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SOFTWARE BLEMISH FOOTPATH AND PROCESSING CLASSIFICATION – A COMPREHENSIVE REVIEW

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Abstract - This project is aimed at developing an online defect tracking system useful for applications developed in an organization. The Defect Tracking is a web based application that can be accessed throughout the organization. This system can be used for logging defects against an application/module, assigning defects to individuals and tracking the defects to resolution. There are features like email notifications, user maintenance, user access control, report generators etc in this system. The software is fully integrated with CRM (Customer Relationship Management) as well as CMS (Content Management System) solution and developed in a manner that is easily manageable, time saving and relieving one from manual works.
Keywords- Defect Tracking, Software bugs.

I. INTRODUCTION

The project titled "Software Defect Tracking and Processing System" is designed with The project contains three main modules. These are Administrator, Staff and Customer. The administrator logins to the application and enters the details are Staff Entry, Project Entry, View New Bugs From Customers, Assign Bug to staff, View Bug case flow status details, Send message to customers. The staff details are username, password, category and Email Id. The project details are name and description. The bug details are project name, error category, error details, print screen of the bug, due date to reply for the bug. Bug assign details include the ticket number which is generated for the bug and other messages. Case flow details include bug details, which staffs are involved in solving the bug, and the status. The message sending includes the message details for the bug solution. The staff may login to the site

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using username and password. Then he may view the bugs assigned to them. He can directly give solution message to customers or he can assign the bugs to other staffs if the bug is related to them. The user may view bug case flow details with which he involved. The customer registers in to the applications and login to the site using username and password, whenever a bug is raised from his software; he sends the bug details to the administrator with print screen of the bug generated. He may see the bug case flow details and bug status along with remedy details at any time using the ticket number generated during new bug entry.

II. SYSTEM STUDY

A. Existing System:

Normally when there is a need for a developing a system, the client would approach a software developing company. The project manager would go to the client's place stay for a long period of time and study the user needs and constraints. Once when the system is developed, it is delivered to the client within the due date. If the client requires any further changes, it is again re-modified. If the client were from abroad, then it would be difficult for the project manager to go abroad, stay there and analyze the system.

Manually registering the employee details, project details, employees under team leader details, client details etc. will be more difficult to maintain and gathering information about specific project will be time consuming. In the existing system, we also got some anomalies in some ways, like lack of perfect validations.

The call centers (technical) may attend the calls through phone and rectify their problems. It can take lot of time and money. The client can't describe the full details of the problems, so to solve the problems is very difficult.

B. Proposed System:

In those cases, it would be pretty good, if the client can submit his requirements online. Hence in this system entitled "Project Tracking System" the client can submit the work, track the status and finally can submit the details of the Project, all online.

The Project Tracking System main objective is to develop the Software. Considering the anomalies in the existing system computerization of the whole activity is being suggested after initial analysis by the organization.

Every day, maintaining the details more perfectly needs to be focused. I would like to keep more validations to get the data updated each time a record gets changed, in all the files.

In our issue track system (call center website) clients will register their issues (problems) .Our company employees will process the issues and give the solutions through website. In this we are using the internet without phone. So it will reduce the cost and time.

Advantages

- This project fully online process
- The customer does not need to go for office.
- He or she can directly seek their information or needs through online.
- Cost and time efficiency is improved
- Provides flexible team management

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III. PROJECT DESCRIPTION

The project titled "**DEFECT TRACKING SYSTEM**" is designed using Active Server Pages .NET with Microsoft Visual Studio.Net 2008 as front end and Microsoft SQL Server 2000 as back end which works in .Net framework version 3.5. The coding language used is C#.Net.

The project contains 4 main modules:

1. Administrator
2. Staff
3. Customer.
4. Project Details

A. Administrator:

The administrator logins to the application and enters the following details.

1. Staff Entry.
2. Project Entry.
3. View New Bugs from Customers.
4. Assign Bug to staff.
5. View Bug case flow status details.
6. Send message to customers

B. Staff:

- ✓ The staff may login to the site using username and password.
- ✓ Then he may view the bugs assigned to them. He can directly give solution message to customers or he can assign the bugs to other staffs if the bug is related to them.
- ✓ The user may view bug case flow details with which he involved.

C. Customer:

- ✓ The customer registers in to the applications and login to the site using username and password.
- ✓ Whenever a bug is raised from his software, he sends the bug details to the administrator with print screen of the bug generated.
- ✓ He may see the bug case flow details and bug status along with remedy details at any time using the ticket number generated during new bug entry.

D. Project Details:

- ✓ The project details which containing the name and customer details of the project.
- ✓ Also it contains the description and version details of the project

IV. SYSTEM IMPLEMENTATION

Implementation is the process that actually yields the lowest-level system elements in the system hierarchy (system breakdown structure). The system elements are made, bought, or reused. Production involves the hardware fabrication processes of forming, removing, joining, and finishing; or the software realization processes of coding and testing; or the operational procedures development processes for operators' roles. If implementation involves a

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production process, a manufacturing system which uses the established technical and management processes may be required.

The purpose of the implementation process is to design and create (or fabricate) a system element conforming to that element's design properties and/or requirements. The element is constructed employing appropriate technologies and industry practices. This process bridges the system definition processes and the integration process.

System Implementation is the stage in the project where the theoretical design is turned into a working system. The most critical stage is achieving a successful system and in giving confidence on the new system for the user that it will work efficiently and effectively. The existing system was long time process.

