

Automatic Issue Tracking & Release Management System

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A Project
in
The Department
of
Computer Science and Engineering



Presented in Partial Fulfillment of the Requirements
For the Degree of Master of Science in Computer Science and Engineering
United International University
Dhaka, Bangladesh
January 2019
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Abstract

Any kind of organization especially software company requires an issue tracking system & delivery channel requires a release management or delivery management system. In the issue tracking system they put all their issues & tasks that needs to be resolved or done. After completing the task another team provides the solution or delivery to the client with a delivery log, in our case release note. In the release note client can see what the delivery content & issues are. Client receives the release note along with delivery content & sign it as an acknowledgement.

Target of this project “**Automatic Issue Tracking & Release Management System**” is to provide a combined system of issue tracking & release management system. As the byproduct this will also serve the purpose of project management (in a limited scale), employee & contact management system.

This project will help both the company & their client to input & track the issues. Communication, work status everything will be clear to all the user using this system & client can be satisfied with this.

Acknowledgement

At first I would like to express my deepest gratitude to Almighty Allah for giving me the knowledge & strength to do this project.

Then I would like to show my gratitude to my supervisor **Prof. Dr. Mohammad Nurul Huda, Professor & Director-MSCE** for his continuous supervision & support to improve this project. This project “**Automatic Issue Tracking & Release Management System**” is prepared for the partial fulfillment of MSCSE program. I am very much fortunate to receive this opportunity to do this project under the supervision of **Prof. Dr. Mohammad Nurul Huda** sir at United International University (UIU).

Finally I would like to express my gratitude to my parents. Their continuous support & help made me successful to achieve this goal.

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Chapter 1

Introduction

In every software company issues come every day & delivery of those issues are provided time to time. So it is necessary for a software company to keep track of their issues or tasks and provide timely support to the client. For the company it is also necessary to keep record of the contact person to keep the communication proper. During any kind of delivery company need to provide a log file where the content of the delivery & reason is provided.

Idea of this project was to build a system where customer can input their issues, company will acknowledged those issue, track those issues & finally generate a release note with the details of delivery to provide the delivery to the customers.

1.1 Existing Practice

1.1.1 Issue Tracking System

Issue tracking system is an application where users put issues based on requirement, feedback & complaint. This system helps to track issue & its state. Issue description, relevant documents are given here & those issues are assigned to someone for work.

View Issue Details						[Issue History] [Print]
ID	Project	Category	View Status	Date Submitted	Last Update	
0006191	Ababil RTGS	[Ababil] Feature Request	public	2017-05-08 17:18	2017-05-08 17:19	
Reporter	shahin					
Assigned To						
Priority	normal	Severity	minor	Reproducibility	have not tried	
Status	new	Resolution	open			
Product Version						
Fixed in Version						
Summary	0006191: Sprint-7: Customs duty Deployment					
Description	Customs duty Deployment					
Tags	No tags attached.					
Attach Tags	(Separate by ",") Existing tags Attach					
Phase	Development					
Media Of Reference	Email from client					
Primary Clients	IFIC					
Primary Version						
Module	RTGS					
Target Version	N/A					
Analysis						
Development	Deployment					
Milestone						
Assigned for Development						
Expected Starting Date for Development	2017-05-08					
Expected Ending Date for Development	2017-05-21					
Actual Starting Date for Development						
Actual Ending Date for Development						
Assigned for Quality Assurance	QA_backlog					
Expected Starting Date for Quality Assurance	2017-05-08					

Figure 1: Issue Tracking System

1.1.2 Release Management System

When a delivery of a software is provided to the client, company need to provide a release note where detail of the delivery is provided & client receives the delivery based on that release note. Software company keeps track of this manually in excel sheet or in a log book

AL-Arafah Islami Bank Ltd.						Work order MITS Id :2612			
Version: 3.1									Release
Release No:	Insert MITS Id	Release Status	Prepared By			Protected MITS Id	Registered	Release Date	
3.1.001	4464	Already Use LIVE	Rahat Mahmood	Live		4464	OK		Need S
3.1.002	682	Already Use LIVE	Rahat Mahmood	Live		682	OK		Need S
3.1.003	1589	Already Use LIVE	Rahat Mahmood	Live		1589	OK		Receiv
3.1.004	4552,4554,4526,4308,4604,2635,4277,2619,2616,1645,3794,4229,4521,4229	Already Use	Rahat Mahmood	Live	1645,3794,4521,4526,4604,2635,4277,2619,2616	4552,4554,4526,4308,4604,2635,4277,2619,2616	Manipulated		Receiv
3.1.005	4067,4649	Already Use LIVE	Rahat Mahmood	Live		4067,4649	OK	13.06.2016	Need S
3.1.006	4766	Already Use LIVE	Rahat Mahmood	Live		4766	OK		Need S
3.1.007	4188,4589	Already Use	Md. Harun Ur Rashid	Uat,4589 live		4188,4589	OK		Need S
3.1.008	4540,4157,4662,4726,4724,4727	Already Use	Rahat Mahmood	Live		4540,4157,4662,4726,4724,4727	OK	27.06.2016	Receiv
3.1.009	4067,4649	Already Use LIVE	Rahat Mahmood	Live					Receiv
3.1.010	1537,4029,4797	Already Use	Rahat Mahmood	4797 live		1537,4029,4797	OK	30.06.2016	Receiv
3.1.011	4539,4895,4860,4896,4897	Already Use LIVE	Rahat Mahmood	Live		4539,4895,4860,4896,4897	OK	17.07.2016	Receiv
3.1.012	4541, 4977	Already Use LIVE	Mr. Lutfur Rahman	Live					

Figure 2: Release Management System

1.1.3 Contact Management System

This system contains all the contact information of the client personals & own company personals. Most of the company doesn't have a system for that. They do it at an old fashioned way.

Name	E-mail	Mobile	Designation	Department
Mahmud Hossain	mahmud@rXXXX.com		Managing Director & CEO	
A. K. M. Nazmuzzaman	nazmuzzaman@rXXXX.com	019XXXXX950	Ex-member of MISL	
A. T. M. Anisur Rabbani	anis@rXXXX.com	019XXXXX671		
Abdullah Al Zobair	zobair@rXXXX.com	018XXXXX633 019XXXXX000		
Abu Hena Md. Shahin	shahin@XXXX.com	017XXXXX565	Project Manager	
Abu Jafar Md. Saleh	saleh@XXXX.com	017XXXXX176		
Abu Nayem Mohammad Ali Khan	nayem@XXXX.com	017XXXXX426	Project Manager, Grade-1	
Abu Sayed	sayed@XXXX.com	017XXXXX658		
Abul Kalam Azad	azad@XXXX.com	019XXXXX470	Quality Assurance Engineer (Grade 1)	QA
Akib Yusuf	akib@XXXX.com	016XXXXX747	Software Engineer	
Akter Hoshen	akter@XXXX.com	019XXXXX470		
Ali Ahmed	ali@XXXX.com	018XXXXX279		
Alpana Akter	alpana@XXXX.com	019XXXXX862		
Md. Asadozzaman	asad@XXXX.com	018XXXXX305		
Ehsanul Alam Sabbir	sabbir@rXXXX.com	016XXXXX216	Ex-member of MISL	
Farhan Anan Himu		018XXXXX736	Ex-member of MISL	
Gulam Mostafa	mostafa@XXXX.com	019XXXXX470		
Injamamul Karim	injamamul@XXXX.com	016XXXXX074		

Figure 3: Contact Management System

1.2 Benefits & Necessity of Automatic Issue Tracking & Release Management System

Issue tracking system, release management system & contact management system, all are important system for a software company. An integrated system with this three system can help a company to maintain their tasks & proper communication with the client. If the client can input their issues in the system this will make the system more useful. All client & employee information will be in the system from which each user will be able to get any contact person information. Client will be able to receive delivery content through this system.

- Product Management
- Product version management
- Issue entry direct from client end
- Release note according to issue list
- Contact person information finding
- Release note directly sent to the user email

Chapter 2

Background and Literature Review

Automated system for keeping track of issues & release management is an absolute necessity for a software company. Old system where issues can be kept & monitored, doesn't have release management system. Idea of this project is to make a system where issue tracking, release management & contact management system will be integrated in one system. Software Company needs to keep record of its client, product, product version, issue, release etc. All this requirement is merged in the idea of this project.

2.1 System End Point

This system will provide following facilities:

- User Management
- Client Management
- Product Management
- Product wise Version Management
- Issue Tracking
- Release Management

2.2 Background

The idea of this system came from a real life scenario of Millennium Information Solution Ltd., which is a renowned software company in Bangladesh. In this company we develop banking related software so our clients are mainly bank & other financial institute. As our clients are mostly banks we need to provide quick & proper support to the client. Issue tracking & release management holds a higher value in our line of work. So to provide this type of support we need an integrated system where all this issues can be managed properly & client can get benefit through it.

2.3 System Hierarchy

This system has three type of user panel.

- Admin Panel
- Employee User Panel
- Client User Panel

2.3.1 Admin Panel

Admin panel has following modules

- User Management
- Role Management
- Client Management
- Product Management
- Product Version Management
- Issue Management
- Release Management

2.3.2 Employee User Panel

Employee user panel has following modules

- User Management
- Issue Management
- Release Management

2.3.3 Client User Panel

Client user panel has following modules

- User Management(Read Only mode & only vendor user list)
- Issue Management(Limited Mode)
- Release Management(Read Only Mode)

Chapter 3

Design

3.1 Class Diagram

For the design of the project initially class diagram has been prepared for the blueprint of the project. Class diagram shows the relation between classes & the structure of the database relations. For our project class diagram is shown below.

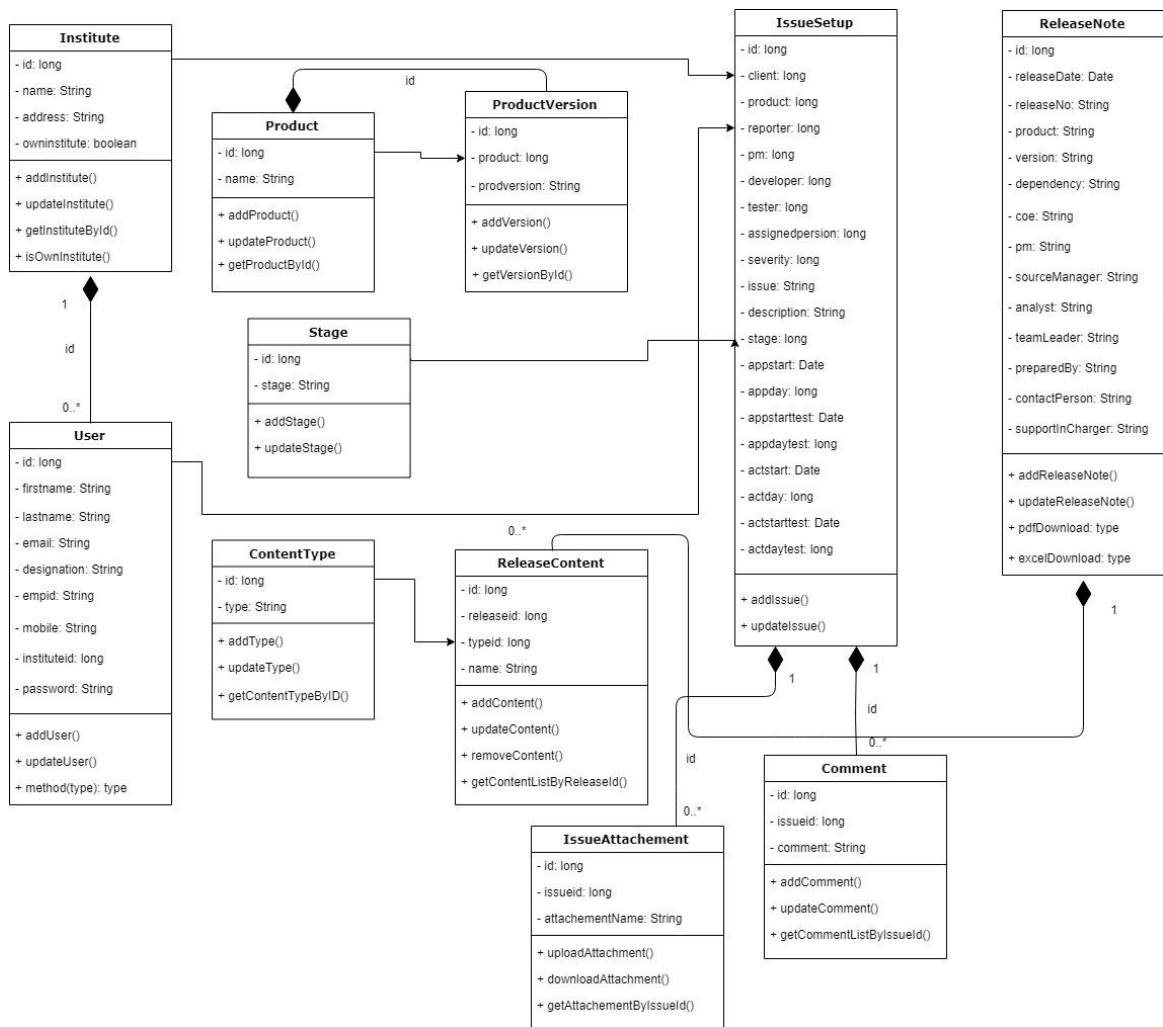


Figure 4: Class Diagram

3.2 Data Flow Diagram

To understand the data flow or information flow from one process to another dataflow diagram has been made.

