



# Issue Tracking System

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## Problem Description



Users need to track their open issues or follow pre-defined processes for issue resolution. The problem is that they may want to do this in their own independent way. Most might use spreadsheets, but they would probably be different formats, the masters will not always be accessible, etc. Others might use word documents, and others may not track the issues at all.

With no standard system in place for issue tracking, this leads to:

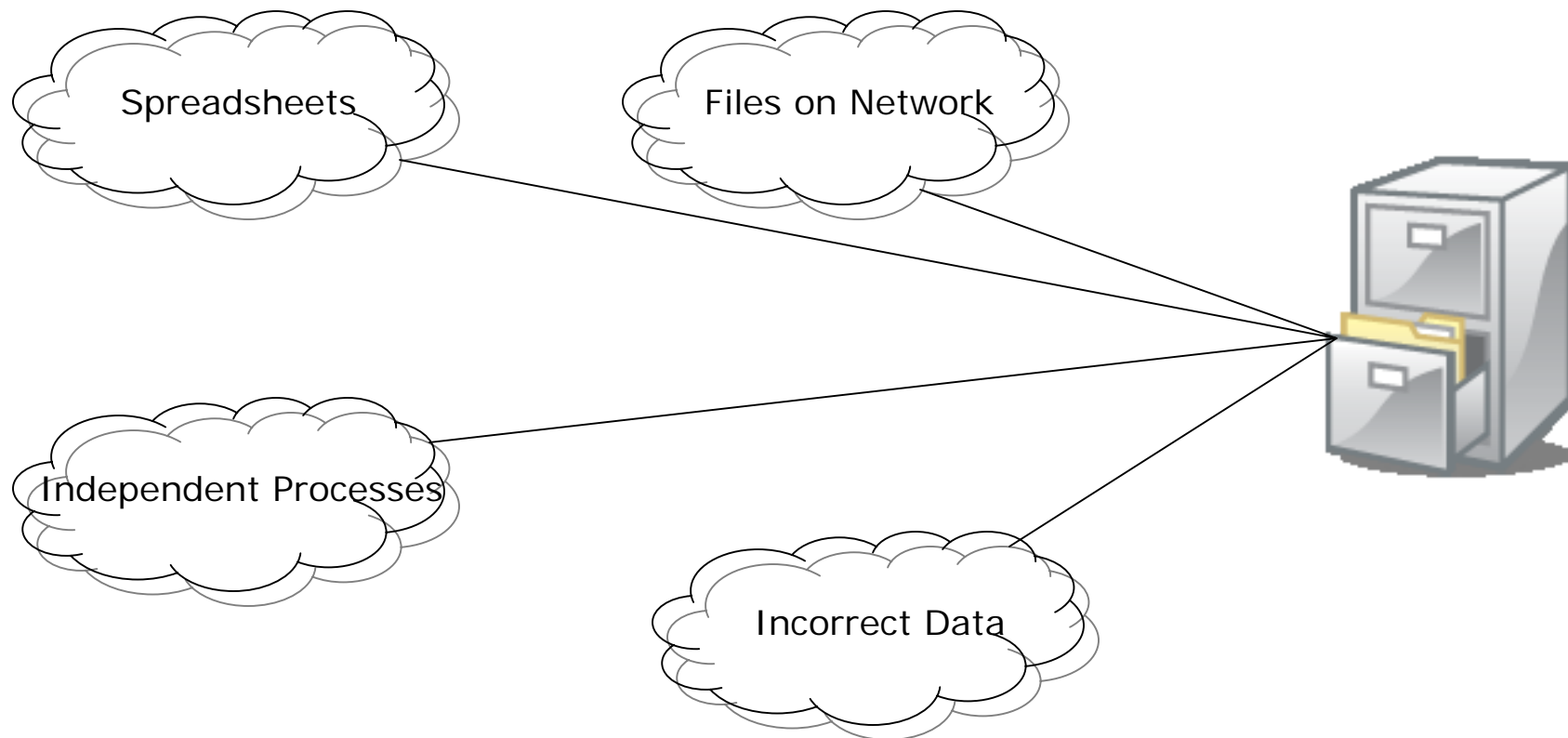
- Date being harder to find (be it information on an issue, a task, or a given file).
- Users not sure that once they find the data, they have the correct data.
- No standard methods for reviewing bottlenecks in your processes.
- Re-creating basic issue lists.