The proposed system was developed using .NET. The existing system caused long time transmission process but the system developed now has a very good user-friendly tool, which has a menu-based interface, graphical interface for the end user. After coding and testing, the project is to be installed on the necessary system. The executable file is to be created and loaded in the system. Again the code is tested in the installed system. Installing the developed code in system in the form of executable file is implementation.

V. SCREEN SHOTS

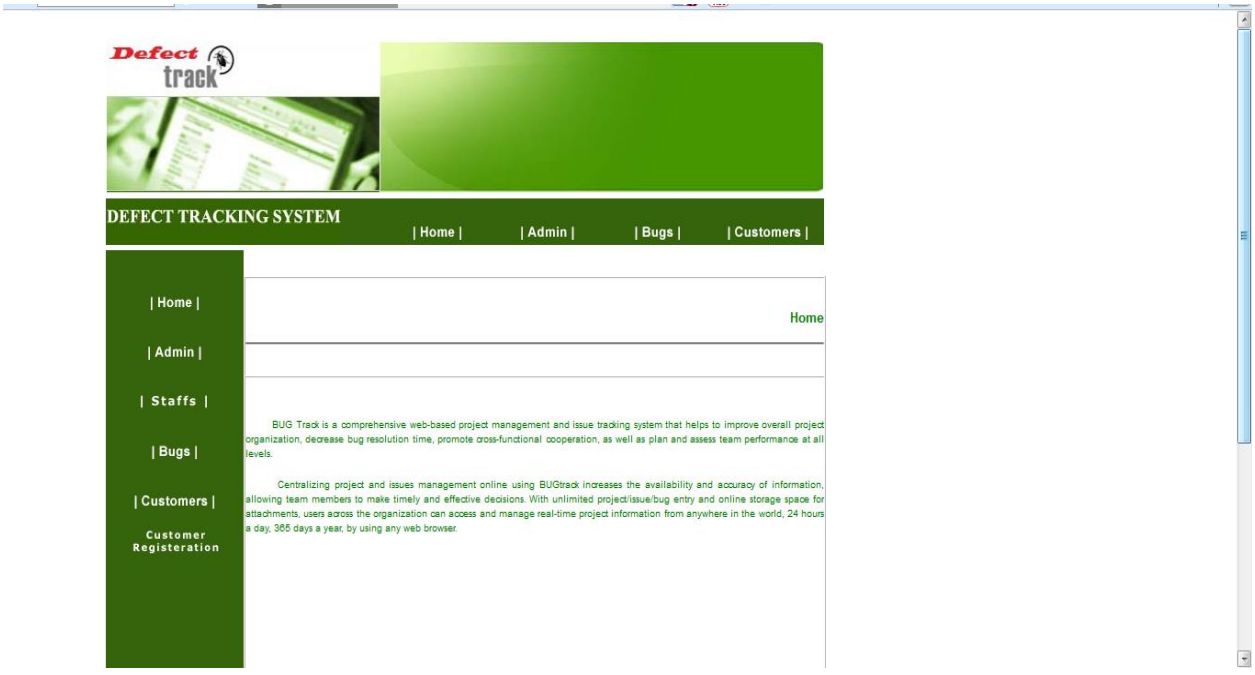

Fig 5.1 Home Page

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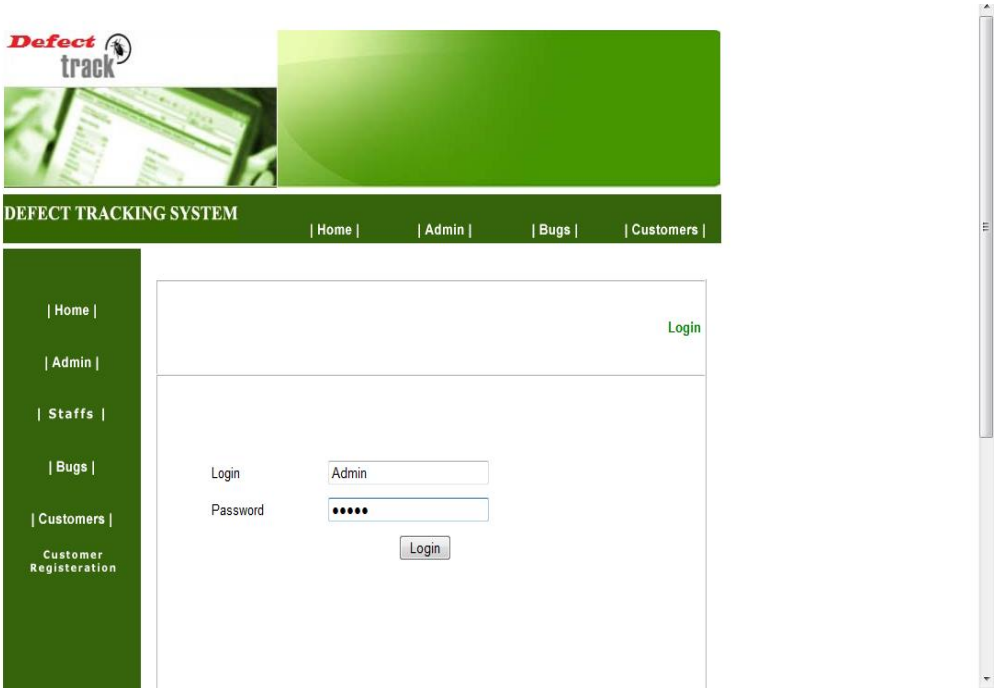

