

## METODI E TECNOLOGIE PER LO SVILUPPO SOFTWARE

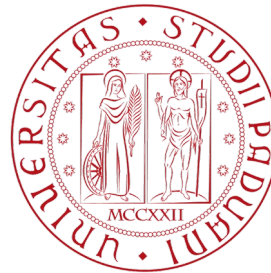
Nicola Bertazzo

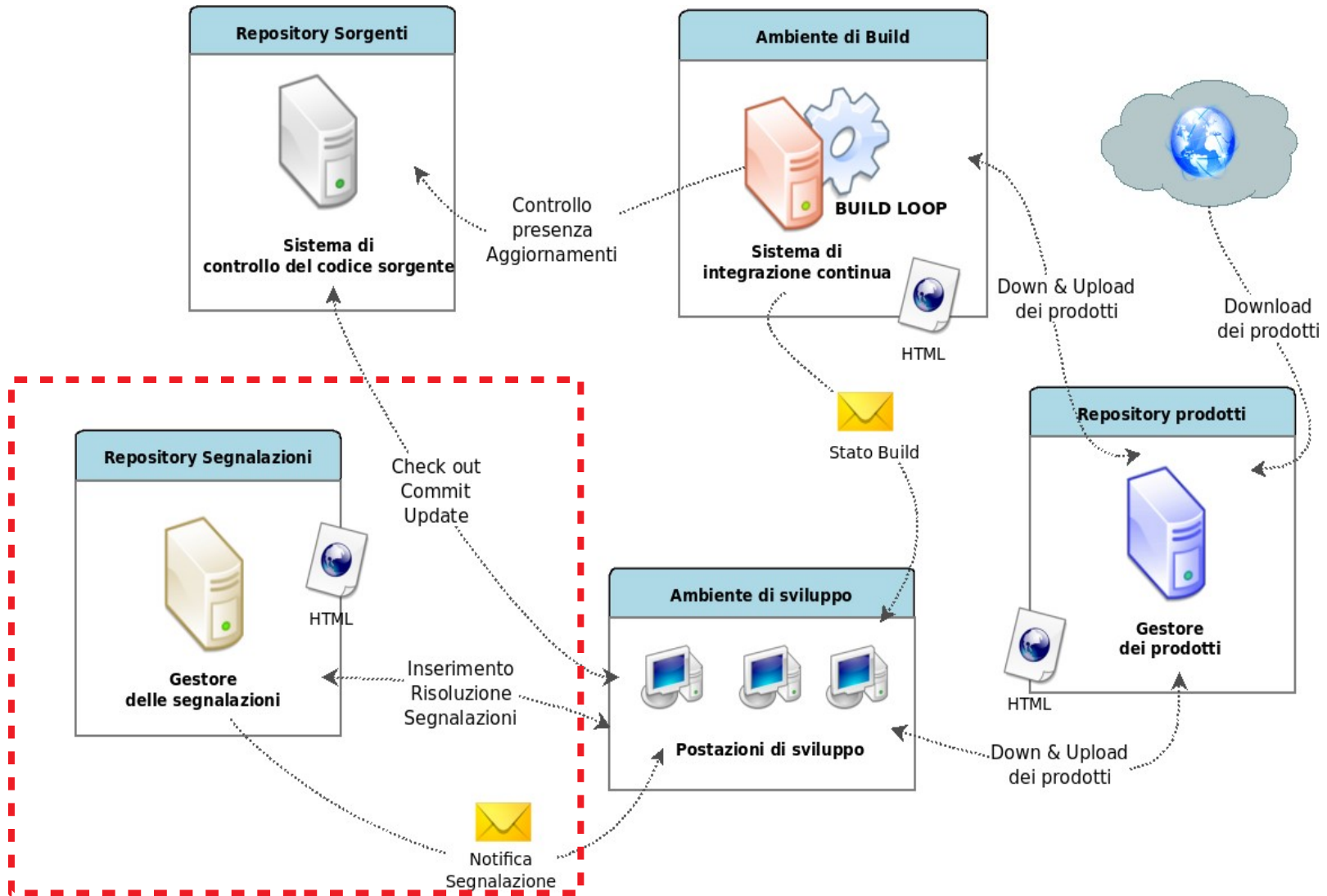
nicola.bertazzo [at] unipd.it

Università degli Studi di Padova

Dipartimento di Matematica

Corso di Laurea in Informatica, A.A. 2022 – 2023





# Metodi e tecnologie per lo sviluppo software



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<b>CRITICAL</b>	<b>CONFIRMED</b>	#566075 <a href="#">no way to specify the password</a> 📦 linphone (Ubuntu) 🔥 268 📄
<b>CRITICAL</b>	<b>CONFIRMED</b>	#815996 <a href="#">Desktop occasionally freezes/locks up when switching workspaces</a> 📦 compiz-plugins-main (Ubuntu) 🔥 522
<b>CRITICAL</b>	<b>TRIAGED</b>	#1003842 <a href="#">dnsmasq sometimes fails to resolve private names in networks with non-equivalent nameservers</a> 📦 dnsmasq (Ubuntu) 🔥 304
<b>CRITICAL</b>	<b>TRIAGED</b>	#1050358 <a href="#">emesene crashed with SIGSEGV in tupledealloc.24592()</a> 📦 emesene (Ubuntu) 🔥 210
<b>CRITICAL</b>	<b>CONFIRMED</b>	#1061734 <a href="#">webapps-applications removes package installation prompt</a> 📦 webapps-applications (Ubuntu) 🔥 274
<b>CRITICAL</b>	<b>TRIAGED</b>	#1066480 <a href="#">Installer doesn't show encrypted partitions</a> 📦 ubiquity (Ubuntu) 🔥 158
<b>CRITICAL</b>	<b>TRIAGED</b>	#1075747 <a href="#">Pydev workspaces become corrupted after loading them without Pydev installed</a> 📦 eclipse (Ubuntu) 🔥 8
<b>CRITICAL</b>	<b>CONFIRMED</b>	#1083565 <a href="#">avahi malfunctions on a machine connected to the network via multiple interfaces</a> 📦 avahi (Ubuntu) 🔥 38 📄
<b>CRITICAL</b>	<b>TRIAGED</b>	#1089389 <a href="#">juju bootstrap fail behind a proxy when a gpg key must be imported</a> 📦 software-properties (Ubuntu) 🔥 68
