



QUALITYMATE FOR ISSUES MANAGEMENT

QualityMate suite of tools enables organizations to industrialize the software development process providing support for different process activities like Requirements Management, Tests Management and Issues Management.

QualityMate solution does not imply you to work in a pre-determined way or apply a specific methodology. QualityMate easily adapts to the way your organization works. Whether your process is highly structured or very agile, QualityMate can be customized to support the way your teams work. You can create an infinite number of entity types and for each one, infinite number of entity attributes. Each entity attribute can be configured to support your own information needs. The workflow process can be completely configured by setting security options and creating constraints, actions and transitions rules for each atomic attribute. By doing this you can be sure your process will be institutionalized.

All the information is stored in the central repository in a hierarchical way and flows naturally between all the different modules, being constantly refreshed without the need of any integration or other process of import/export.

ISSUES MANAGEMENT PROCESS

Issues management process is an on-going process of aligning organizations behaviour with stakeholder expectations. Issues are a sign that this alignment is missing. However, through a process of identifying issues early, prioritizing them, and closely monitoring their evolution, issues can be managed, either by changing the organization's behaviour or its stakeholders' expectations, or both.

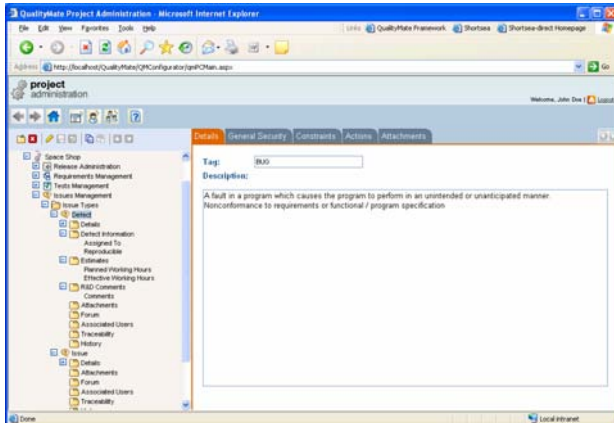
This process can be divided in two main complementary areas. Gathering new information and managing existing information. In other words we can divide the process in two different but inter-related activities: Issues definition and Issues management. There are four steps regarding issues definition. You will need to start to identify new primary issues, analyze the new information, take actions in order to solve it, and finally validate it.

Efficient Issues management allows you to update your knowledge on the quality of your system, and therefore give you the necessary metrics to improve your customers' satisfaction and consequently your business activity.

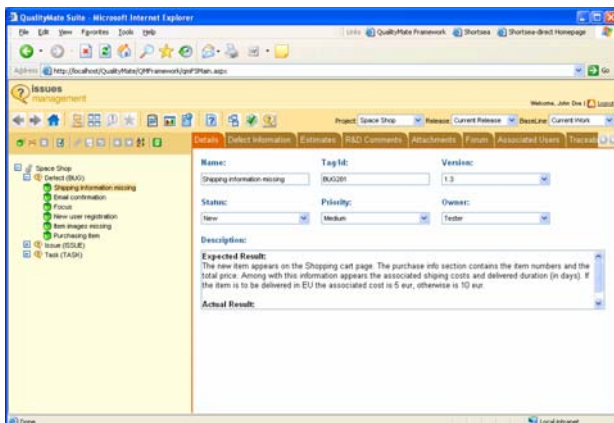


1. Issues identification

An issue can be identified, submitted by a customer, salesperson, engineer, test engineer, or some one else participating in the software development process. Start to organize all the information by creating different issues types.



Start to define your own issue types

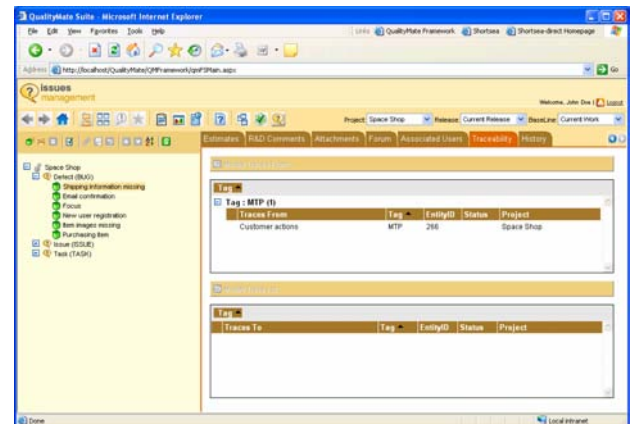


2. Analysis

Which of these issues could cause significant damage to the customer's reputation or business operations if not managed effectively? Start to prioritize the issues.