Fig 5.2 Admin login

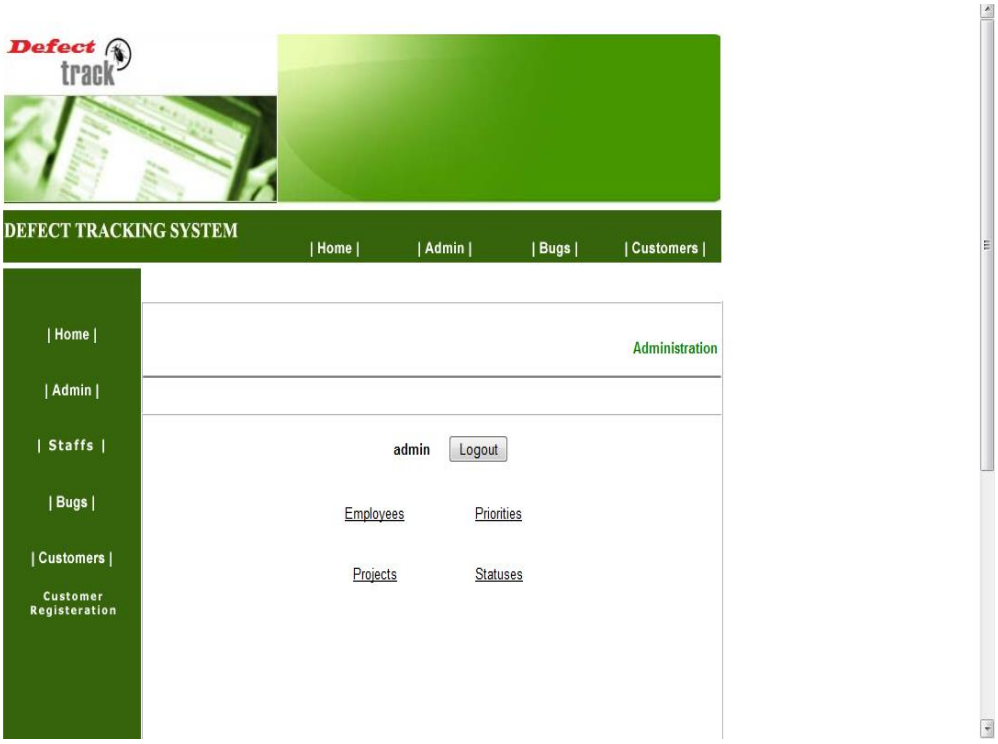

Fig 5.3 Admin home page

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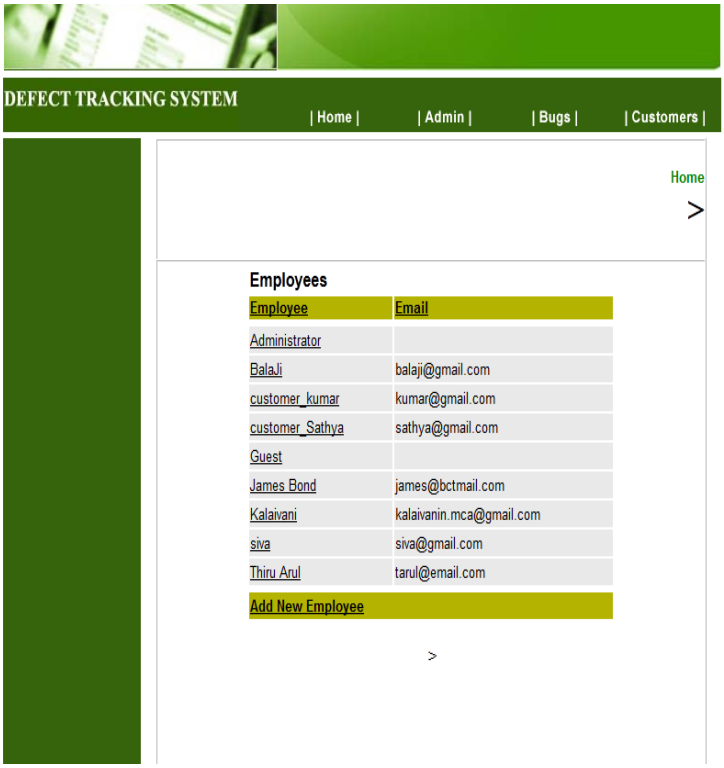