<b>CRITICAL</b>	<b>CONFIRMED</b>	#1091645 <a href="#">When ISP changes dynamic IP address avahi-daemon changes Zeroconf host name</a> 📦 avahi (Ubuntu) 🔥 50 📄
<b>CRITICAL</b>	<b>TRIAGED</b>	#1092265 <a href="#">Nodes fail to boot from local disk on raring</a> 📦 cvslinux (Ubuntu) 🔥 12 📄

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[Bugs fixed elsewhere](#)

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2641 [patch](#)

1920 [dist-upgrade](#)

# Metodi e tecnologie per lo sviluppo software

Jira Software Server and Data Center - ...

Resolution: Unresolved

T	Key	Summary	Assignee	Reporter	P ↓	Status	Resolution	Created	Updated	Votes	Development	Fix Version/s	Fixed in Long Term
	JWSERVER-12546	As a User, I want to be able to alphabetically sort the Epics in Backlog screen	Unassigned	Mohamed Riza (Inactive)		GATHERING INTEREST	Unresolved	14/Sep/2015	25/Jan/2022	17			
	JWSERVER-11992	As a Jira Software user, I would like to be warned when moving issues which are in a sprint	Unassigned	Danilo Conrad		GATHERING INTEREST	Unresolved	23/Apr/2015	25/Jan/2022	153			
	JWSERVER-21026	Epic link dropdown slow in large instances	Szymon Korytnicki	Arbi Dridi		WAITING FOR RELEASE	Unresolved	29/Jul/2021	25/Jan/2022	11		8.22.0	
	JWSERVER-13029	Ability to see Sprint start and end dates in search results in issue navigator	Unassigned	Ruchi Tandon		GATHERING INTEREST	Unresolved	08/Jan/2016	25/Jan/2022	325			
	JWSERVER-6135	Ability to export the Sprint reports into a common format	Unassigned	Chuck Keller		GATHERING INTEREST	Unresolved	06/Oct/2012	25/Jan/2022	305			
	JWSERVER-2785	As a GH user I would like to be able to view the	Unassigned	Kevin Hawkins		GATHERING INTEREST	Unresolved	25/Jan/2011	25/Jan/2022	229			

Jira Software Server and Data Center - ...

