



Fermilab
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Issue Tracking Evaluation for CDF Offline

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Abstract

Evaluation of issue tracking systems for CDF Offline.

1 Evaluation

We started with an overview of available bug tracking system from here:

http://en.wikipedia.org/wiki/Comparison_of_issue_tracking_systems

Many systems were immediately discounted because they only had subversion support and not CVS. As all of the Run II code is in cvs with not current plans of upgrading, it was a major requirement.

Looking over the websites, two products stood out as candidates for affordable, configurable, and lightweight alternatives that would be accessible to a large user base and that evaluation versions that were readily available for testing:

- JIRA by Atlassian and
- TrackStudio. By TrackStudio.

We started on the JIRA evaluation first and found it to adequately meet the requirements document as outlined in the [requirements document](#). TrackStudio was also installed, but the evaluation was terminated early because it didn't additional features over JIRA, the pricing model was comparable, the JIRA user interface was more intuitive, and all contact for TrackStudio was through a given individual instead of team. It didn't appear to have much depth.

Polling other systems in use by FNAL personnel, we found savannah – a gnu based product used by selective CMS software components and JIRA used by the Minos control room here at FNAL, the LHC controls system at CERN and GLOBUS at ANL. The default Savannah GUI was not as intuitive as JIRA. It also appeared that many projects had started with it, and then abandoned it.

Finally JIRA also offered the capability, for an additional fee, to host and support the server offsite. This was an attractive feature as the support staff at FNAL for supporting these kinds of small services is thin under the current budget situation.