

INCIDENT MANAGER PRODUCT INFORMATION

T-Plan Incident Manager is used to record and track to resolution all incidents or defects encountered throughout the testing process. T-Plan Incident Manager may be used as either a standalone application or as a fully integrated module of T-Plan Professional.

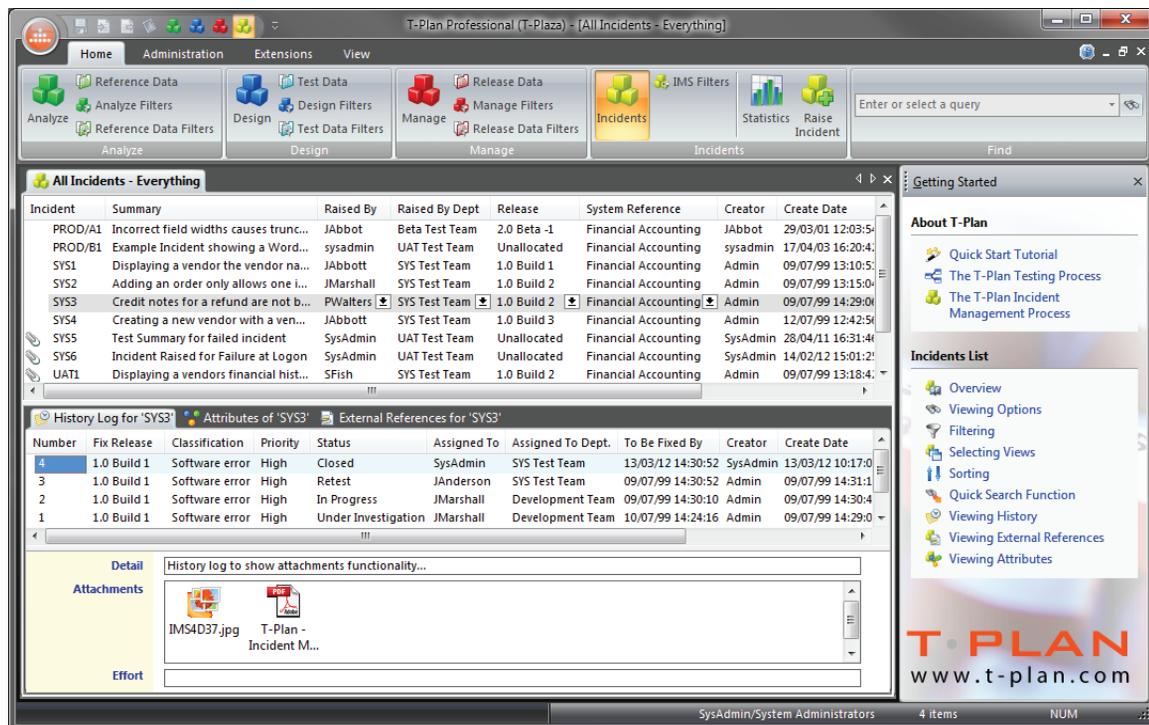
Each incident is recorded with full details of the problem encountered together with user defined attributes to classify and prioritise the incident. As the incident is passed from department to department, incident history logs are raised to record details of all corrective action taken to resolve the problem. A comprehensive suite of reports is available, including: errors still to clear, incident history, and problem status and ownership.

RECORDING & TRACKING INCIDENTS

Issues, defects, problems or change requests are raised as incidents. As project success can potentially be measured in the number of outstanding defects for example, it is imperative that all issues are recorded and managed centrally.

Each incident is entered into the system using a form that allows a user to record the details and actions, together with a set of fields and associated values that a user must select. The incident form comes with certain fields and values predefined and these are called static definitions. You can also define your own to extend this list and these are called custom attributes.

Whenever you make a change to an incident, the previous values are not overwritten. Each update to the main incident is recorded as a new history log, thus ensuring a complete change history of the incident throughout the development lifecycle. Maintaining all the previous log entries allows you to review the changes that have been made to the incident over time. This is your audit control.