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# Metodi e tecnologie per lo sviluppo software

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Code Issues 726 Pull requests 248 Actions Projects Wiki Security Insights

Filters is:issue is:open Labels 66 Milestones 1 New issue

726 Open 10,437 Closed Author Label Projects Milestones Assignee Sort

- React 18 - hydration of lazy component with sibling fails** (React 18) Type: Needs Investigation #23331 opened 2 days ago by laverdet
- Bug: TypeError elem.nodeName.toLowerCase is not a function** (Resolution: Needs More Information) (Status: Unconfirmed) #23324 opened 4 days ago by Theoton
- [DevTools Bug] Cannot add node "1" because a node with that id is already in the Store.** (Component: Developer Tools) (Status: Unconfirmed) (Type: Bug) #23317 opened 5 days ago by SK-DNS-NET
- React 18 upgrade: Hydration error while upgrading to react18** (React 18) (Type: Discussion) #23310 opened 6 days ago by varunchauhan49
- Bug:** (Resolution: Needs More Information) (Status: Unconfirmed) #23308 opened 6 days ago by Ken-Sarowiwa
- [DevTools Bug] Unsupported Bridge operation "0"** (Component: Developer Tools) (Status: Unconfirmed) (Type: Bug) #23307 opened 6 days ago by gilrthank1
- Bug: pseudo styles don't work properly if React state does not change when clicking with right mouse button.** (Type: Bug) #23306 opened 6 days ago by lowercase1024

### Definizione

**Issue** = Criticità: attività/evento da gestire



**Tracking** = registrare, lasciare delle tracce



### Definizione

An **issue tracking system** (also **ITS**, trouble ticket system, support ticket, request management or incident ticket system) is a computer **software package** that **manages** and **maintains lists of issues**, as needed by an organization. Issue tracking systems are generally used in **collaborative settings**.

Issue tracking systems are commonly used in an organization's **customer support call center to create, update, and resolve reported customer issues, or even issues reported by that organization's other employees**.

...

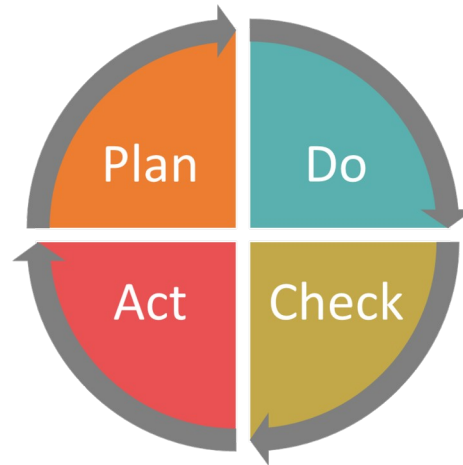
An issue tracking system **is similar to a "bugtracker"**, and often, a software company will sell both, and some bugtrackers are capable of being used as an issue tracking system, and vice versa.

Consistent use of an issue or bug tracking system is considered one of the **"hallmarks of a good software team"**