Fig 5.4 Employee Details

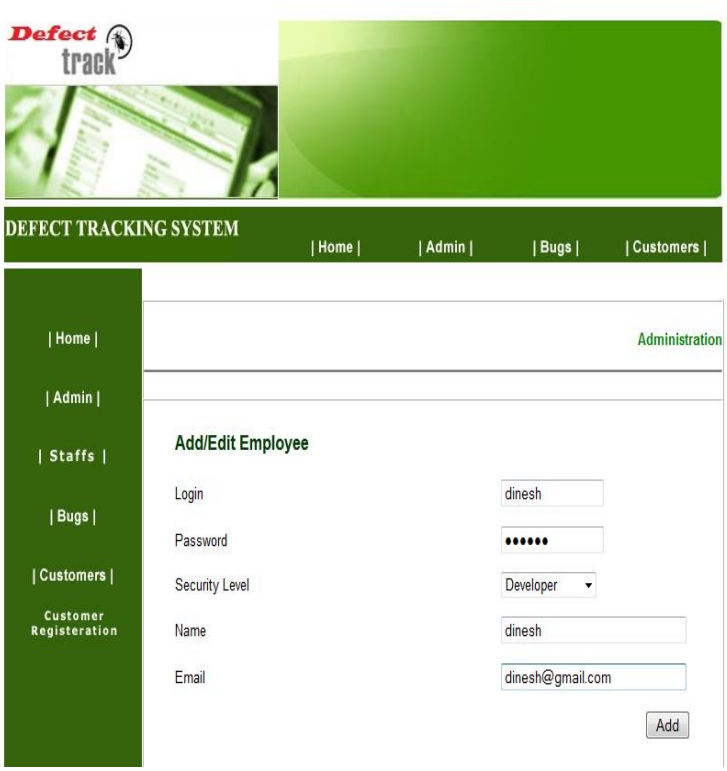

Fig 5.5 New Employee Registration

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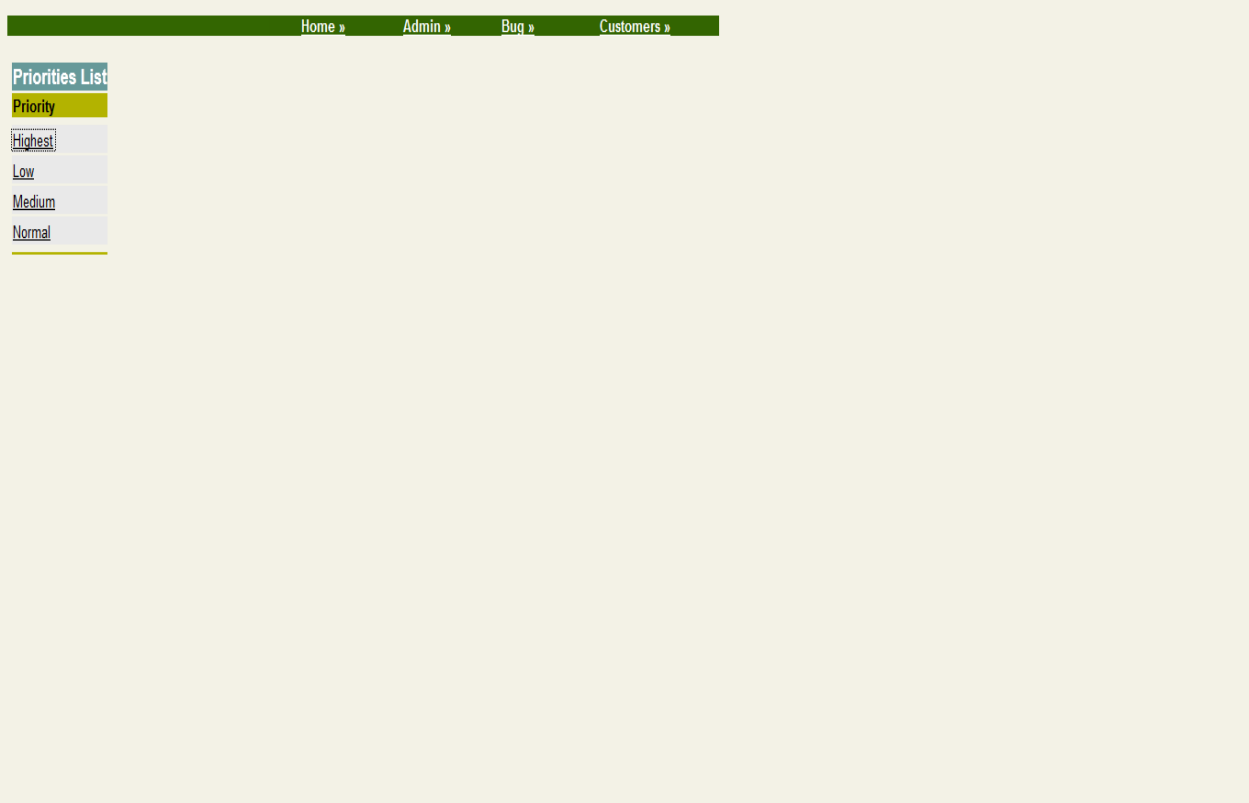