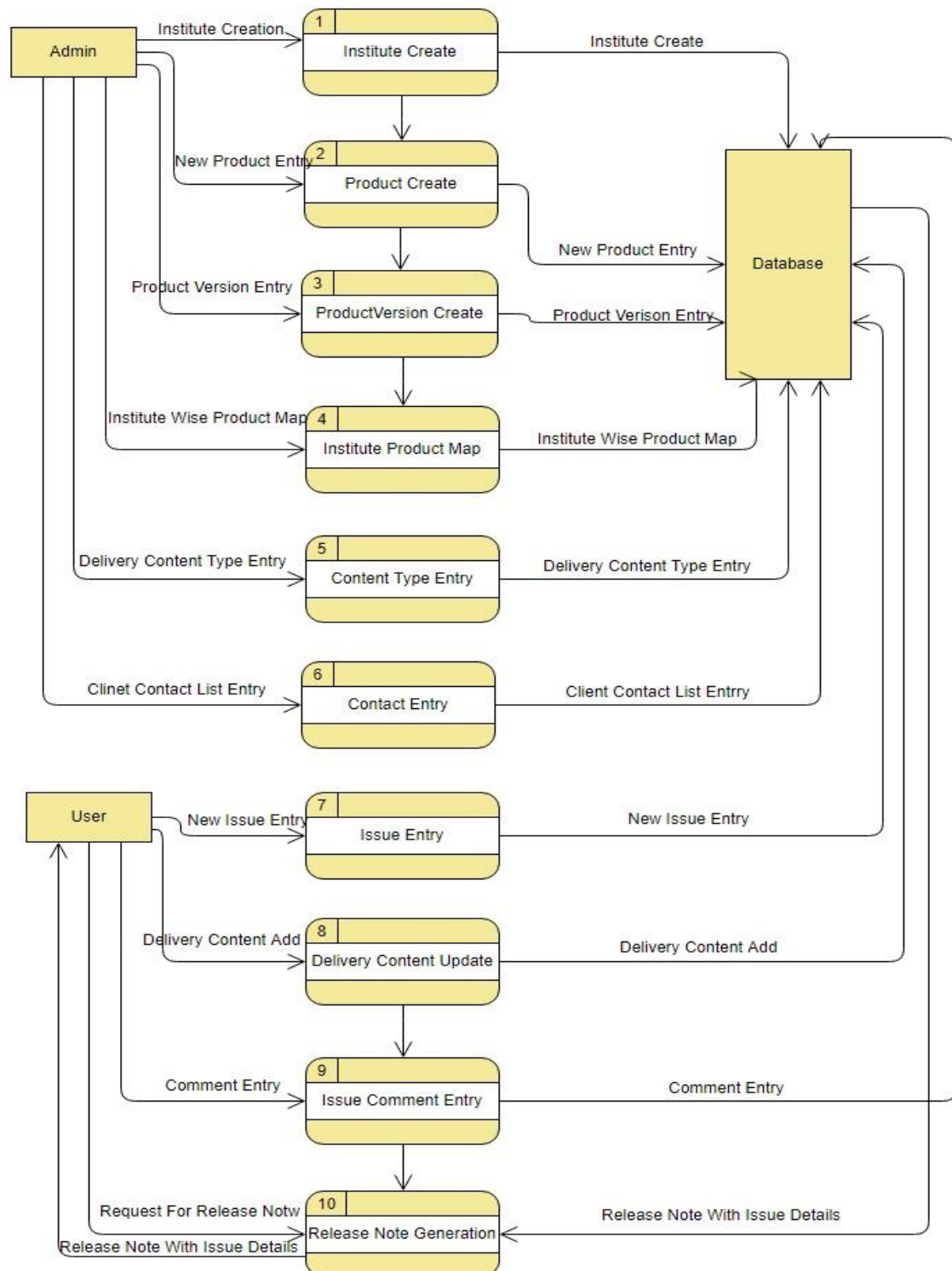


Figure 5: Dataflow Diagram

3.3 Use Case Diagram

To build a graphic representation of interaction between the elements of application we have prepared a use case diagram. It gives us a brief idea which element will interact with which one.

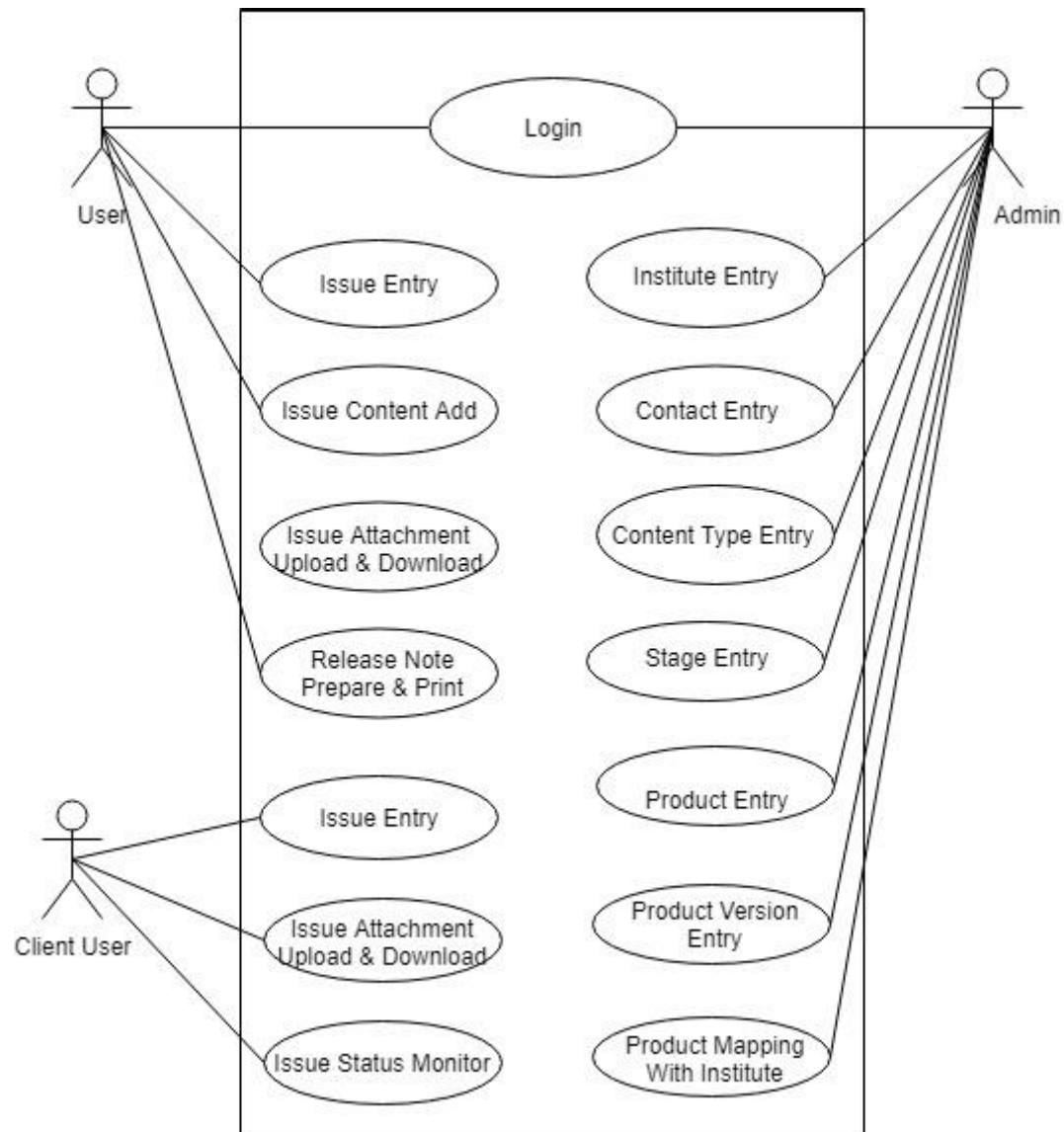


Figure 6: Use Case Diagram

3.4 Time Sequence Diagram

To show the object interaction accordance to time, time sequence diagram is built. Time sequence diagram according to our project is shown here

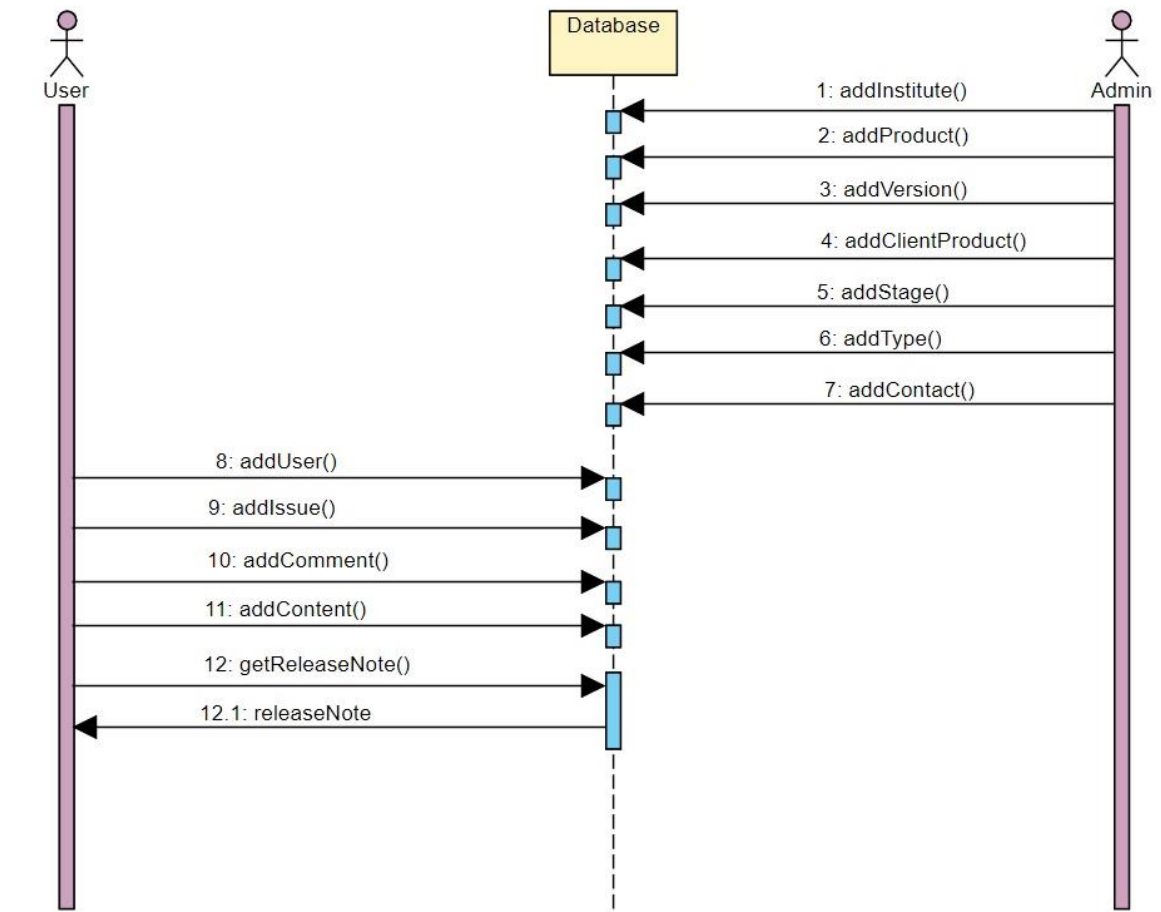


Figure 7: Time Sequence Diagram

Chapter 4

Implementation & Testing

4.1 Implementation Overview

This project is made as a centralized web based project. User from multiple location will access & interact with each other through this so web service based project is helpful here.