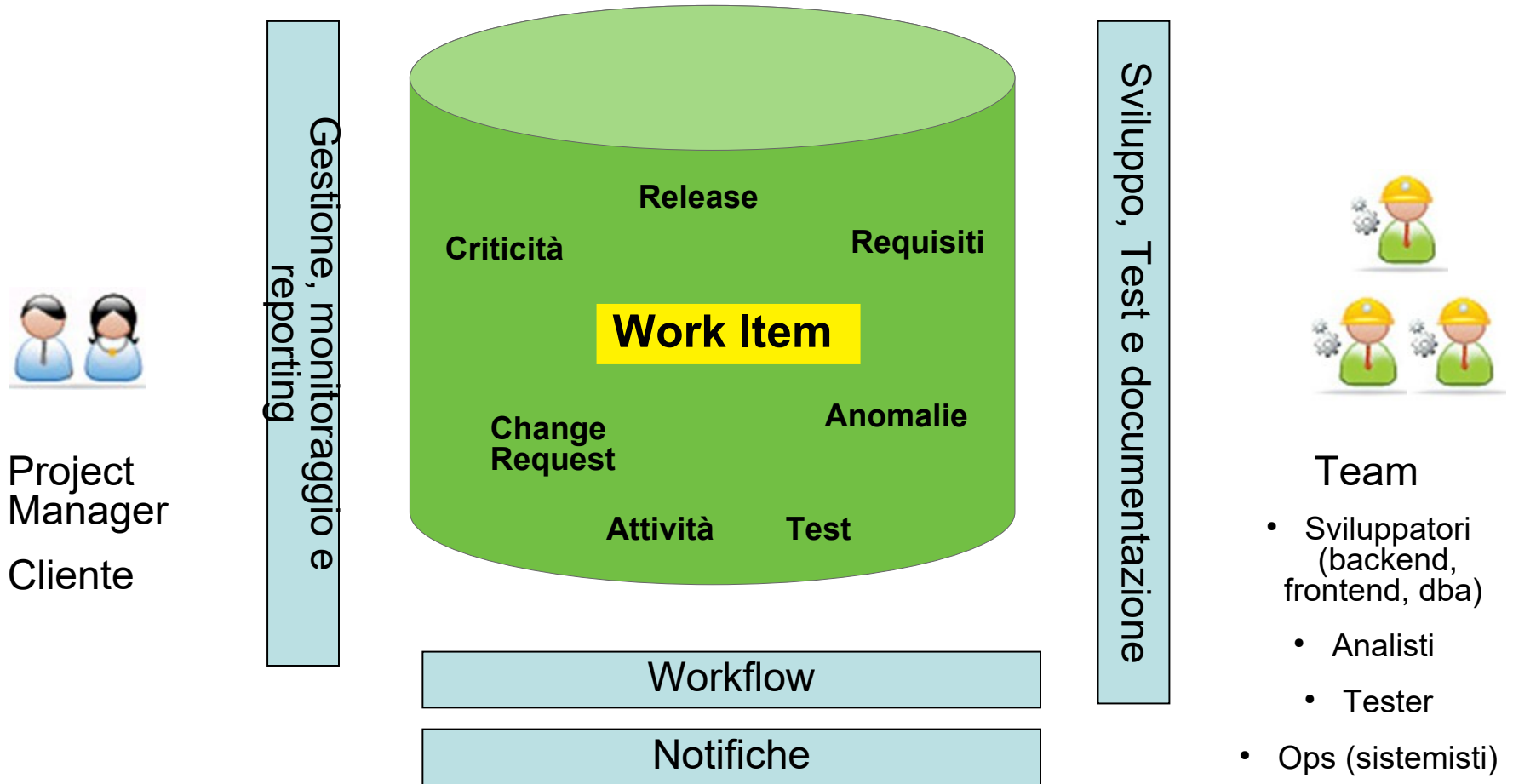
WIKIPEDIA  
The Free Encyclopedia

**Strumento** che facilita la **gestione del processo di sviluppo** e di **change management** attraverso la **gestione di attività diverse (Work item)** come: analisi requisiti, sviluppo, test, bug, release, deploy, *change request* ... (vedi **Application Lifecycle Management**).



Ogni singola "**attività minima**" (Work item) del progetto è gestita mediante un **workflow** e mantenuta all'interno di un'unica piattaforma e di un unico **repository**.





### A cosa serve

- **Condividere** le informazioni con il **team di sviluppo**, il **Project Manager** e il **cliente (SAL)**:
  - Unico repository dove trovare le informazioni
  - Sistema di notifica
  - Dashboard
- Implementare un **processo** per **misurare la qualità** del progetto
- Avere un **istantanea** dello stato del progetto:
  - attività da fare
  - in corso d'opera
  - completate
- Decidere **quando** rilasciare e **cosa rilasciare**
  - I *Work item* possono essere assegnati ad una versione
- **Assegnare** e dare una **priorità** alle attività
- Consuntivare il **tempo** impiegato (memoria storica per stime future)
- Avere una chiara assegnazione delle attività (**responsabilità**)
  - Ogni *Work item* riporta l'**assegnatario** e il **segnalante**
- **Memoria storica** di tutti i cambiamenti del progetto

I più utilizzati sono:

- Atlassian Jira
- Microsoft Team Foundation Server (Azure DevOps)
- Github
- Gitlab
- Redmine
- Trac
- Mantis
- Bugzilla
- Trello

Per una comparazione esaustiva vedi:

[https://en.wikipedia.org/wiki/Comparison\\_of\\_issue-tracking\\_systems](https://en.wikipedia.org/wiki/Comparison_of_issue-tracking_systems)

The screenshot displays a TFS Work Item interface for a User Story. The work item is titled "643 Cancel order form" and is assigned to Jamal Hartnett. It is currently in the "Active" state, located in the "Fabrikam Fiber" area. The description includes a rich-text editor with a placeholder image and a "Cancel" button. The interface also shows sections for "Acceptance Criteria" and "Discussion".

Callouts highlight the following features:

- Track features, requirements, code defects, tasks, and issues using form-specific work item types
- Unique identifier assigned by the system
- Assign work to team members
- Track the status of work as it progresses from unassigned, to in progress, to done
- Additional tasks available through the Actions menu
- Attach files to the work item.
- Link work item to other work items, code changes, pull requests, and other objects
- History maintains an audit trail of all changes
- View/add to Discussion
- Add tags
- Save & Close
- Follow
- State: Active
- Area: Fabrikam Fiber
- Updated by Raisa Pokrovskaya 11/3/2015
- Reason: Implementation...
- Iteration: Fabrikam Fiber
- Description: Provide a **cancellation order form** similar to the screen shown. See the attached storyboard for details.
- Order details here
- Cancel
- Acceptance Criteria
- Discussion: Add and review comments, use @mention to pull someone into the discussion
- Rich-text format toolbar appears once you click within the box
- Use to estimate work, build velocity charts, and forecast