The ***Issue Tracking System*** addresses these issues and others.

# Problem Description



This document will provide the reader with an overview of how the ***Issue Tracking System*** can address your issue management problems and provide you with a sound and practical solution.



## The *Issue Tracking System*:

- Allows the users of the system to save time and reduce the cost of issue tracking.
- Allows the dynamic generation of issue tracking modules for different applications and projects.
- Provides for a good methodology for systemic process improvements.
- Is a Lotus Notes based application



## Cost and Time Saving



The *Issue Tracking System* provides users with both cost and time savings because:

1. All Project Modules are the same format: They all look the same, and they all function the same. The only differences are the issues, tasks associated with those issues, and the attached documentation. Using this methodology, once the user has been trained on the system, they can easily function in any project module that is created from the system.
2. One Location for Files: If you are looking for a file associated with a specific issue or task, they are in one location. Users don't need to search network drives, or look through emails to find project documentation.
3. Users get the Correct Information: Since all the information is in one location, the information is correct and up to date.



## Cost and Time Saving



4. Metrics against due dates: The *Issue Tracking System* provides users with metrics that show when due dates have been missed and when they have been changed. This allows management to easily see where bottlenecks and process blocks are.
5. Verification of due dates: When the issue or task champion changes the due dates of a given assignment they are challenged with a reason as to why. This provides for a detailed audit trail so that Management can understand why these items are not being completed within the forecasted timeframe.
6. Email reminders when due dates are coming up and are late: The system can be configured to send off reminders to assignment champions as the due date for these items approaches. This helps them get completed.



## Dynamic Application



The ***Issue Tracking System*** provides users with a dynamic application which allows it to be used for different processes and departments.

The system allows users to develop standard templates for different process(s) or project(s), then lets teams reuse these templates allowing users to not have to re-enter assignment information. And this provides for a quick generation of project modules for different process(s) or projects(s).



# Dynamic Application



For example, as we can see in Fig #1, from the Admin Module, the Administrator has generated X new project modules. In fact the system allows the Admin to easily generate an unlimited number of project modules.

These different project modules each have independent issue tracking functionality. The user can easily use one for Manufacturing issues on a specific project, and another for Development issues, then another for process management, etc.

