PROBLEM TRACKING
using
VAX NOTES

Kenneth Budnik
VAX Notes Project

VAX NOTES

IN THE SOFTWARE DEVELOPMENT CYCLE

- Valuable in all software development phases
  - Idea/advanced development phase
  - Design phase
  - Implementation phase
  - Test/verification phase

VAX NOTES

IN THE IDEA/ADVANCED DEVELOPMENT PHASE

- Helps find the 'expert'
- Gather data and ideas
- Record of brainstorming and discussions

VAX NOTES

IN THE DESIGN PHASE

- Discussion of alternatives
- Record of approaches considered
- Expanded review by other projects/groups
- Review by geographically remote individuals

VAX NOTES

IN THE IMPLEMENTATION PHASE

- Chronological history of design decisions
- Track open issues
- Help with problems using other products/facilities

VAX NOTES

IN THE TEST/VERIFICATION PHASE

- Central source for recording/resolving problems
  - — Online entry of problem reports
  - — Online response with problem resolution
- Track open issues
- Record suggestions for future enhancements

ACTION ITEM TRACKING

- Enter a new action item
- Extract all open action items
- Extract open action items for an individual

AIT - Enter An Action Item

- Enter a topic describing the action item
  - title
  - owner
  - due date
  - description
- Add keywords: OPEN & 'owner'
- Mail action item to owner/project leader

AIT - Extract Open Action Items

- Find all topics with keyword OPEN
- Extract these topics & their replies
- Mail action items to user

AIT—Extract Owner's Action Items

- Find all topics with keywords OPEN & 'owner'
- Extract these topics
- Mail action items to user

Action Item Tracking—Extensions

- **Put a code at beginning of note title**

```
\O\ Action Item Title
```

- **Notes does logical AND of keyword and title text**

```
DIRECTORY /KEY=SMITH /TITLE="\O\"
```

Action Item Tracking—Extensions

- **Put multiple codes in title**

```
\ident\status\area\dri\ description
```

- **Notes will accept wildcards in title (*, %)**

```
DIRECTORY /TITLE="\*\O\*\SMITH\"
```

Action Item Tracking—Extensions

- **Can find notes by date**

```
DIRECTORY /KEY=OPEN /BEFORE=1-APR-1989
```