4.2 Methodology

In this project I have used waterfall model. I have used this model to prepare, plan & execute the whole project. According to this model at first stage I have gathered requirement from the software company I for, collected existing system data & analyze them. Then I have designed the system which can fulfill each of those requirement. After developing the whole project I verified the whole software & checked that the system works properly or not & continued to check for error or bug & fix them time to time.

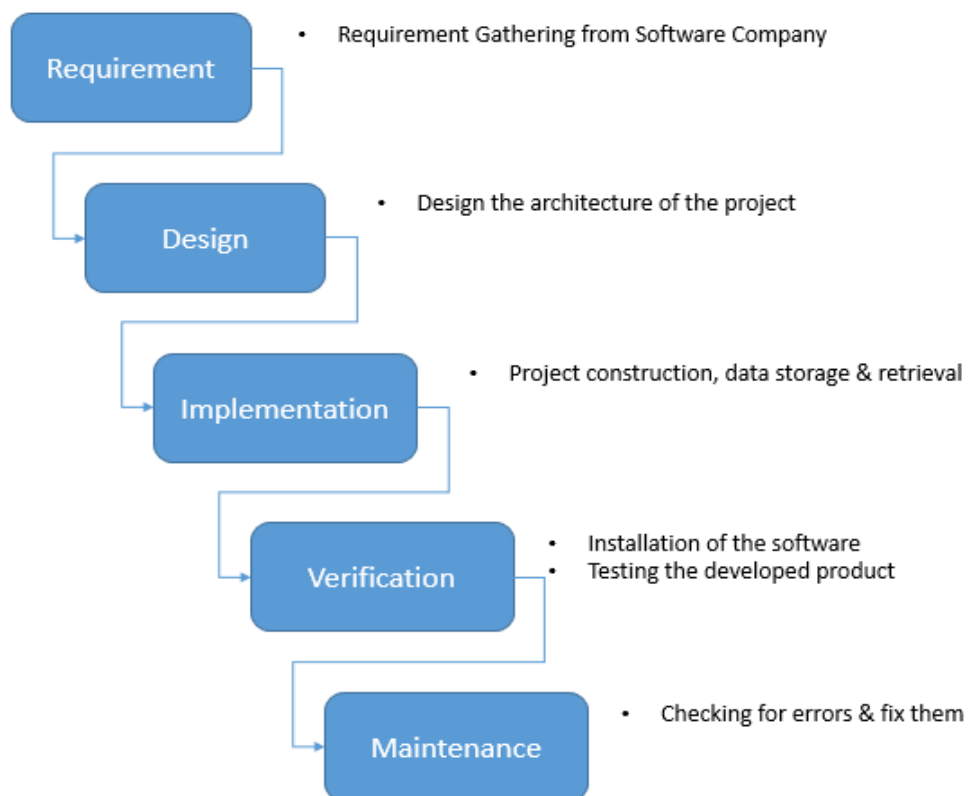


Figure 8: Waterfall Model

4.3 Technology

There are two part of this software. Frontend UI & Backend Service. Here are the technology I have used for this project

- Bootstrap & Angularjs for application UI
- Java for backend services
- Oracle for database
- IntelliJ idea for service & ui
- JasperReports for report
- Jboss-eap-64 as application server

4.4 Testing

There are many methods for testing. For AITRMS project I have used black box & white box testing method to check & verify.

4.4.1 Black Box Testing

For this testing I have let two of my colleagues to test the product. They have used & checked the application by inputting data & checking validations. It confirmed me that the application is behaving properly as it should.

4.4.2 White Box Testing

I did the white box testing because I know all the requirements for the application, internal structure & coding. This gave me a clear idea whether all the functions are working properly & storing data properly.

Chapter 5

Issue Creation & Release Management

5.1 Administrator User Interfaces

5.1.1 Login Interface

This is the login page for AITRMS users. Every user will be provided with a username & password. They have to use them to login into the system.

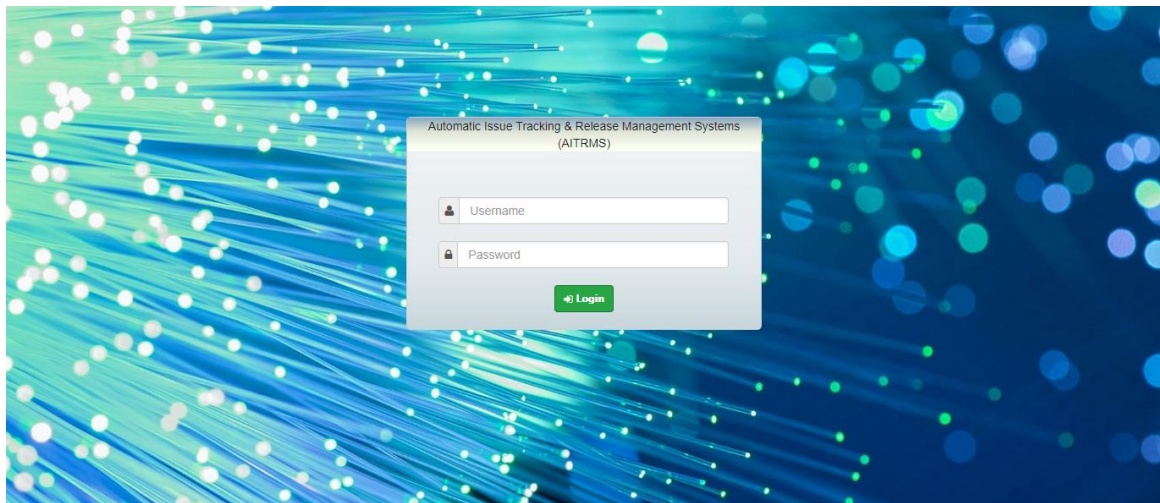


Figure 9: Login UI

5.1.2 Home Page

After login this homepage will show, where username & branch will show.

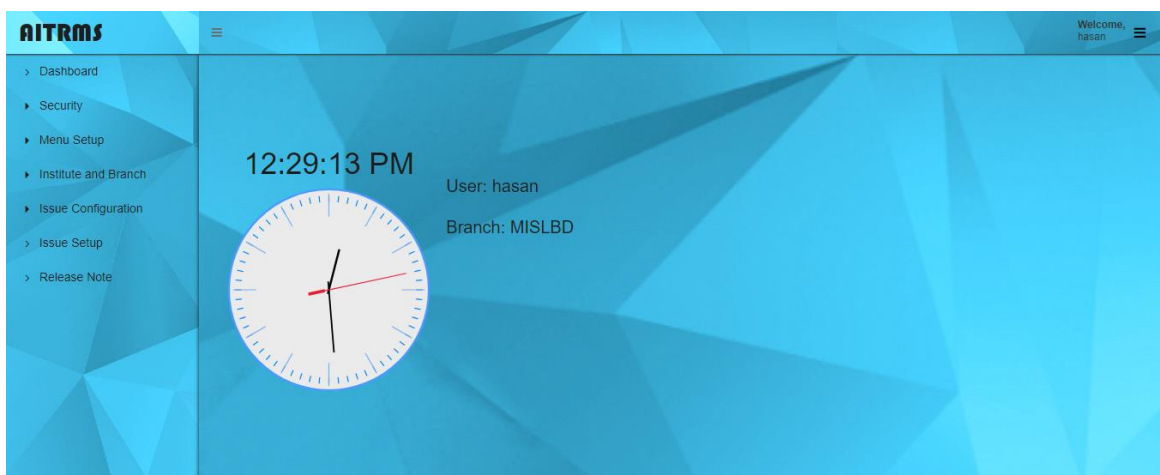


Figure 10: Home Page

5.1.3 Dashboard

Dashboard is the place where user will find summary status of the current system. If there is any unacknowledged issue in the system it will show them here. No of unacknowledged issue, no of pending issue, no of issue in development, no of issue in QA, no of issue in testing, no of issue in UAT, no of issue in went live etc. will also show here.

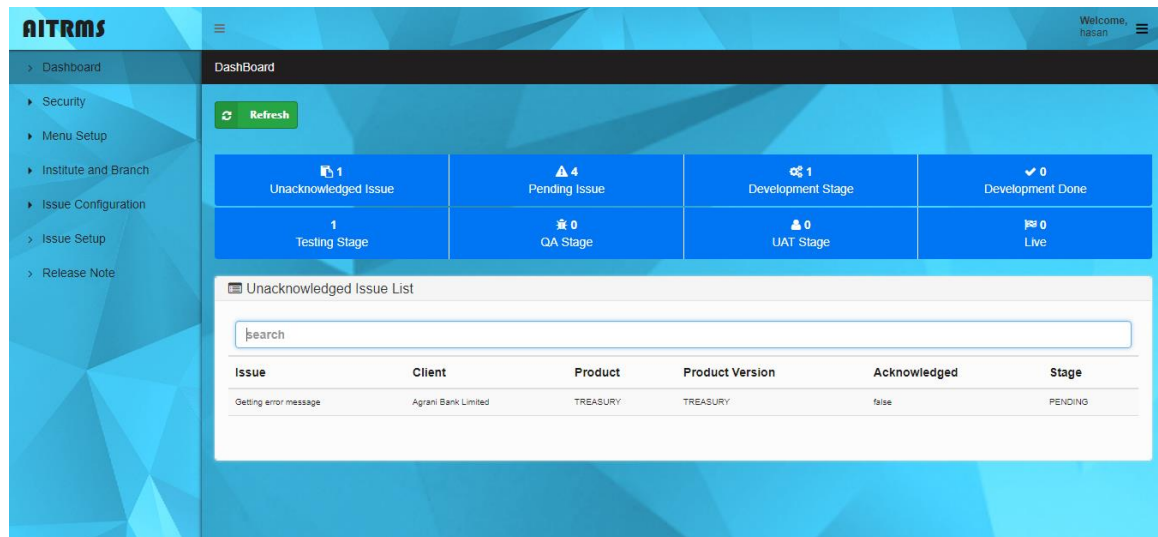


Figure 11: Dashboard

5.1.4 User Management

This UI shows the user list according to institute.