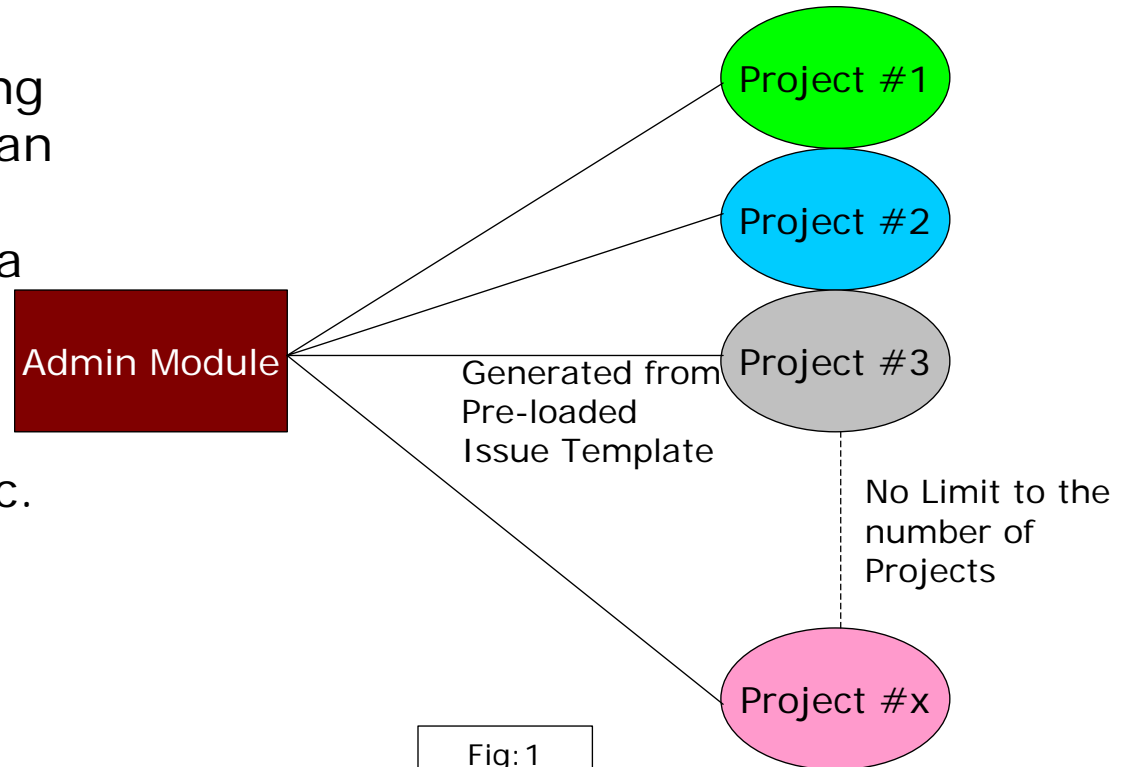


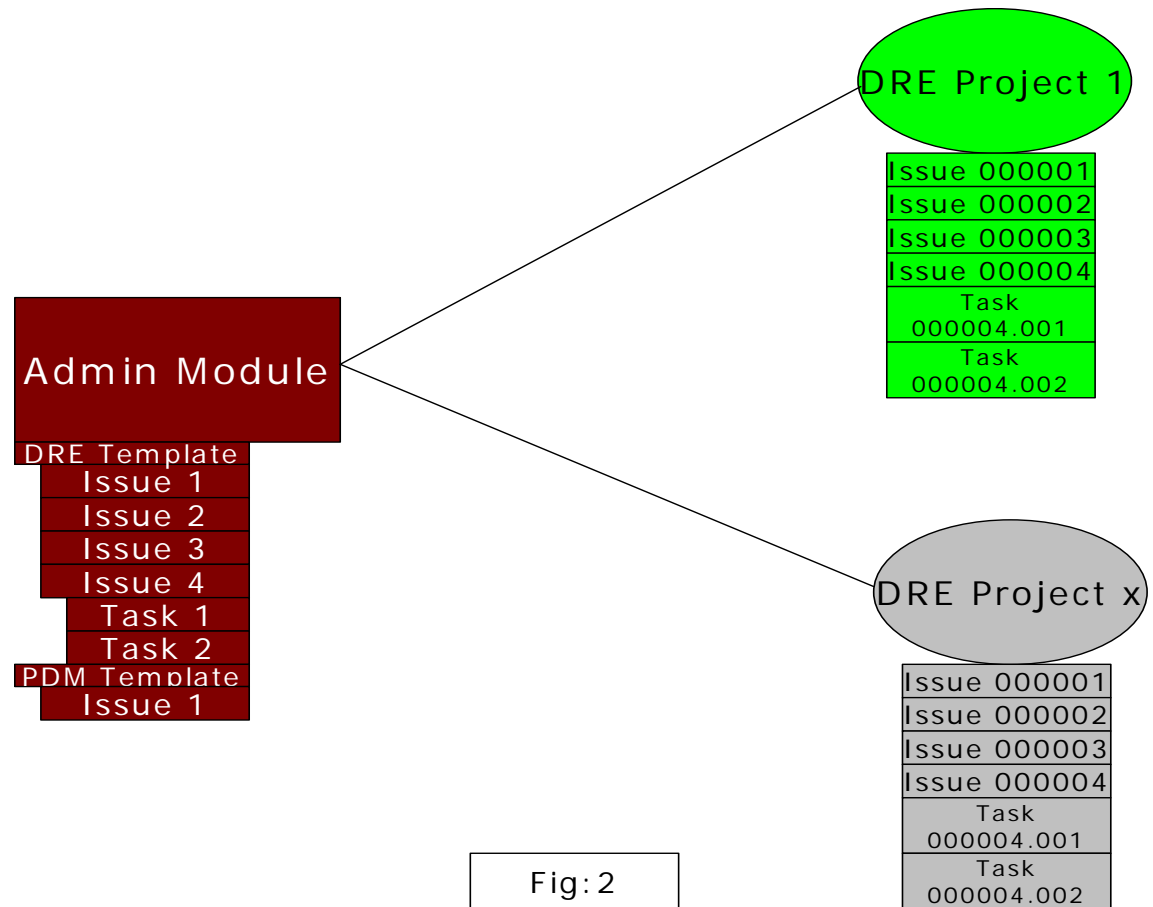
Fig: 1

# Dynamic Application



Also from within the Admin Module, the Administrator can pre-populate issue templates in the system(Fig #2).

When the user goes to generate a Project Module, they can select the issue template that they would like to use. This option will easily save a lot of time and assist in verifying that all new Projects follow the approve process.

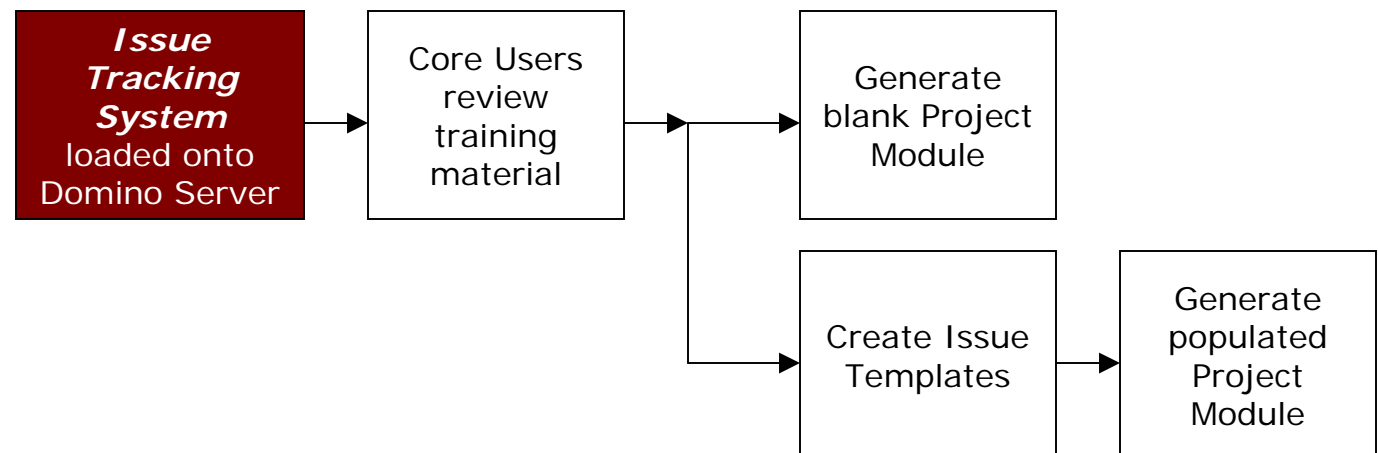


# Implementation



Implementation of the *Issue Tracking System* is very simple:

1. The Notes Application gets loaded onto your Domino Server.
2. Core Users and Admin Team review the training material that is provided with the system in the Help Documentation section.
3. Generate the blank Project Module.
4. Set up the Issue Templates:
  1. Generate Populated Project Modules



## Summary



Overall, the ***Issue Tracking System*** provides users with numerous advantages providing your company with an excellent Return on Investment it. With the ability to develop limitless Project Modules that assist users in following standardized processes, allowing you to track projects, and motivating users to meet timelines, the ***Issue Tracking System*** can streamline your organization.

We can also provide you with all your Production needs for the ***Issue Tracking System*** including: Maintenance, On-Site Training, and Template Set-up.

For further information on the ***Issue Tracking System*** by I Cubed Ventures and other services, please contact [sales@icubedventures.com](mailto:sales@icubedventures.com) or call us at 1-734-347-6934.