Iteration is a key to issues management success. All the gathering information must be managed by:

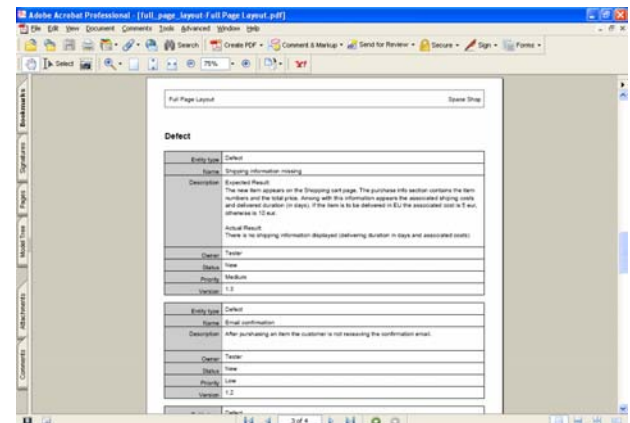
- negotiating new commitments based on estimated impact of new issues;
- tracing individual issues to their corresponding designs, source code, test cases, or requirements;
- tracking issues status and change activity throughout the project.



Common QualityMate framework functionalities helps you to analyze your issues

3. Document issues and take actions

Prepare and implement an action plan to solve the issue. Document them in some consistent, accessible, and reviewable way by using one of the in-box available reports



4. Validation

Determining that right actions were taken in order to solve the issue. You can do that by inspecting all issues associated information.

QUALITYMATE FOR ISSUES MANAGEMENT BENEFITS

Issues management involves different teams of your organization. All stakeholders work for the same common objective of managing the issues so the gap with the perfect system can be closed. QualityMate for Issues Management is the right tool to support and facilitate your issues management process by providing the following benefits:

Completely adaptable

QualityMate for Issues Management does not force you to work in a pre-determined way or use a specific methodology. QualityMate easily adapts to the way your organization works. Whether your process is highly structured or very agile, QualityMate for Issues Management can be customized to support the way your teams work. The workflow process can be completely configured by setting security options and creating constraints, actions and transitions rules for each atomic attribute. By doing this you can assure your Issues Management process will be institutionalized.

Database centric

QualityMate for Issues Management guarantees that the most current data is available to the people who need it, whenever they need it. Each issue can always be associated with any other issue type, test cases or even requirements allowing you to draw conclusions about your project.

Access information from anywhere

QualityMate for Issues Management is a complete web-based four tier solution. The client layer is supported by a web browser, the presentation layer is developed using .Net technology, the business layer was developed using Java technology and the data layer which can be stored in Microsoft Access or Microsoft SQLServer databases. This technology allows you to access the information from anywhere without installing any extra software on your desktop.

Easy-to-use interface

Intuitive user interface allows you to guarantee a short learning curve for all stakeholders.

Automatic notifications

Users can receive automatic notifications every time a defined condition is met.

Improve collaboration

Forum discussion allows stakeholders to provide important input regarding Issues Management information.

Audit trail and change history

Every change is automatically audited. Each change creates a unique history record, highlighting the differences between one version of an issue and another, including the reason for the change.

Parallel development

Different project releases allow different teams working on the same project but in different releases of the product. Baselines can be created for each project release. By comparing baselines and respective releases you can see where volatility, modifications, additions, and deletions have taken place.