Fig 5.6 Priority Level

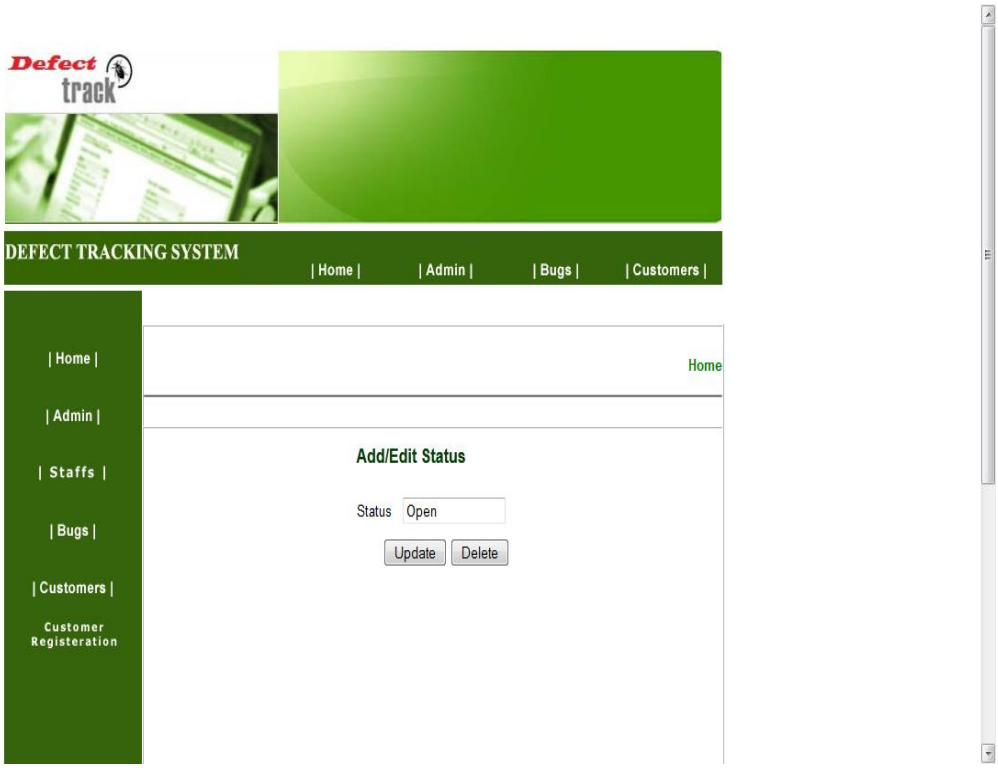

Fig 5.7 Priority update

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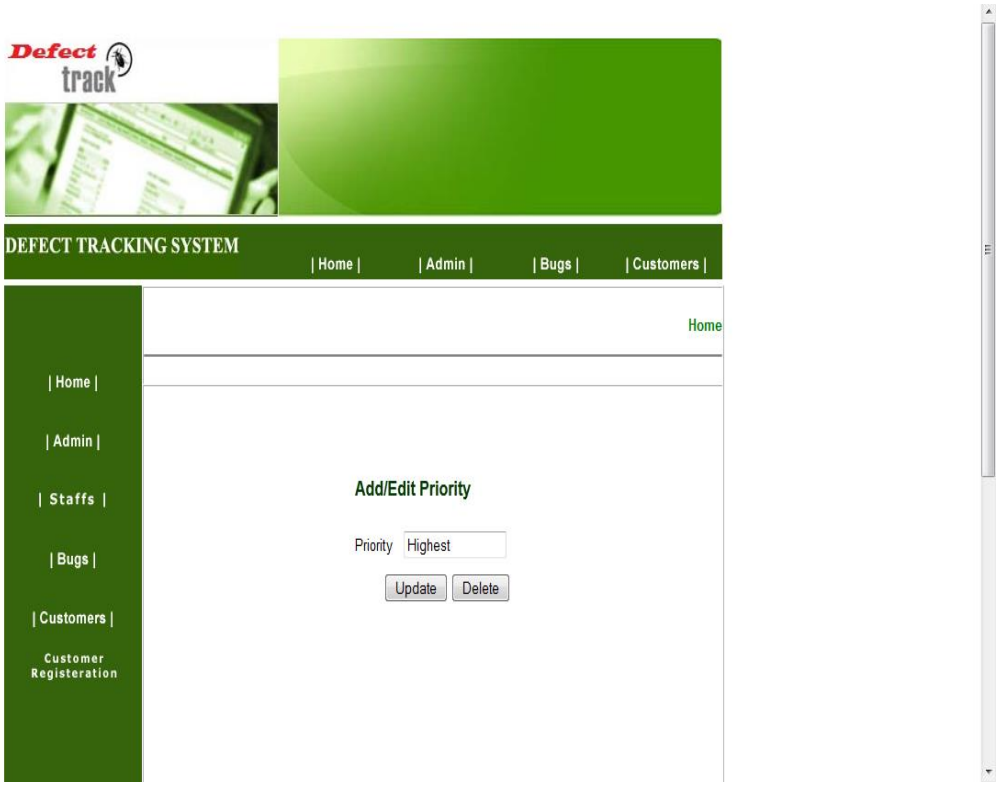