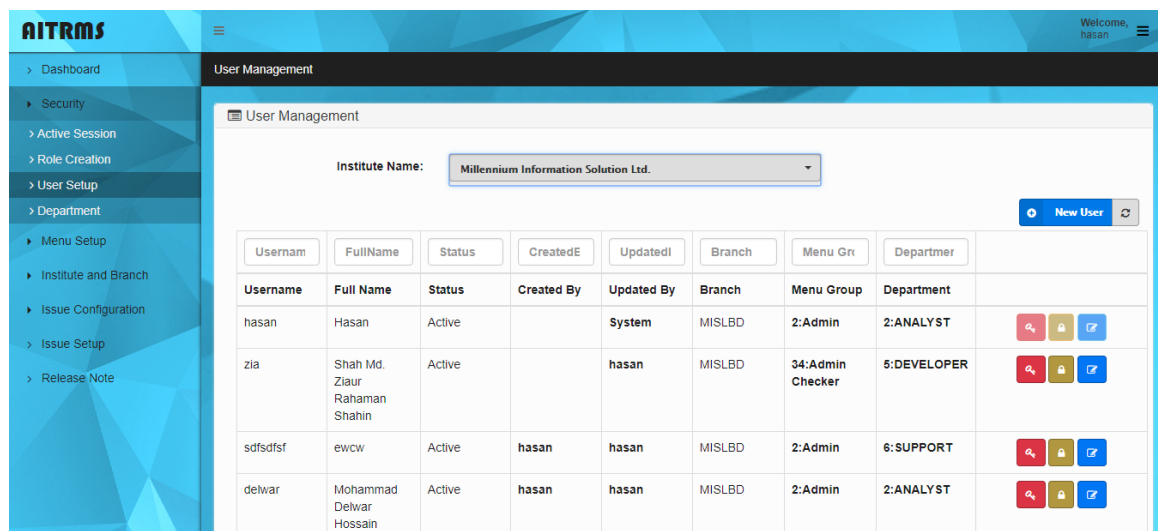
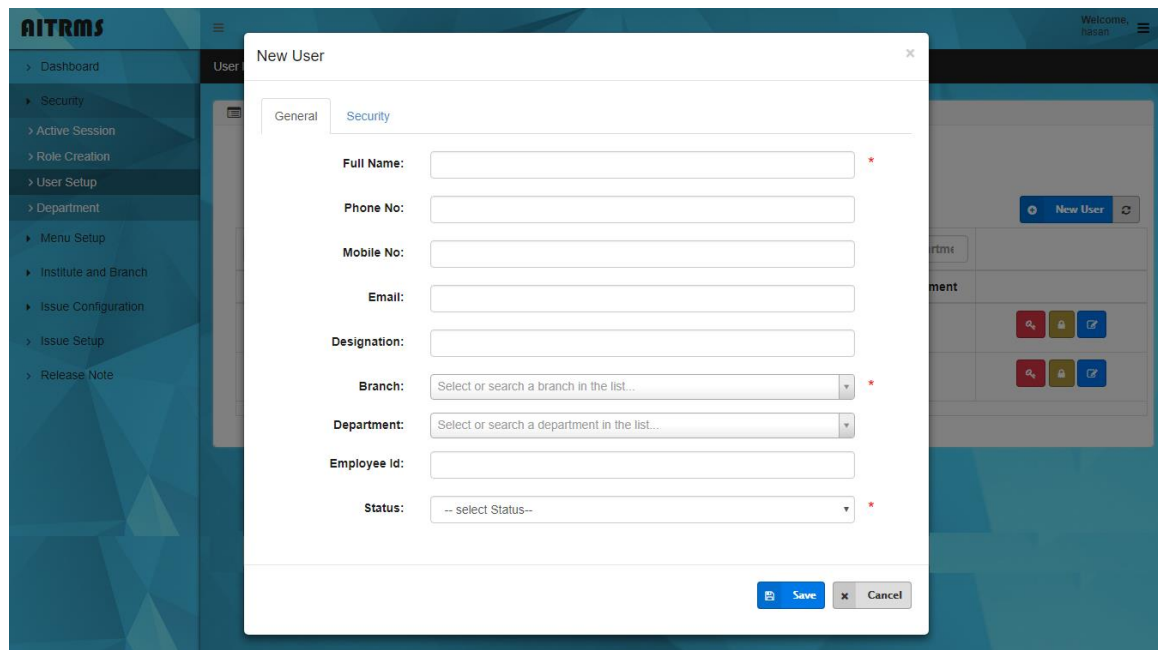


Figure 12: User Management

5.1.5 New User

In new user UI administrator will input all the valid information of the user & create user. Another user have to verify it.

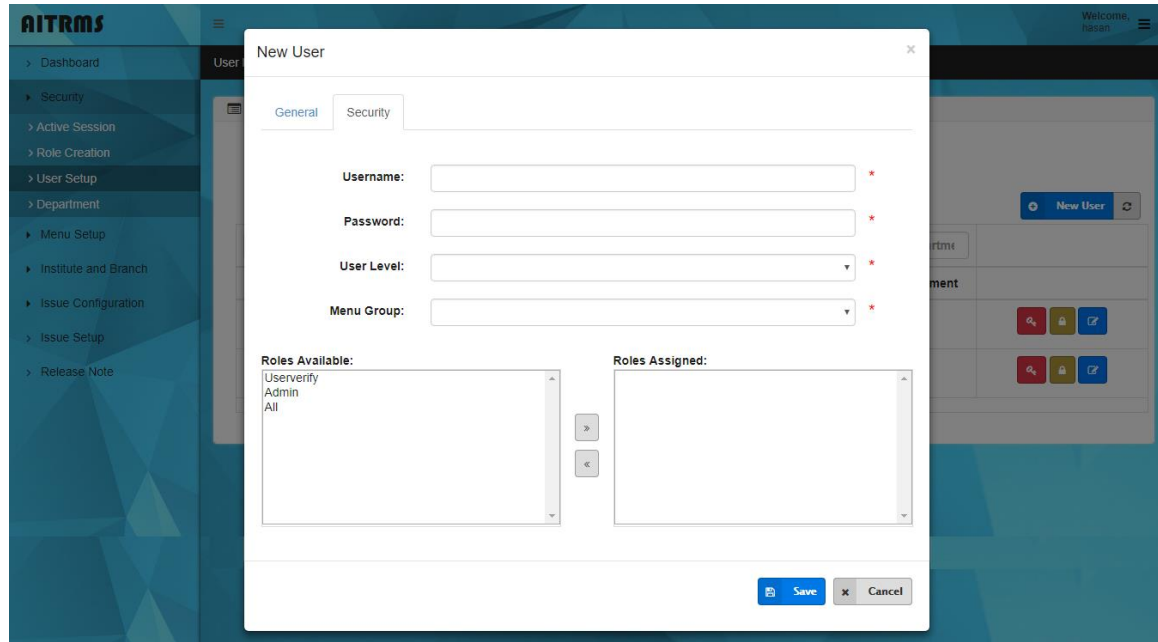


The screenshot shows the 'New User' dialog box with the 'General' tab selected. The dialog box is overlaid on the AITRMS application interface. The 'General' tab contains the following fields:

- Full Name:
- Phone No:
- Mobile No:
- Email:
- Designation:
- Branch:
- Department:
- Employee Id:
- Status:

At the bottom right of the dialog box are 'Save' and 'Cancel' buttons.

Figure 13: New User (General tab)



The screenshot shows the 'New User' dialog box with the 'Security' tab selected. The dialog box is overlaid on the AITRMS application interface. The 'Security' tab contains the following fields:

- Username:
- Password:
- User Level:
- Menu Group:

Below these fields are two lists:

- Roles Available:
 - Userverify
 - Admin
 - All
- Roles Assigned:
 -

Between the two lists are two buttons: a right arrow (>) and a left arrow (<). At the bottom right of the dialog box are 'Save' and 'Cancel' buttons.

Figure 14: New User (Security tab)

5.1.6 Role Management

Role list available for the user shows here.

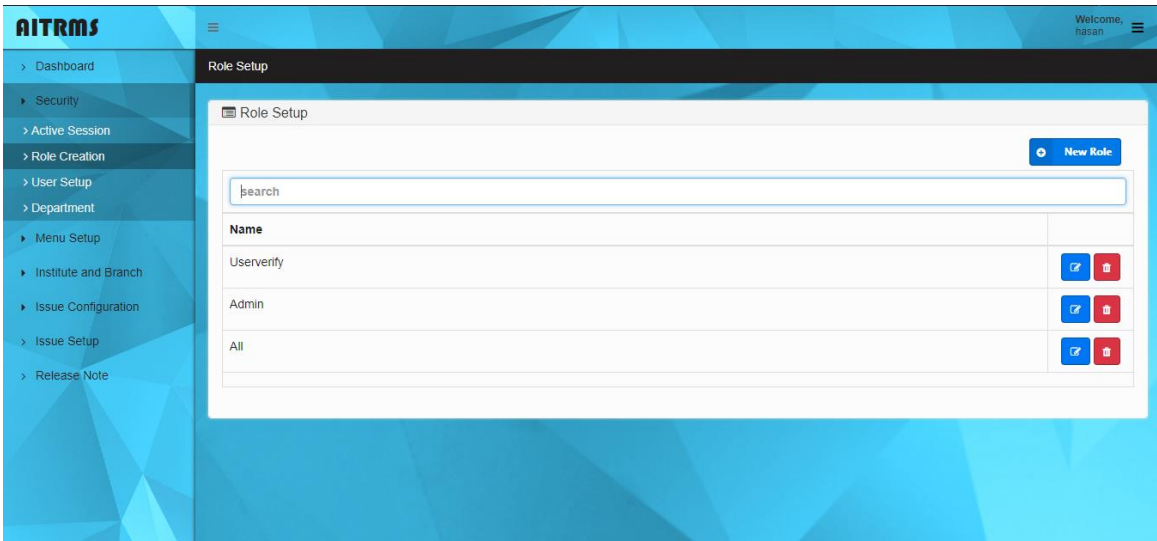


Figure 15: Role Management

5.1.7 New Role

Custom roles can be made with set of rights available in this UI.

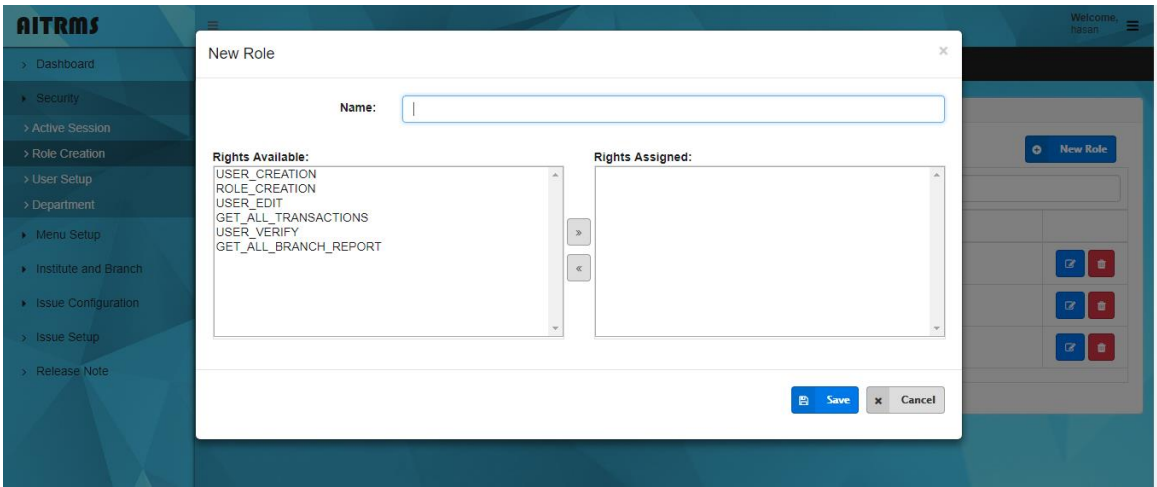


Figure 16: New Role

5.1.8 Active Session

Currently active user list will show here. Administrator can remove any session from here if necessary.