Development Tools



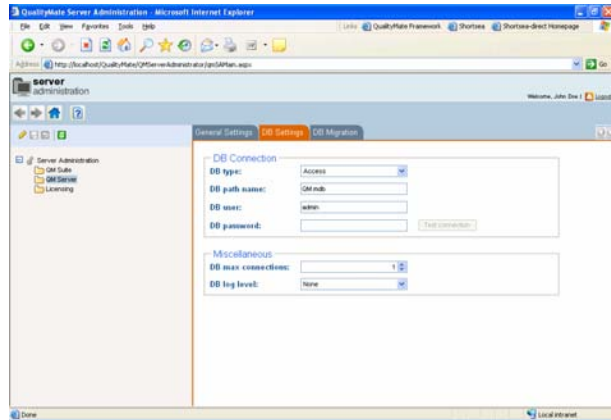
Administration Tools



QUALITYMATE FOR ISSUES MANAGEMENT COMPONENTS

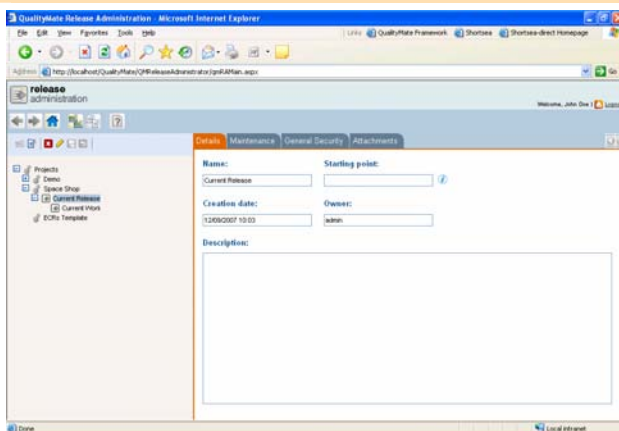
QualityMate for Issues Management includes the following components:

QualityMate Server administration



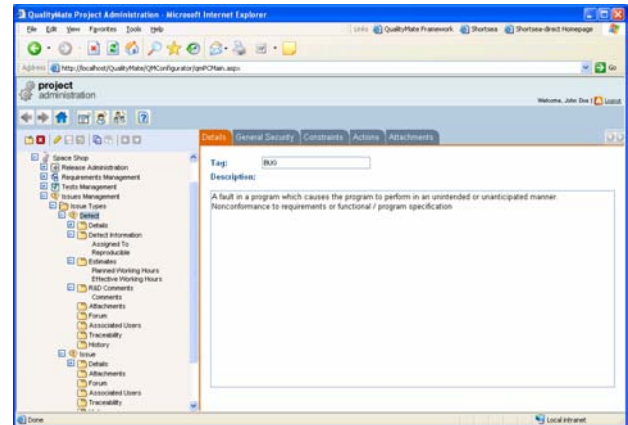
This utility enables QualityMate administrator to set up all QualityMate Server options such as database connectivity, and licence management.

QualityMate Release administration



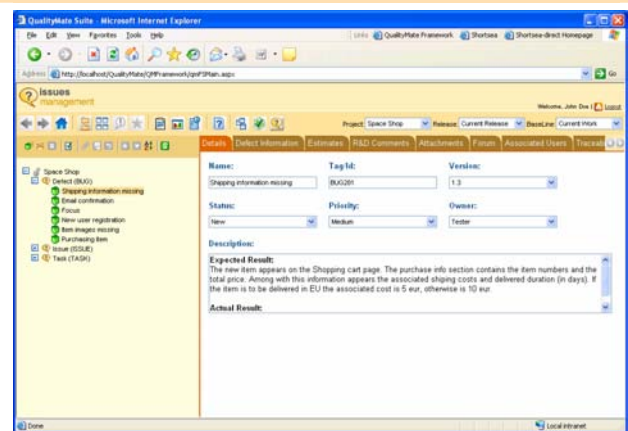
This utility enables QualityMate administration to manage project releases and baselines.

QualityMate Project administration



This utility enables QualityMate Administrator to manage project specific tasks such as project configuration and user management.