Fig 5.8 Priority Setting

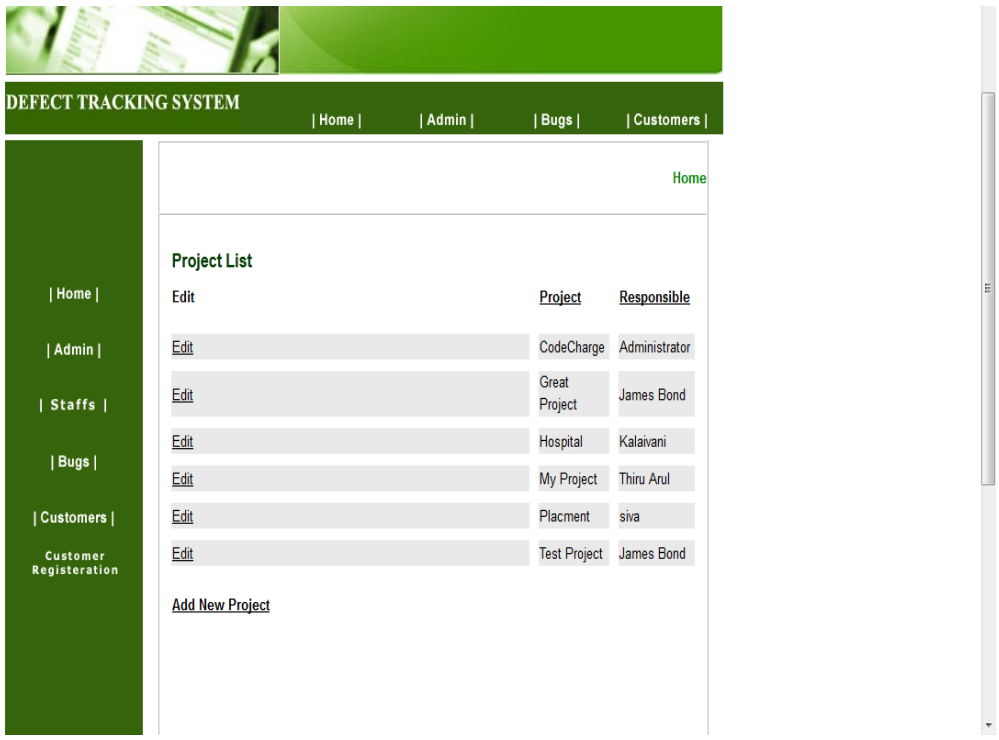

Fig 5.9 Project Details

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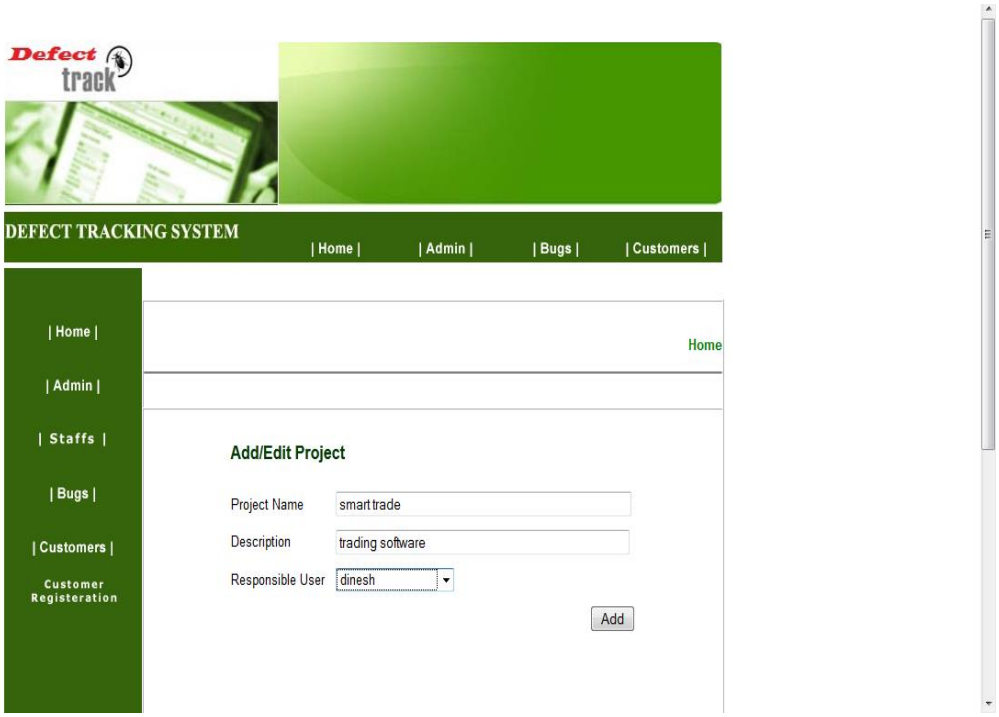