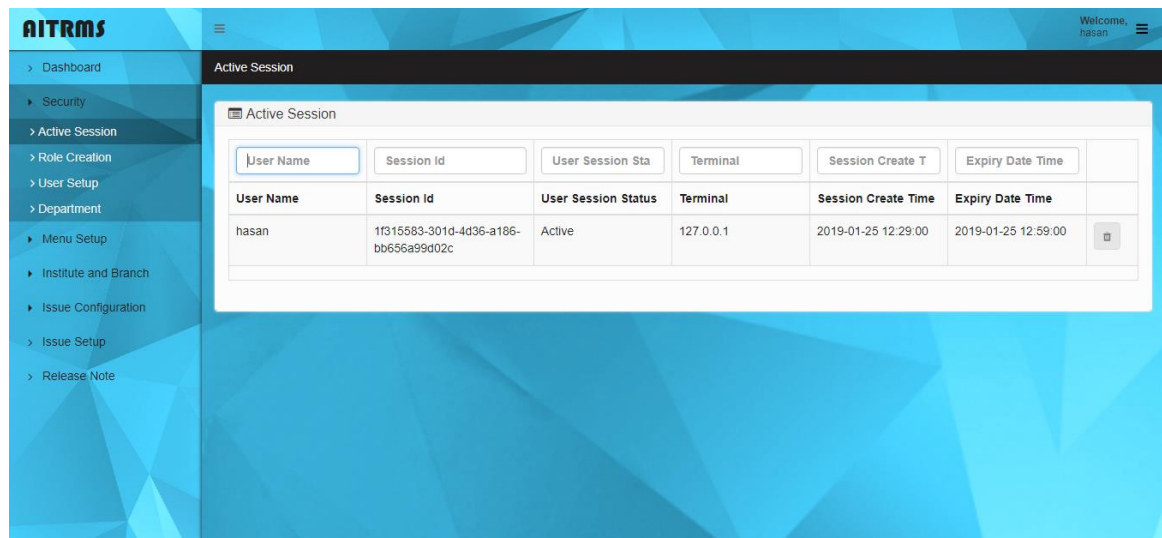


Figure 17: Active Session

5.1.9 Departments

Department for the owner institute shows here.

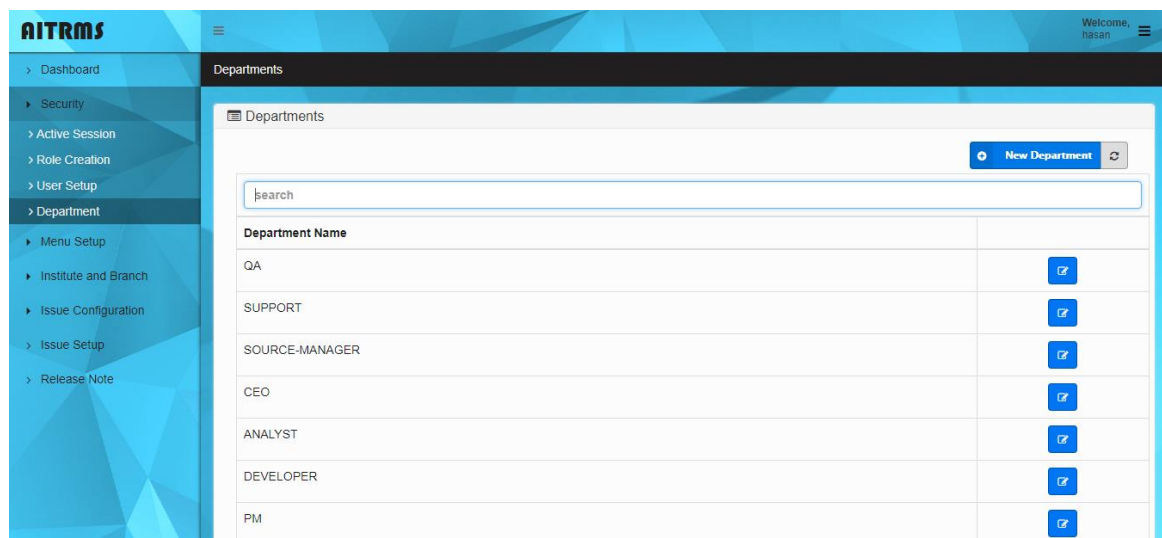


Figure 18: Departments

5.1.10 New Department

New department can be entered through this new department UI.

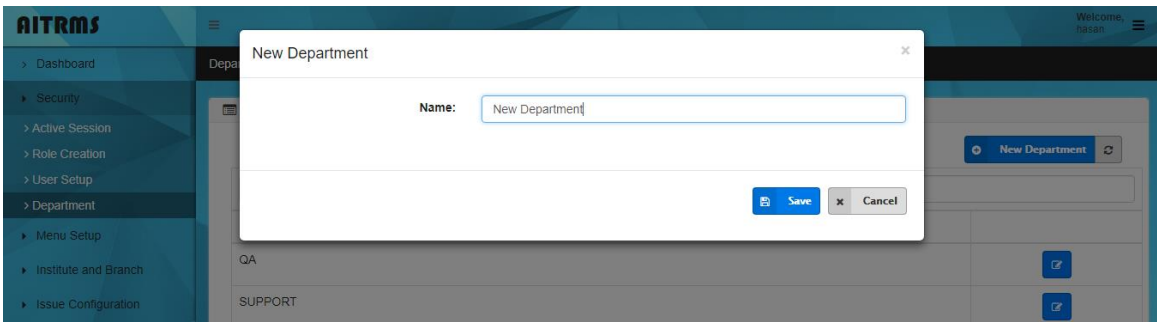


Figure 19: New Department

5.1.11 Menu Action Setup

If there is a new UI for the system then those menu action can be entered through this UI.

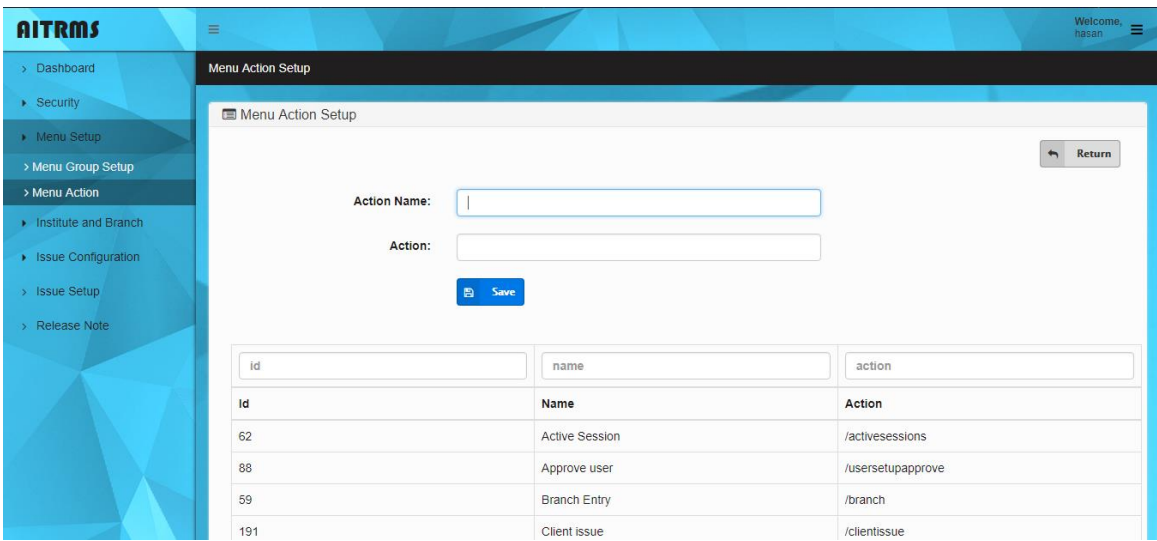


Figure 20: Menu Action Setup

5.1.12 Menu Group Setup

Different user will get different menu group. From this UI user will be able to add new menu group & create there required menu.

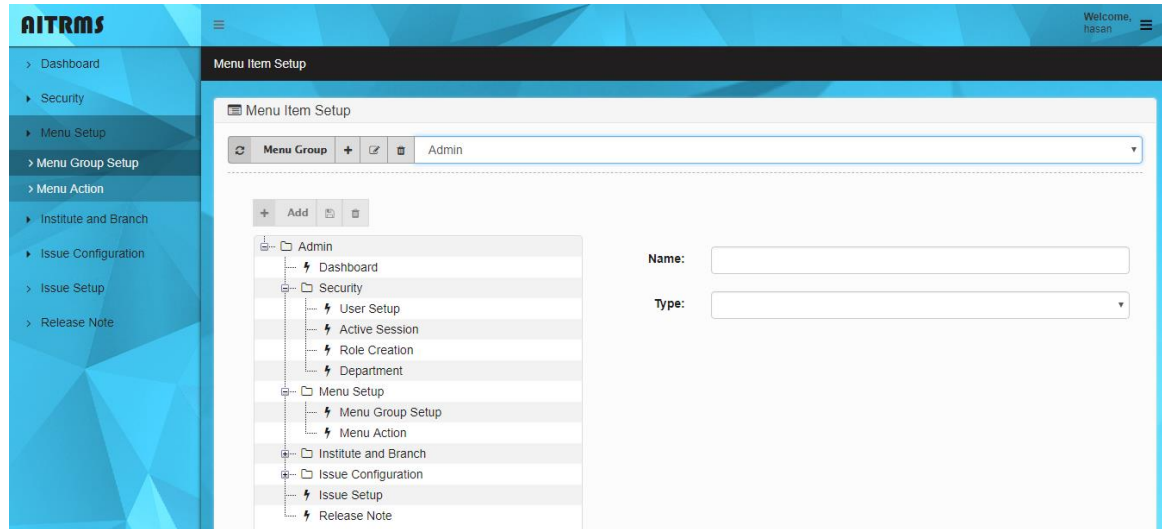


Figure 21: Menu Group Setup

5.1.13 Institute Management

Institute list shows here. User can filter them using any of the given parameter value.

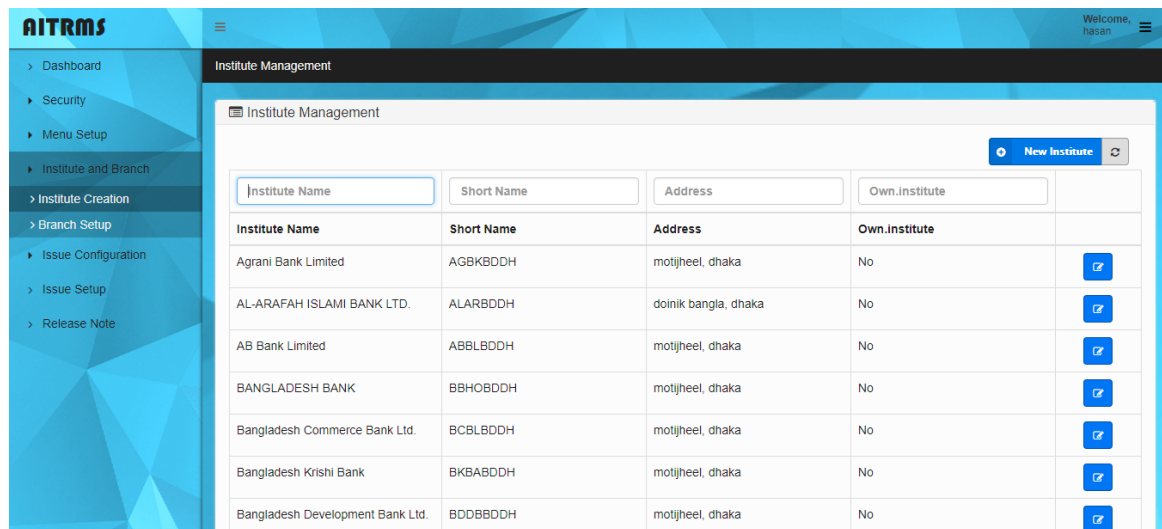
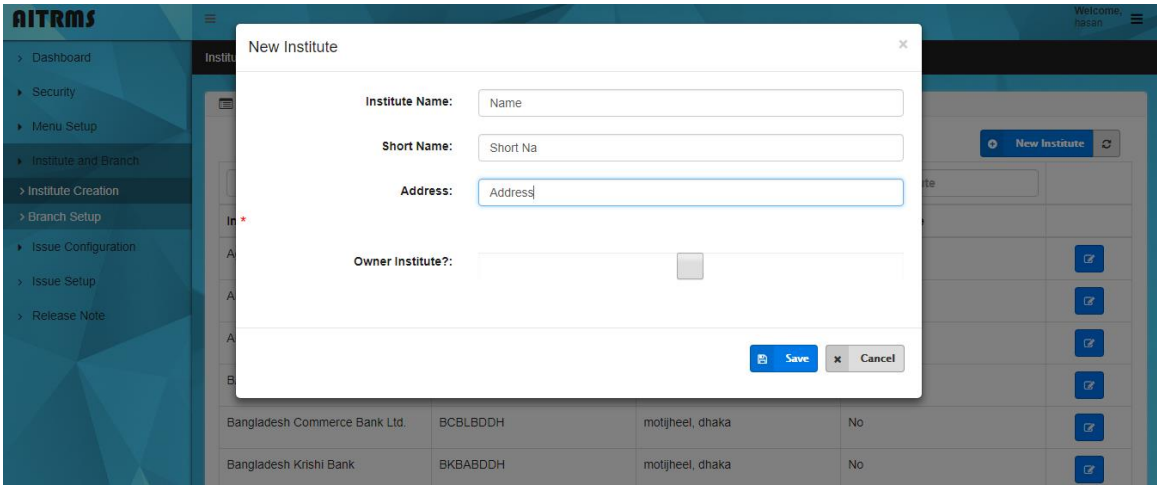


Figure 22: Institute Management

5.1.14 New Institute

New institute can be entered through this UI by putting institute name, short name, address & check-in for own institute.