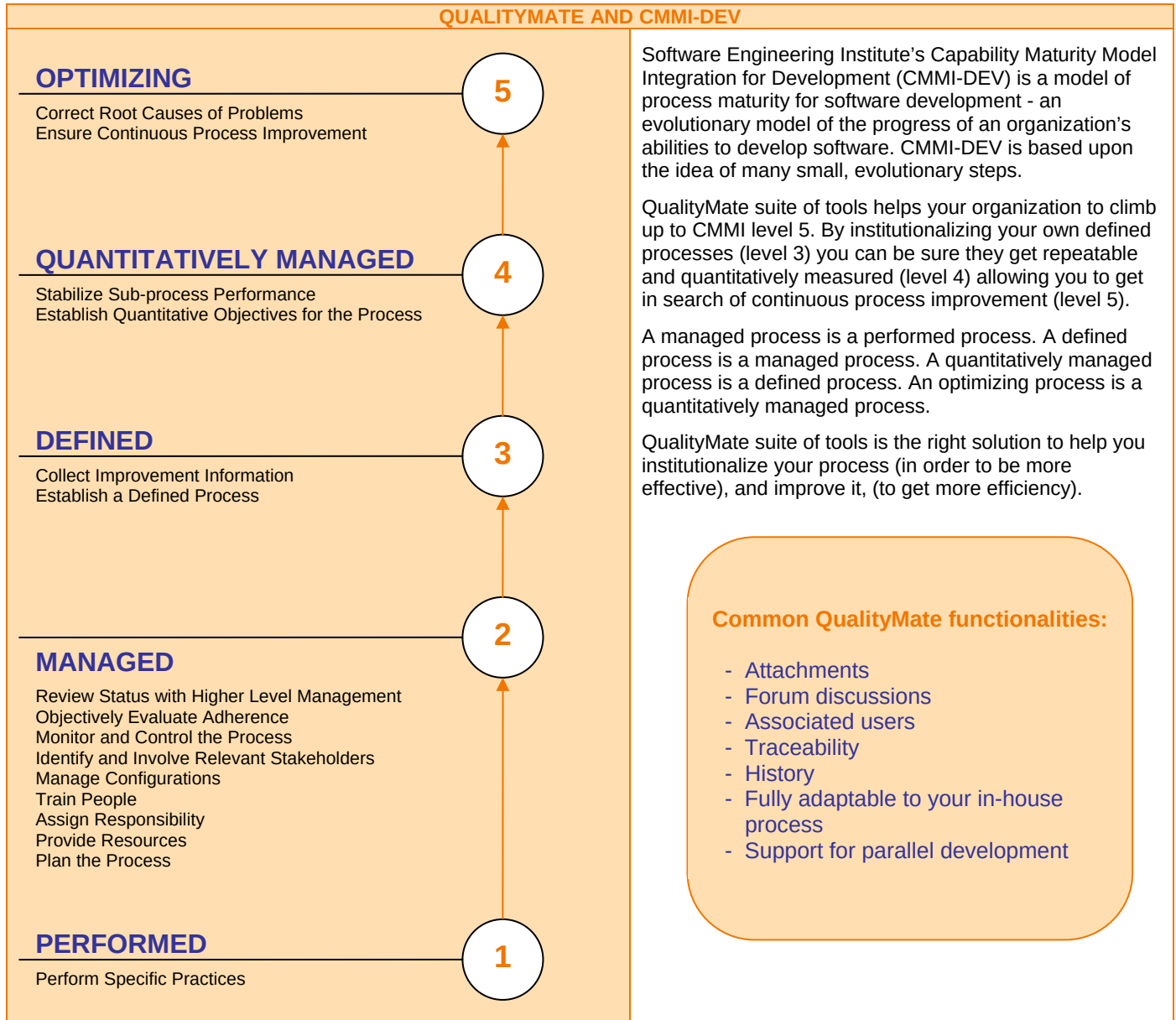
QualityMate for Issues Management



Issues Management application module. QualityMate for Issues Management is the right tool to support and facilitate your issues management process.

PROCESS IMPROVEMENT

QualityMate for Issues Management is the right tool to improve your issues management process.



MINIMUM SYSTEM REQUIREMENTS

Client:	Microsoft Internet Explorer 6.0
QM Suite:	Pentium III /1.3 GHz or higher microprocessor A minimum of 512 MB of RAM 55 Mb of free disk space Windows 2000 SP4 or higher or Windows XP Professional SP2 .Net framework 1.1
QM Server:	Pentium III /1.3 GHz or higher microprocessor A minimum of 512 MB of RAM 150 Mb of free disk space Windows 2000 SP4 or higher / Windows XP

TECHNOLOGY

QM Client:	Microsoft Internet Explorer 6.0
QM Suite:	Presentation layer is developed using .Net technology
QM Server:	Business layer is developed using Java technology
QM Repository:	Data layer can be supported by MS Access or MS SQL Server databases