Fig 5.10 Assigning a New Project

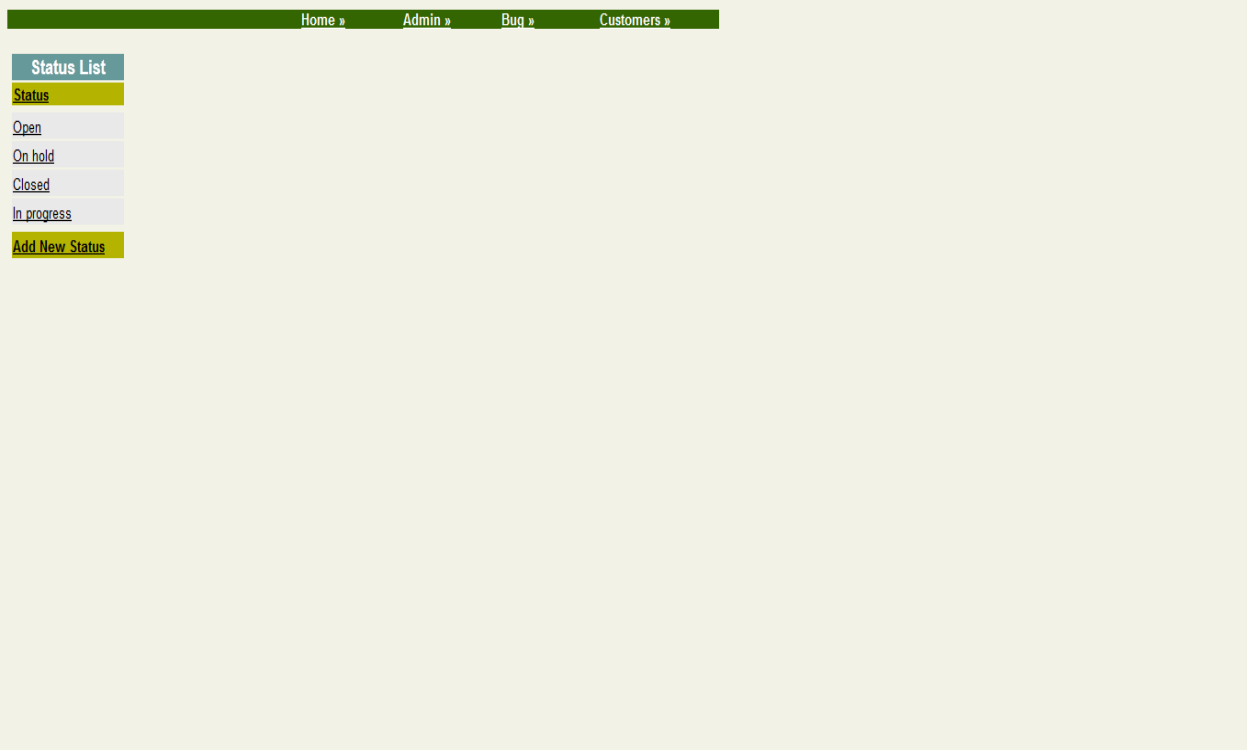

Fig 5.11 Status Details

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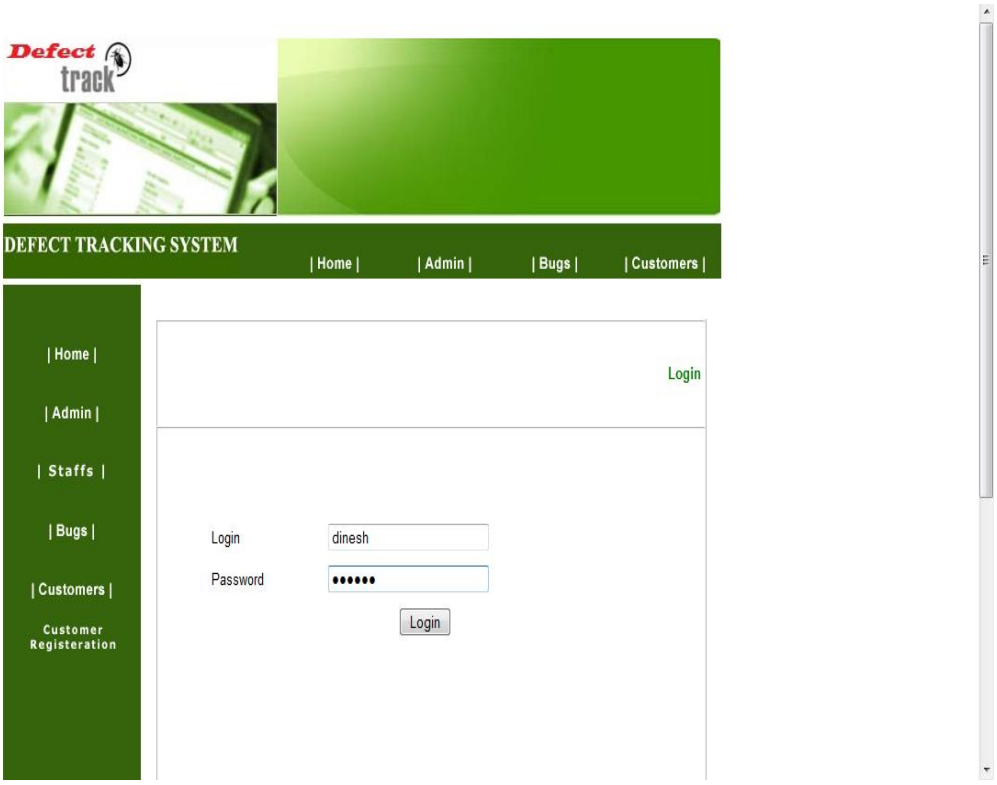