The 'New Institute' modal form contains the following fields:

- Institute Name:** Text input field with placeholder 'Name'.
- Short Name:** Text input field with placeholder 'Short Na'.
- Address:** Text input field with placeholder 'Address'.
- Owner Institute?:** A checkbox.

Buttons at the bottom right: **Save** (blue), **Cancel** (grey).

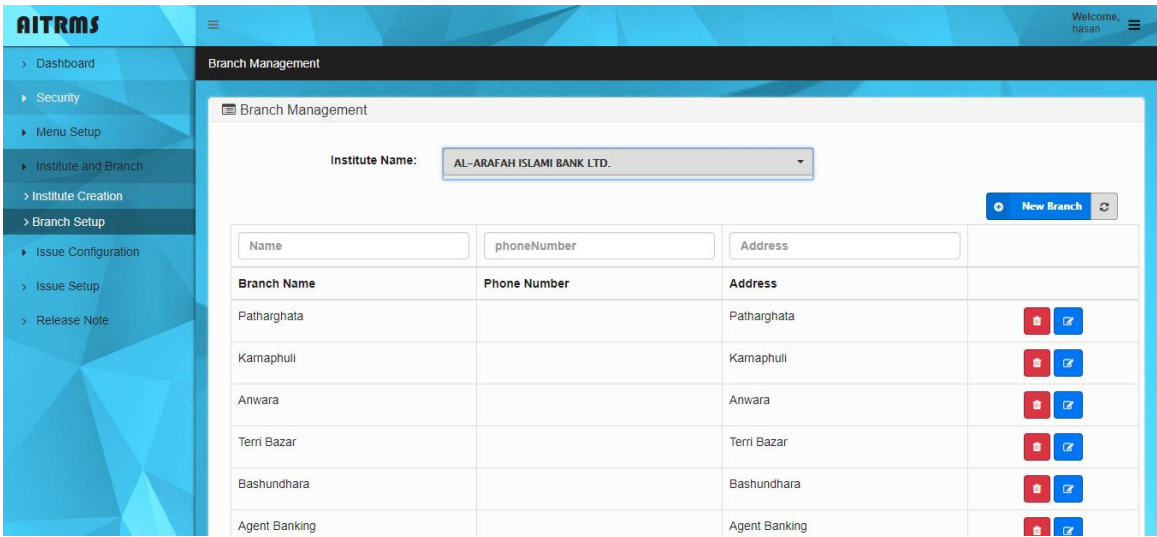
Background table (Institute List):

Institute Name	Short Name	Address	Owner Institute?
Bangladesh Commerce Bank Ltd.	BCBLBDDH	motijheel, dhaka	No
Bangladesh Krishi Bank	BKLABDDH	motijheel, dhaka	No

Figure 23: New Institute

5.1.15 Branch List

Branch according to institute will show here.



The 'Branch Management' page includes a dropdown for **Institute Name:** AL-ARAFAH ISLAMI BANK LTD.

Buttons: **New Branch** (blue), **Refresh** (grey).

Table of Branches:

Branch Name	Phone Number	Address	Actions
Patharghata		Patharghata	
Kamaphuli		Kamaphuli	
Anwara		Anwara	
Terri Bazar		Terri Bazar	
Bashundhara		Bashundhara	
Agent Banking		Agent Banking	

Figure 24: Branch List

5.1.16 New Branch

By providing branch name, address & phone number, new branch can be entered through this UI.

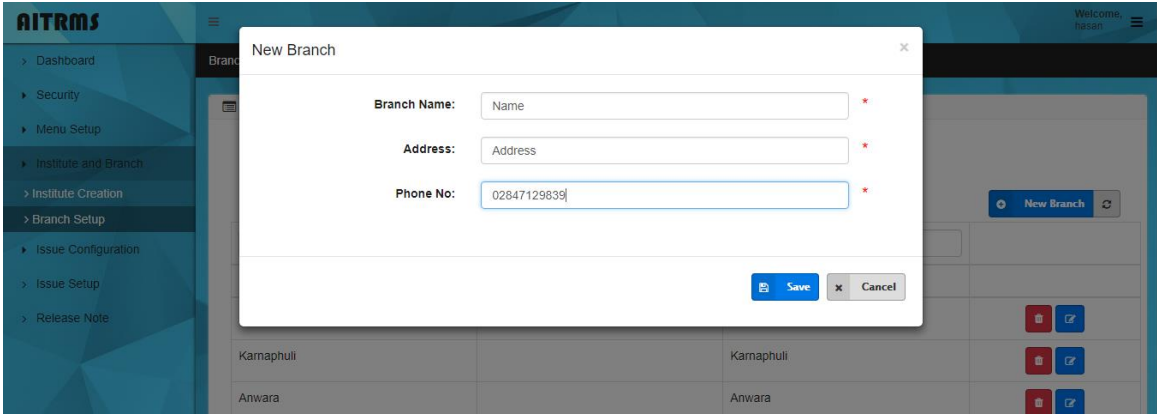


Figure 25: New Branch

5.1.17 Product List

Product list of the company shows here.

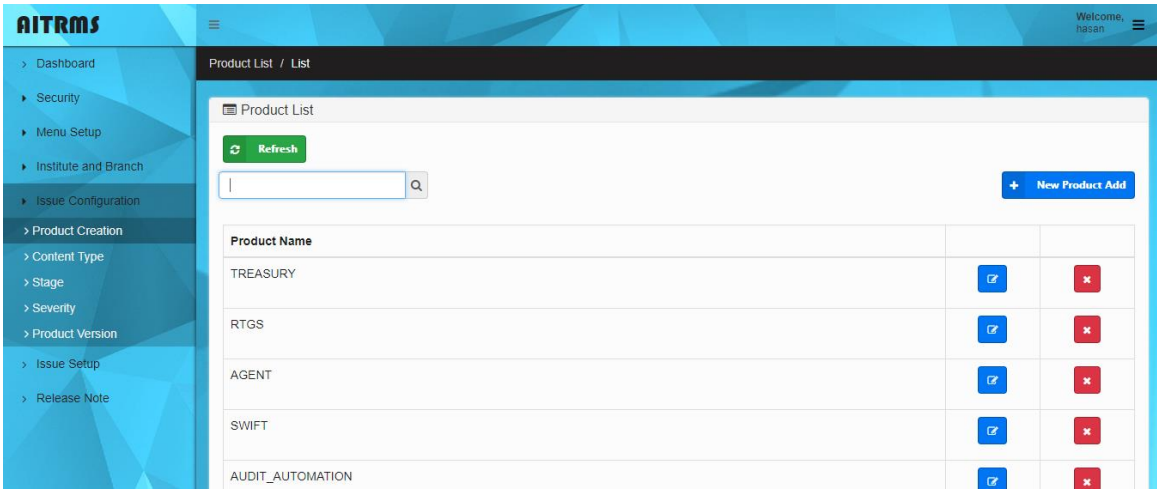
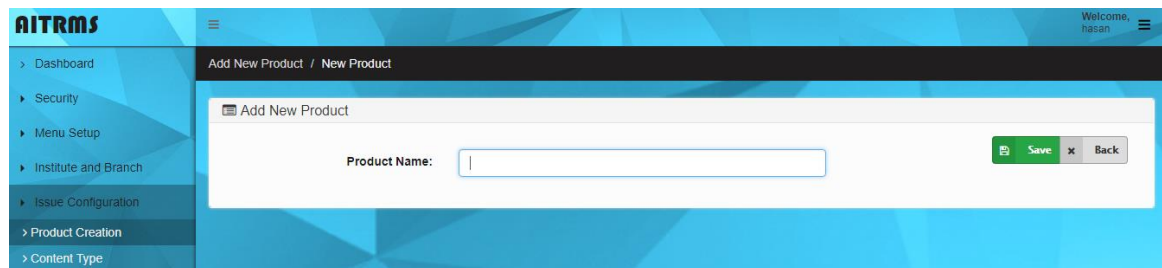


Figure 26: Product List

5.1.18 New Product

Input product name to add new product through this UI.

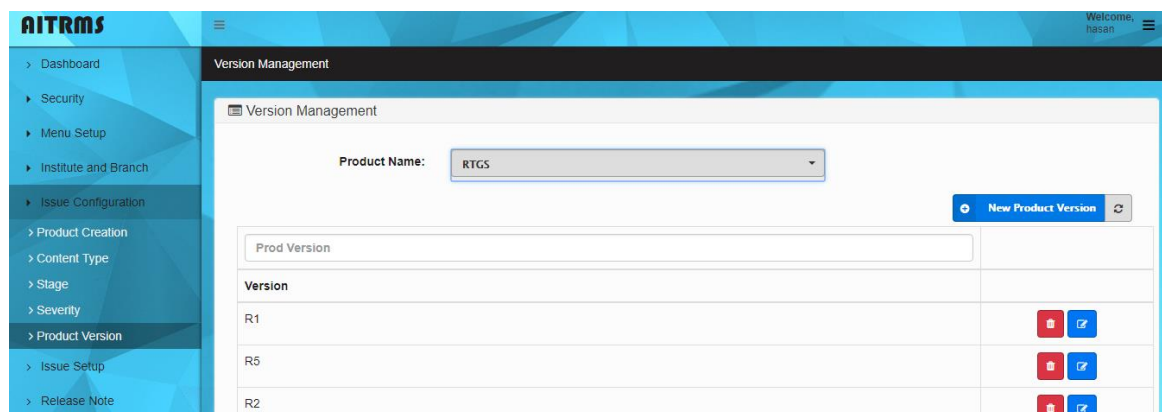


The screenshot shows the AITRMS interface with a sidebar menu on the left containing options like Dashboard, Security, Menu Setup, Institute and Branch, Issue Configuration, Product Creation, and Content Type. The main header area displays 'Add New Product / New Product'. Below this, a form titled 'Add New Product' contains a 'Product Name:' label followed by a text input field. To the right of the input field are two buttons: a green 'Save' button and a grey 'Back' button.

Figure 27: New Product

5.1.19 Product Version List

Product wise version list will be available here.



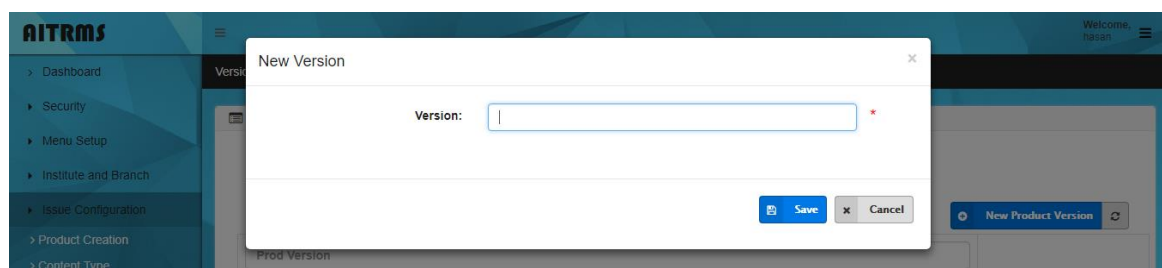
The screenshot shows the AITRMS interface with the sidebar menu on the left. The main header area displays 'Version Management'. Below this, a form titled 'Version Management' contains a 'Product Name:' label followed by a dropdown menu currently showing 'RTGS'. To the right of the dropdown is a blue button labeled 'New Product Version' with a plus icon. Below the dropdown is a table with the following structure:

Prod Version	
Version	
R1	 
R5	 
R2	 

Figure 28: Product Version List

5.1.20 New Version

If there is new version of any product then add them using this UI.



