

Issue Management

INTERNET BASED ISSUE TRACKING AND MANAGEMENT SYSTEM

Issue Management

In an ideal world all operations and projects run smoothly, all eventualities are covered by a plan and nothing unforeseen ever happens. CC Tracker manages the Issue Resolution process for operations and projects in the real world where things aren't quite that simple.

Formal Issue Resolution

CC Tracker supports the operation of a formal process for dealing with issues by

- Acting as a central repository for *all* issues.
- Allowing supervisors to allocate an issue to the most appropriate member of staff.
- Allowing staff to record their progress on each of their issues.
- Providing management with vital information on the project's progress, and, where client issues are raised, realistic detail of the outward service levels.
- Recording all changes automatically to a permanent audit log.

Key Features

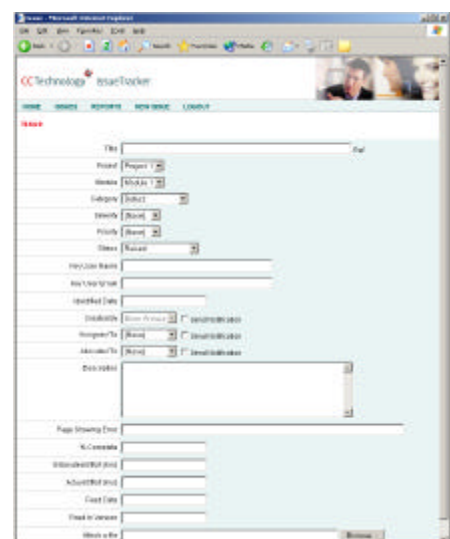
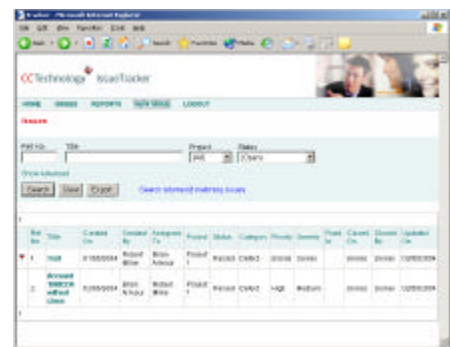
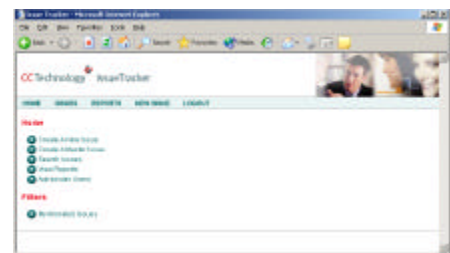
- **Issue**, the core data record. This is created when an Issue is reported and is updated as it progresses through the system.
- **Sophisticated search facility** allows users to retrieve sets of issues.
- **Drill down reports** present Managers and Team leaders with quick-to-read overviews of the issues within their field of responsibility.
- **Issue Aggregation** is used by supervisors to clarify the issue management where several users have raised the same issue.
- **Email notification** to communicate changes of the Issue's state.

Bespoke for your Organisation

The core functions can all be customised to follow the processes and responsibilities that your organisation uses. Extra fields can be added to match your particular data needs.

For each field in an issue, you can decide whether it is mandatory, visible to users in certain roles or locked at certain statuses.

The appearance of the application can be customised for your organisation and integrated into your current website or intranet if required.



User Roles

There are 3 suggested basic roles

- User – Single person or client organisation who can raise issues and track the progress of issues raised by them.
- Allocator – Service delivery manager with responsibility for categorising all issues and allocating them for resolution.
- Resolver – Person who has issues allocated to them. They undertake any tasks necessary to resolve the issue, and then update the system with information describing the resolution of the problem.

The underlying object orientation and data structures allow the creation of any number of user roles to provide access-control to the system features.

Proven Technology and High Performance

CC Tracker is designed for high performance as a Microsoft® .NET Framework-based application running against Microsoft SQL Server 2000 and following Microsoft .NET Internet Architectures.

As a web application, the application performance scales both on larger servers and across multiple web servers using Load Balancing Services.

The browser interface is written using standards compliant HTML and CSS making it usable across different browser types and versions. The web pages are compliant with the W3C Web Accessibility Initiative guidelines.

Managed Service or Local Installation ?

With the advent of broadband class internet connections browser based applications like IssueTracker can be installed on a LAN or at an internet farm with marginal impact to the application performance. This makes client access and remote installation straight forward options.

Installation at a server farm allows the application to be deployed without resource from the IT department and to be configured for client access without needing to consider internal security, D.R. and network issues.

Use of Windows Integrated Security allows single logon to the desktop to be used to govern access to CC Tracker Issues. All access management can be achieved through groups in the Active Directory

CC Technology can provide the entire application, deployment and system management as a managed service.

CC Technology provide innovative IT solutions and consultancy to meet the needs of changing business practices. Technical excellence and business understanding form the basis of solutions provided to a client base including FTSE100 companies and enterprising SMEs since 1988 .

Contact us to learn how CC Technology can help you and your business.