Fig 5.12 Staff login

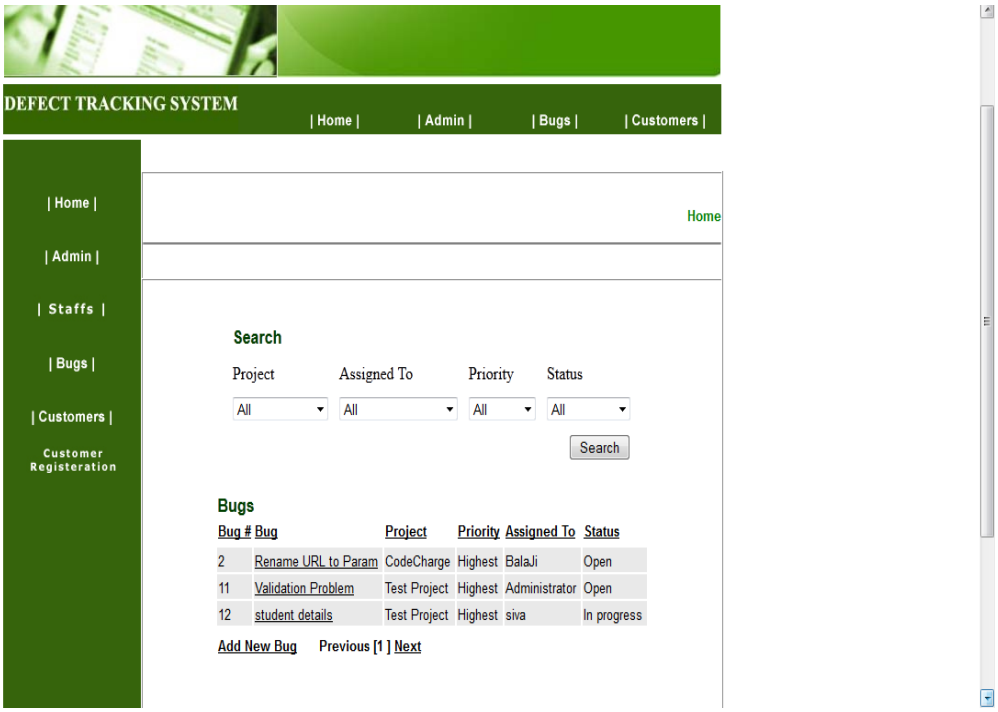

Fig 5.13 Defect View

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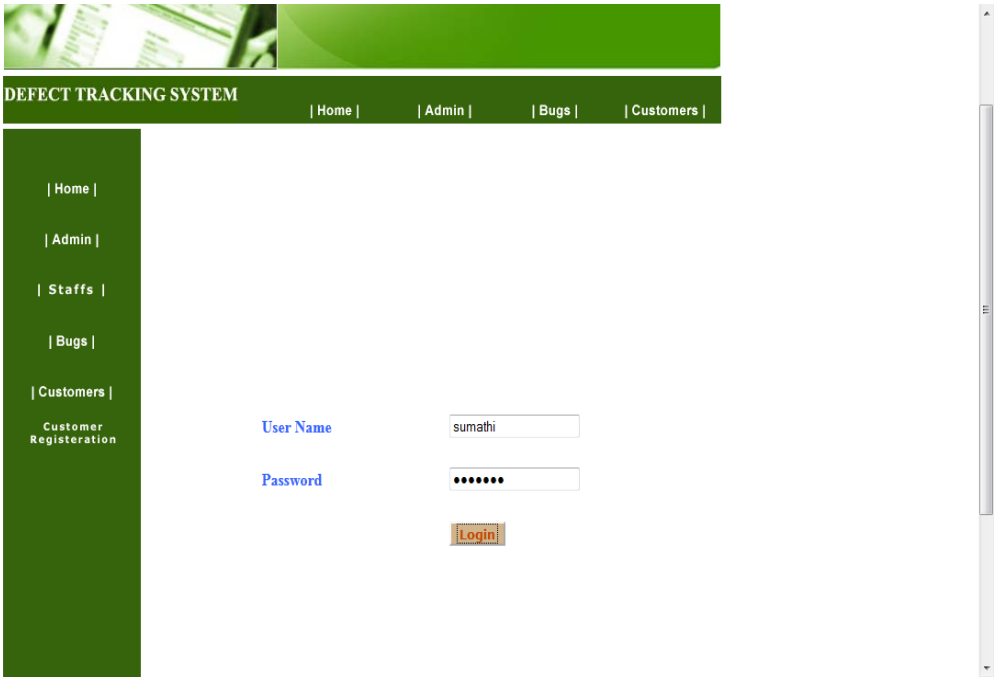

Fig 5.14 Customer Login

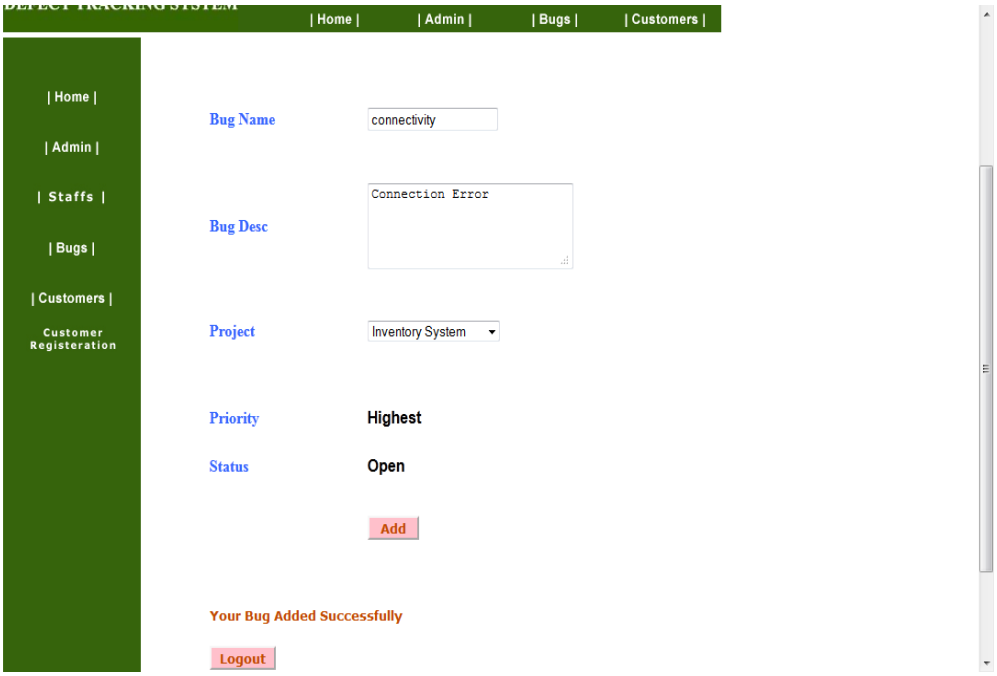

Fig 5.15 Customer Bug Details

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CONCLUSION

It is concluded that the application works well and satisfy the end users. The application is tested very well and errors are properly debugged. The application is simultaneously accessed from more than one system. Simultaneous login from more than one place is tested.

This system is user friendly so everyone can use easily. Proper documentation is provided. The end user can easily understand how the whole system is implemented by going through the documentation. The system is tested, implemented and the performance is found to be satisfactory. All necessary output is generated. Thus, the project is completed successfully.

Further enhancements can be made to the application, so that the application functions very attractive and useful manner than the present one. The speed of the transactions become more enough now.

SCOPE FOR FUTURE ENHANCEMENT

There is scope for future development of this project. The world of computer fields is not static; it is always subject to be dynamic. The technology which is famous today becomes outdated the very next day. To keep abstract of technical improvements, the system may be further refined. So, it is not concluded. Yet it will improve with further enhancements.

Enhancements can be done in an efficient manner. We can even update the same with further modification establishment and can be integrated with minimal modification. Thus the project is flexible and can be enhanced at anytime with more advanced features.

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