The screenshot shows the AITRMS interface with the sidebar menu on the left. A modal window titled 'New Version' is open in the center. It contains a 'Version:' label followed by a text input field. At the bottom right of the modal are two buttons: a blue 'Save' button and a grey 'Cancel' button.

Figure 29: New Version

5.1.21 Stage List

Task stage list shows here.

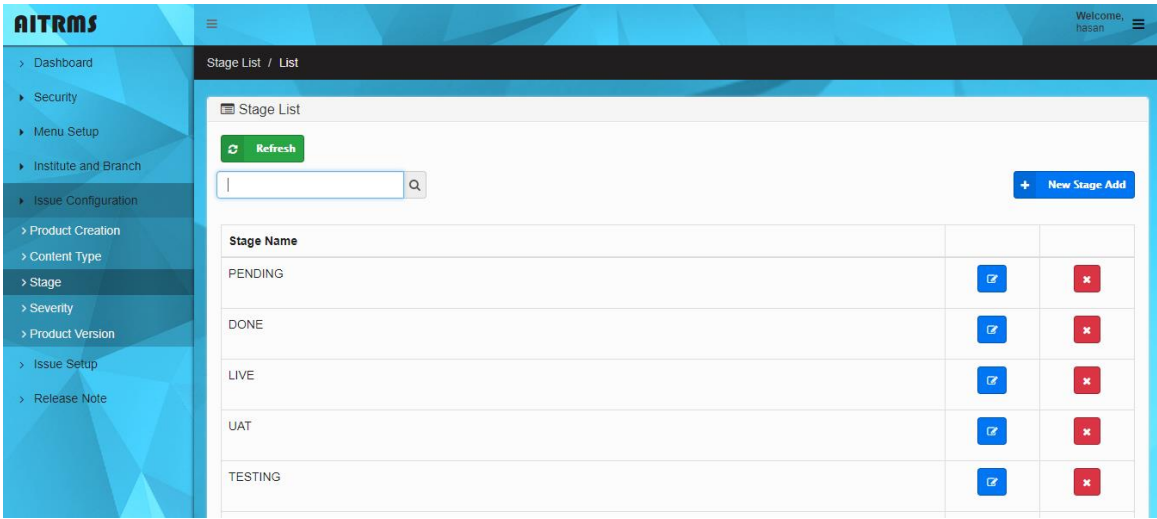


Figure 30: Stage List

5.1.22 New Stage

New stage can be entered through this interface.

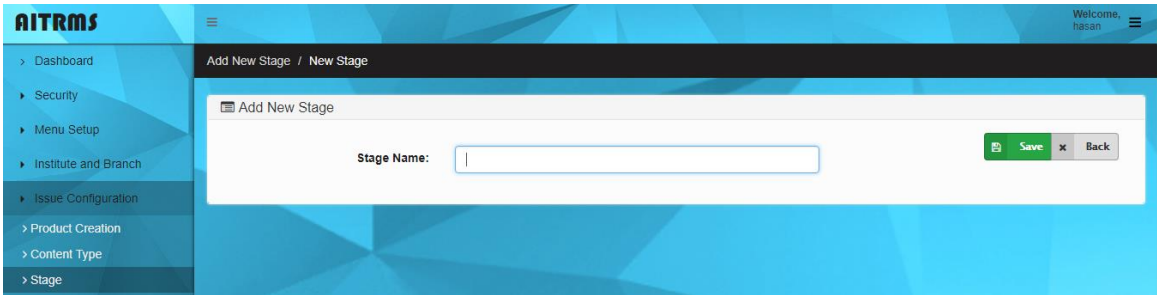


Figure 31: New Stage

5.1.23 Severity Setup

Severity measure list & new severity measure parameter can be added by this UI.

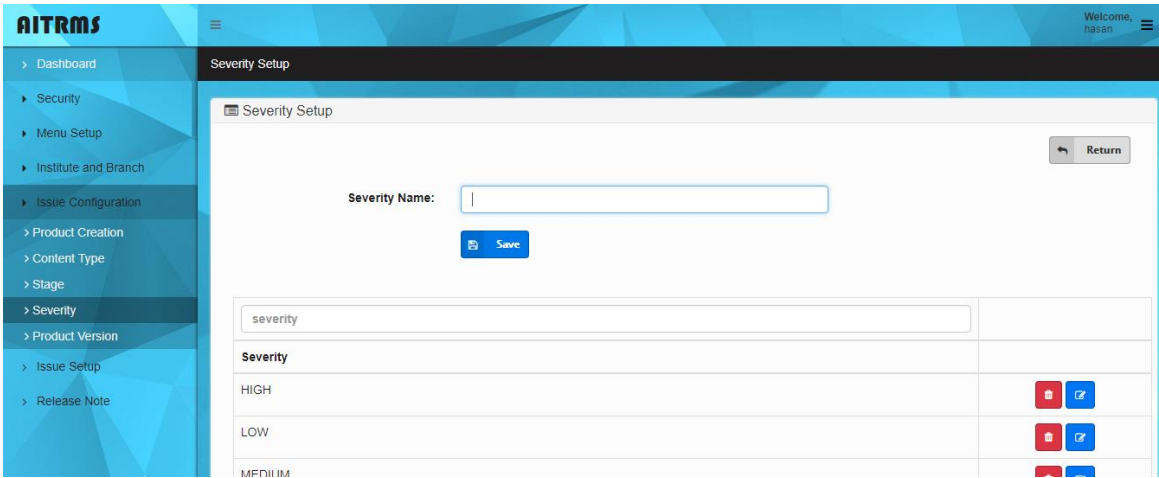


Figure 32: Severity Setup

5.1.24 Content Type List

Delivery content type list shows here.

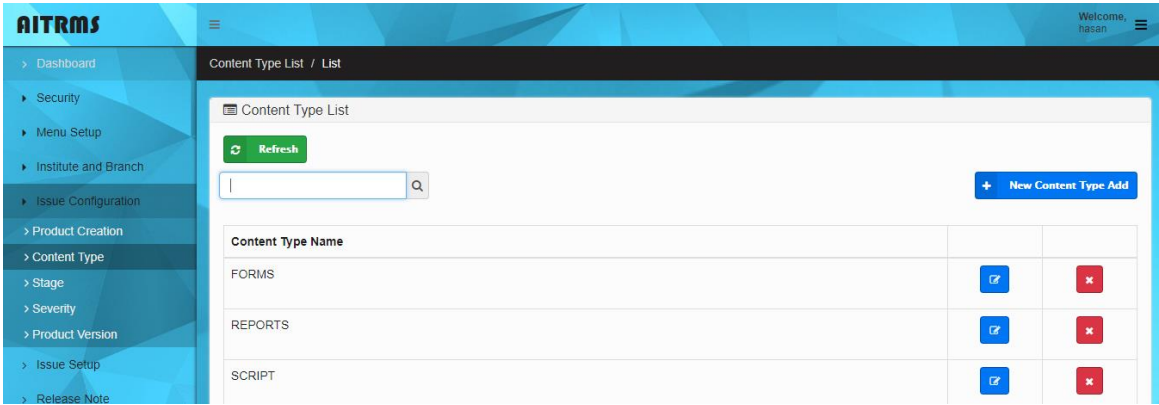
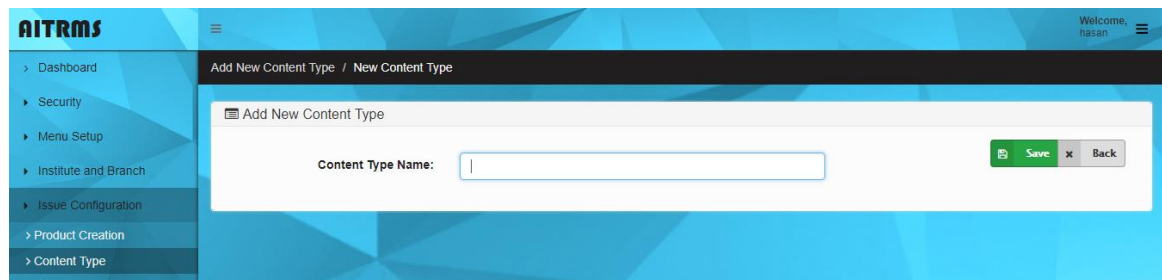


Figure 33: Content Type List

5.1.25 New Content Type

New delivery content type can be added by this one.

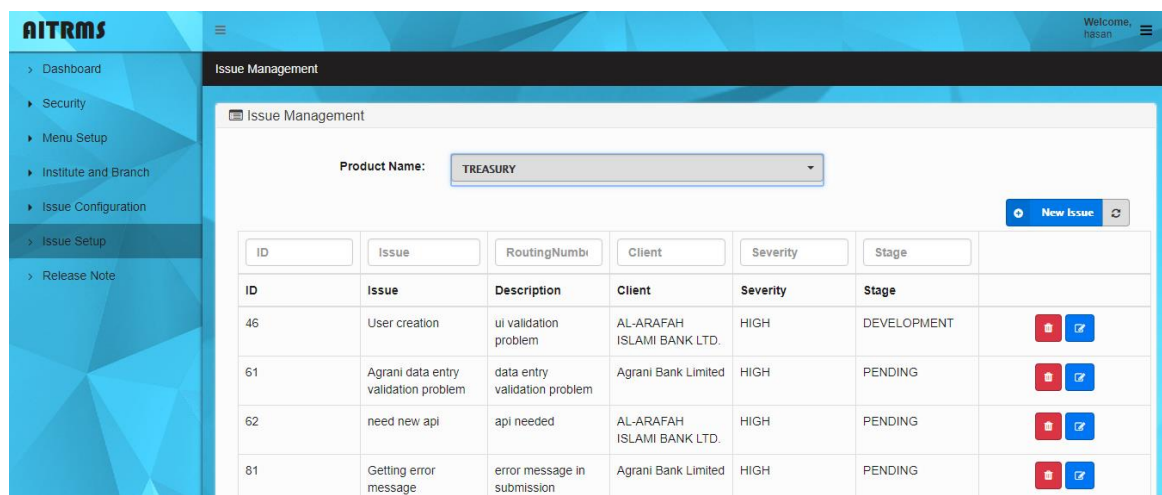


The screenshot shows the AITRMS interface with a sidebar menu on the left containing options like Dashboard, Security, Menu Setup, Institute and Branch, Issue Configuration, Product Creation, and Content Type. The main header area displays 'Add New Content Type / New Content Type'. Below this, there is a form titled 'Add New Content Type' with a single input field labeled 'Content Type Name:'. To the right of the input field are two buttons: a green 'Save' button and a grey 'Back' button.

Figure 34: New Content Type

5.1.26 Issue List (Product Wise)

Product wise issue list will show here. From the dropdown list select the product & below list will show issues for this product.



The screenshot shows the AITRMS interface with the sidebar menu. The main header area displays 'Issue Management'. Below this, there is a form titled 'Issue Management' with a dropdown menu labeled 'Product Name:' set to 'TREASURY'. To the right of the dropdown is a blue button labeled 'New Issue'. Below the form is a table with the following data:

ID	Issue	RoutingNumbr	Client	Severity	Stage	
46	User creation	ui validation problem	AL-ARAFAH ISLAMIC BANK LTD.	HIGH	DEVELOPMENT	 
61	Agrani data entry validation problem	data entry validation problem	Agrani Bank Limited	HIGH	PENDING	 
62	need new api	api needed	AL-ARAFAH ISLAMIC BANK LTD.	HIGH	PENDING	 
81	Getting error message	error message in submission	Agrani Bank Limited	HIGH	PENDING	 

Figure 35: Issue List (Product Wise)

5.1.27 New Issue

Use this UI to input new issues. Assign all the personals & deadlines there. Add any attachment if available & write required comment. If the issue is not yet acknowledged then acknowledge it.

