



Fermilab
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Issue Tracking Evaluation for CDF Offline

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Abstract

Better metrics for tracking CDF problems sent via email lists is needed. An issue tracking system is a good solution. This document lists the requirements.

1 Issue tracking requirements:

CDF Offline has a dozen or so email lists that users use to report various problems in addition to the occasions where even the lists are bypassed and users talk to the developers directly. In this methodology, it's difficult for management to get a handle of the various classes of problems, frequency, severity. It is difficult for the developers to keep a handle on all of the open issues and who is actively working on them as well as notifying the users regarding the status of their requests.

To help stabilize operations and increase the robustness of the CDF Offline environment, we need to start collecting metrics on the various problems. We have opted help accomplish this by collecting the statistics via an issue tracking tool.

This tool must:

- Provide an email interface. Many problems are being reported/updated via email lists now. At this stage in the experiment, it's unlikely to change.
- Provide access to the collaboration. Anyone can report a problem.
- Provide an interface to CVS. If we want to match this with actual source code changes, it must have a CVS interface as virtually all [tracked] code is in CVS.
- Provide a web interface for viewing ticket status.
- Facilitate report generation.
- Be lightweight. We don't want to invest significant resources in its configuration as this may not be a long term (ie, years) solution. It needs to be something that we can deploy quickly to get sensible metrics from on the time scale of one to two months. .
- Should have reasonable out of the box defaults, and is easily configurable.
- Widely used. We don't want a solution that is only used at a few institutions/companies. We want to leverage a common solution if possible in running experiments, to simplify operations