WORKFLOW: DEFINITION OF STATE TRANSITION RULES

T-Plan Incident Manager provides the ability to define rules that will restrict the statuses an incident can be set to and the users to whom an incident can be assigned. This is done on the following basis: Rule 1 – given an incident currently in a particular status, what are the possible next statuses I can change it to when I add a history log entry?

SECURITY: USERS VIEWS OF INCIDENTS

T-Plan Incident Manager's row level security feature enables administrators to restrict the view of incidents for users in a particular group by defining filters or views. One or more views can be assigned to a particular group and in this case a default view can be specified.

FILTERING INCIDENTS

In a database containing thousands of incidents, searching for a particular incident or range of incidents can become time consuming and cumbersome. T-Plan Incident Manager provides a powerful mechanism for locating or filtering incidents using a special language called Filter Query Language (FQL). You are able to create and save filters of your own that can be applied at any time to show those incidents you are interested in and filter out the rest.

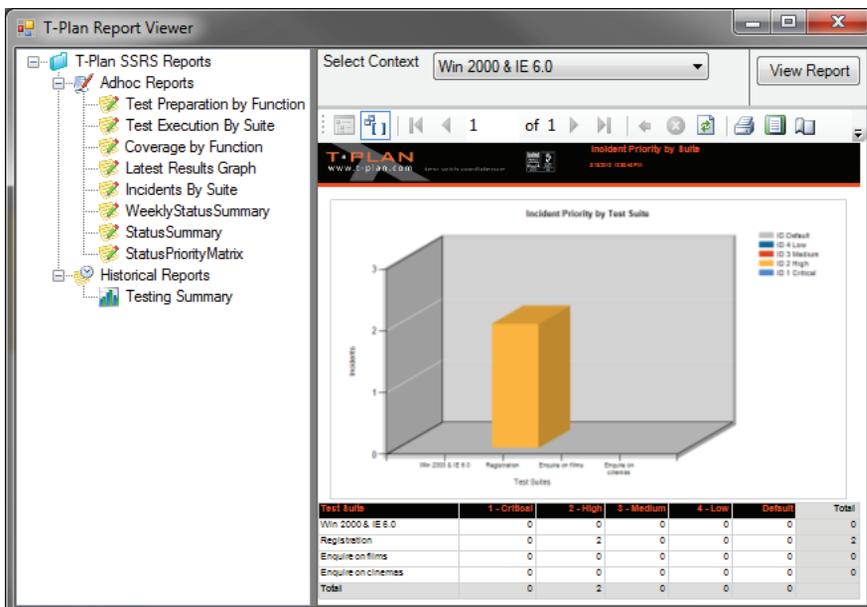
STATISTICS

The statistics feature in T-Plan Incident Manager allows you to quickly determine your current position according to criteria you can set. Statistics can be snapshot at any time. The resulting counts from the snapshot are stored in an analysis record. These become historical records of the counts and can be plotted as a historical line.

REPORTING & EMAILING

Name	Active	Creator	Modified By
Review	<input checked="" type="checkbox"/>	Admin	Admin
System Testers	<input checked="" type="checkbox"/>	Admin	Admin
System Admin...	<input checked="" type="checkbox"/>	Admin	Admin
Test Managers	<input checked="" type="checkbox"/>	Admin	Admin
Developers	<input checked="" type="checkbox"/>	Admin	Admin

Name	Count
All Incidents	8
Under Investigation	1
Referred to Originator	2
In Progress	3
Awaiting Build	0
Awaiting Retest	2
Deferred	0
Closed	0



Numerous predefined report templates are available, and users are also able to add their own user written Crystal Report templates.

All reports can be exported electronically to file, email or printed directly. We are extremely proud of our 'best of breed' Microsoft Word & Excel export & import capabilities. In addition we provide web dashboard reporting via SSRS (SQL Server Reporting Services).

For more information, please visit the website at www.t-plan.com, or contact us at sales@t-plan.com.