreements
- manage and justify resources
- improve application quality
- perform trend analysis.

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delivering quality applications

Compuware is a leading global provider of software products and professional services that help IT professionals develop, integrate, test and manage the performance of the applications driving their businesses. Our solutions enhance every step in the application life cycle—from defining requirements to supporting production levels—for web, distributed and mainframe platforms. Our services professionals work at customer sites around the world, sharing their real-world perspective and experience to deliver an integrated, reliable solution.

Please contact us to learn more about how our comprehensive solutions can help your organization improve productivity, create higher quality applications and speed time to market.

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Technical Requirements:

Server:

- Microsoft Windows NT Server or Workstation 4.0 or above with TCP/IP network protocol software or Novell Netware 4.0 with IPX/SPX network protocol software
- 32 MB total system memory (64 MB recommended)
- 50 MB free disk space with room for expansion
- Static IP address for systems using TCP/IP protocol
- AutoAlert: MAPI-compliant mail system on the server CDO.DLL

WebServer:

One of the following servers installed:

- Microsoft Internet Information Server (IIS) 2.0 or above (3.0 with ASP or later recommended); Microsoft Peer Web Services; Netscape Enterprise Server 2.0 or above; O'Reilly Website or Website Professional

Client:

- Windows 2000, Windows 95 and 98 or Windows NT 4.0 or above
- Microsoft Internet Explorer 4.0 or above
- 32 MB total system memory
- TCP/IP or Novell Netware 4.0 client software



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