The 'New Issue' form is a modal window with a white background and a close button (X) in the top right corner. It contains the following fields and controls:

- Issue:** A text input field with a red asterisk (*) indicating it is required.
- Description :** A large text area with a red asterisk (*) indicating it is required.
- Institute:** A dropdown menu with the placeholder text 'Select or search a products in the list...' and a red asterisk (*) indicating it is required.
- Product Version:** A dropdown menu with the placeholder text 'Select or search a prodVersion in the list...' and a red asterisk (*) indicating it is required.
- Request Type:** A dropdown menu with a red asterisk (*) indicating it is required.
- Issue Type:** A dropdown menu with a red asterisk (*) indicating it is required.
- Severity:** A dropdown menu with the placeholder text 'Select or search a severity in the list...' and a red asterisk (*) indicating it is required.
- Stage:** A dropdown menu with the placeholder text 'Select or search a stage in the list...' and a red asterisk (*) indicating it is required.
- Reporter:** A dropdown menu with the placeholder text 'Select or search a reporter in the list...' and a red asterisk (*) indicating it is required.
- PM:** A dropdown menu with the placeholder text 'Select or search a PM in the list...' and a red asterisk (*) indicating it is required.
- Developer:** A dropdown menu with the placeholder text 'Select or search a developer in the list...' and a red asterisk (*) indicating it is required.
- Tester:** A dropdown menu with the placeholder text 'Select or search a tester in the list...' and a red asterisk (*) indicating it is required.
- Assigned Person:** A dropdown menu with the placeholder text 'Select or search a assignedperson in the list...' and a red asterisk (*) indicating it is required.
- Enter Approximate Start date:** A text input field with the placeholder 'dd----yyyy' and a red asterisk (*) indicating it is required.
- Approximate End Date:** A text input field with the placeholder 'dd----yyyy' and a red asterisk (*) indicating it is required.
- Enter Approximate Test Start date:** A text input field with the placeholder 'dd----yyyy' and a red asterisk (*) indicating it is required.
- Approximate Test End Date:** A text input field with the placeholder 'dd----yyyy' and a red asterisk (*) indicating it is required.
- Actual Start Date:** A text input field with the placeholder 'dd----yyyy' and a red asterisk (*) indicating it is required.
- Actual End Date:** A text input field with the placeholder 'dd----yyyy' and a red asterisk (*) indicating it is required.
- Actual Test Start Date:** A text input field with the placeholder 'dd----yyyy' and a red asterisk (*) indicating it is required.
- Actual Test End Date:** A text input field with the placeholder 'dd----yyyy' and a red asterisk (*) indicating it is required.
- Issue Acknowledge:** A checkbox.
- + Add File:** A blue button.
- Attachment:** A text input field.
- # Attachment:** A text input field.
- + Add Comment:** A blue button.
- Comment:** A text input field.
- # Comment:** A text input field.
- Save:** A blue button with a document icon.
- Cancel:** A grey button with an X icon.

Figure 36: New Issue

5.1.28 Release Note Management

This shows the release note list according to client. There are options to download pdf & excel report for release note here.

AITRMS

> Dashboard

> Security

> Menu Setup

> Institute and Branch

> Issue Configuration

> Issue Setup

> Release Note

Release Note Management

Release Note Management

Institute Name:

Agrani Bank Limited

New Release Note

Release No	Release Date	Product	Version	Prepared By	Dependency	
Issue	Dependency	Product	Version	PreparedBy	Dependency	
R2.19.001	2019-01-12	RTGS	R2	Hasan	N/A	PDF Excel
TREASURY.19.001	2019-01-21	TREASURY	TREASURY	Hasan	sdsdad	PDF Excel

Figure 37: Release Note Management

5.1.29 New Release Note

To provide a delivery you need to prepare the release note. Add the issue or issues in the release note, fill all the fields & press save to save the release note. An email will be sent to user email as soon as it is saved.

New Release Note

+ Add Issue

	Issue	Summary
#	Issue	Summary

Product: Select or search a products in the list... *

Product Version: Select or search a prodVersion in the list... *

PM: Select or search a PM in the list...

CEO: mahmud

Dependency : *

Prepared By: Select or search a Prepared by in the list... *

Source Manager: Select or search a sourcemanager in the list... *

Analyst: Select or search a analyst in the list... *

Team-Leader: Select or search a teamleader in the list... *

Support In Charge: Select or search a supportincharge in the list... *

Contact Person: Select or search a contactperson in the list... *

Release date: dd----yyyy *

+ Add Content

	Content Type	Name
#	Content Type	Name

Save **Cancel**

Figure 38: New Release Note

5.1.30 Release Note Report

This is the final release note report that we will get from the release note list UI.

RELEASE NOTE

Release Date: 21/01/2019

Release No: TREASURY.19.001

Product Name: TREASURY

Product Version: TREASURY

Client Name: Agrani Bank Limited

Millennium Information Solution Ltd.
Janata Tower STP, 6th Level

Release Issues: 61, 81**Dependency :**

No dependency

Release Summary:**Release Contents:**

Prepared By
Hasan

Analyst
Mohammad Delwar Hossain

Project Manager
Abu Hena Md. Shahin

CEO & Co-Founder
Mahmud Hossain

Team Leader
Hasan

Source Manager
Abul Kalam Azad

In charge, Support &
Shaikh Md. Moniruzzaman

Client Received By
Mr. Mustak Ahmed

Figure 39: Release Note Report

5.2 Owner Institute User Interface

5.2.1 User List (Read Only Mode)

User will be able to find any user contact information through this UI.

The screenshot shows the AITRMS User Management interface. On the left is a sidebar with navigation links: User List, Issue Setup, and Release Note. The main header area includes the AITRMS logo, a hamburger menu, and a welcome message 'Welcome, acb'. Below the header, the 'User Management' section is active. It features a dropdown menu for 'Institute Name' set to 'Agran Bank Limited'. Below this is a table with columns: Full Name, Designation, Cell Number, Phone Number, and Email Address. The table contains two entries: Mr. Mustak Ahmed and Mr. Shohraab Hossain.

Full Name	Designation	Cell Number	Phone Number	Email Address
Mr. Mustak Ahmed		01912....37	0167....454	ibw_...ourt@agranibank.org
Mr. Shohraab Hossain	Senior Officer ,Islamic Banking Unit,Gulshan Branch	01734 44		ibw_g...in@agranibank.org

Figure 40: User List (Read Only Mode)

This type of user will also get 5.1.26-5.1.30 User Interface & Report.

5.3 Client User Inter

5.3.1 Issue List (Users Institute Related Issues)

Here user will get the issue list according to users own institute. Acknowledged status will confirm the user whether his issue is acknowledged by the vendor or not.

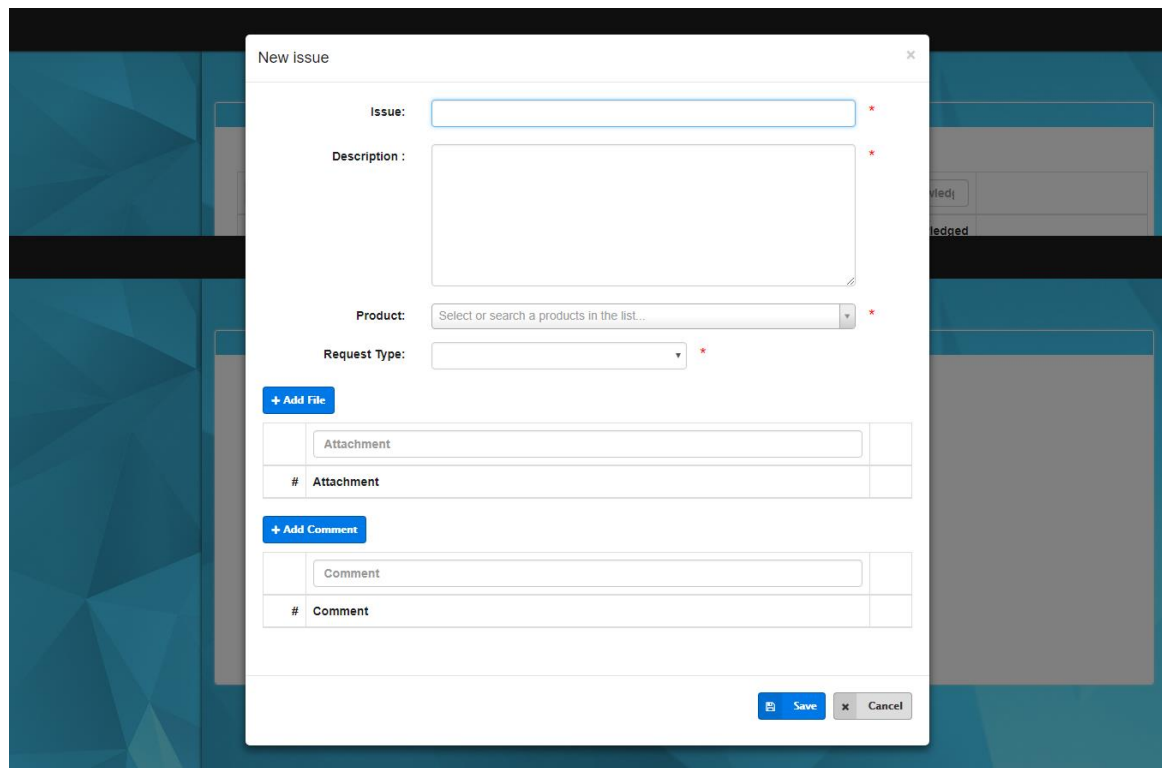
The screenshot shows the AITRMS Issue Management interface. On the left is a sidebar with navigation links: Contact List and Issue Setup. The main header area includes the AITRMS logo, a hamburger menu, and a welcome message 'Welcome, mustak'. Below the header, the 'Issue Management' section is active. It features a 'New Issue' button and a table with columns: ID, Issue, Description, Product, Severity, Stage, and Acknowledged. The table contains three entries: ID 61, ID 81, and ID 50.

ID	Issue	Description	Product	Severity	Stage	Acknowledged
61	Agrani data entry validation problem	data entry validation problem	TREASURY	HIGH	PENDING	true
81	Getting error message	error message in submission	TREASURY	HIGH	PENDING	false
50	charge module needed	add charge module	RTGS	HIGH	PENDING	true

Figure 41: Issue List (Users Institute Related Issues)

5.3.2 New Issue

User will be able to input any kind of issue or feedback through this UI.



The image shows a 'New Issue' form with the following fields and controls:

- Issue:** A text input field with a red asterisk indicating it is required.
- Description :** A large text area with a red asterisk indicating it is required.
- Product:** A dropdown menu with the placeholder text 'Select or search a products in the list...' and a red asterisk indicating it is required.
- Request Type:** A dropdown menu with a red asterisk indicating it is required.
- + Add File:** A blue button to add attachments.
- Attachment:** A table with two columns: a text input for the attachment name and a checkbox. The first row contains the text 'Attachment'.
- + Add Comment:** A blue button to add comments.
- Comment:** A table with two columns: a text input for the comment and a checkbox. The first row contains the text 'Comment'.
- Save/Cancel:** Buttons at the bottom right, with 'Save' in blue and 'Cancel' in grey.

Figure 42: New Issue

This user will also get 5.2.1 user interface.

Chapter 6

Conclusion

This project is the result of practical life experience & will be helpful for the software companies. Issue tracking & release management will be easier. Multiple type of reporting can be added in this system. Users don't have to look for any contact persons information from other person, they will get it from the system. Automated release note making will make it much more error free & project managers can maintain all their works & assignments through this system. Both the vendor & client will be beneficial through this system.

References

- [1] <https://www.draw.io/?libs=general;uml>