The screenshot shows a Jira issue page for 'Red Angry Nerd is scary' (ANGRY-304) in the 'Angry Nerds' project. The issue is a 'Bug' with 'Low' priority, assigned to Susan Griffin and reported by Bartek Gatz. It is currently in the 'Waiting for Triage' status. The page includes sections for Details, Description, Attachments, People, Dates, Development, Agile, and Analytics. Callouts highlight the following features:

- Log work, attach files & screenshots, create sub-tasks, move, link, or clone the issue.** (Callout pointing to the 'More' dropdown menu)
- Transition the issue in its workflow here** (Callout pointing to the 'Workflow' dropdown menu)
- Add a field or access the Admin helper from this menu** (Callout pointing to the 'Admin' dropdown menu)
- Email this issue to others** (Callout pointing to the 'Export' button)
- Export this issue to other formats, such as MS Word** (Callout pointing to the 'Export' dropdown menu)
- To create a code branch in Bitbucket or Stash, click the Create Branch link** (Callout pointing to the 'Create Branch' link)

**Details**

Type:	<input checked="" type="checkbox"/> Bug	Status:	Waiting for Triage ( <a href="#">View Workflow</a> )
Priority:	Low	Resolution:	Unresolved
Component/s:	None	Fix Version/s:	None
Labels:	None		
Monkey:	Cheeky Monkey		

**Description**

[Click to add description](#)

**Attachments**

[hydra.jpg](#)  
67 kB 21/Mar/13 3:38 PM

**People**

Assignee: Susan Griffin  
Reporter: Bartek Gatz  
Votes: 0 [Vote for this issue](#)  
Watchers: 1 [Start watching this issue](#)

**Dates**

Created: 21/Mar/13 3:37 PM  
Updated: 16/May/13 3:36 PM  
Scheduled: 21/Mar/13  
Deployment Date:

**Development**

[Create Branch](#)

**Agile**

[View on Board](#)

**Analytics**

**Activity**

All **Comments** History Activity Source Reviews Transitions Summary Commits Builds

### Campi

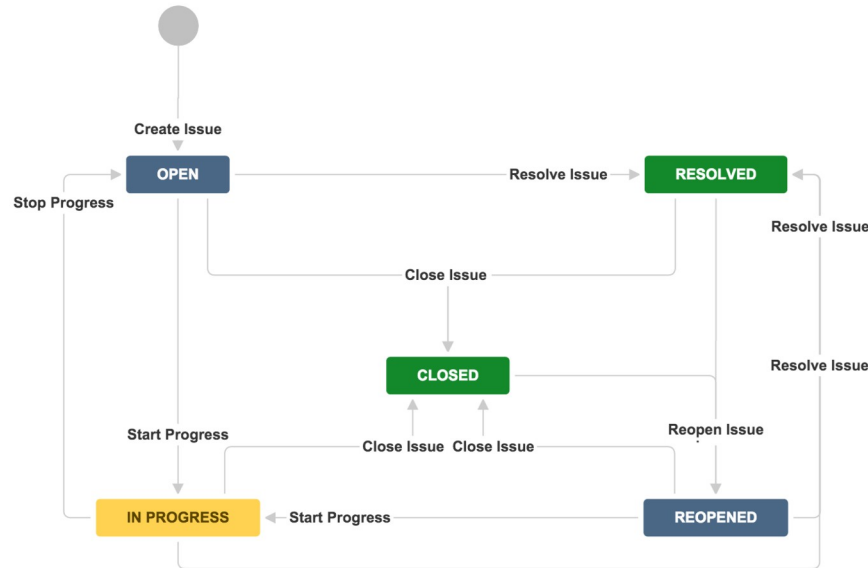
- **Progetto:** progetto a cui si riferisce
- **Codice:** identificativo univoco
- **Riepilogo:** descrizione breve dell'attività
- **Descrizione:** descrizione esaustiva dell'attività
- **Tipo:** Categoria del Work item p.es: "Task", "Epic", "Bug", "Requisito", "Test execution". Ne determina **i campi, gli stati, le schermate** e il **workflow** (ciclo di vita)
- **Stato:** lo stato all'interno del workflow in cui si trova il work item
- **Priorità:** Importanza del work item in relazione con gli altri work item del progetto
- **Stato di Risoluzione:** identifica lo stato di risoluzione del work item p.es. Chiuso, duplicato, work for me
- **Versione di riferimento:** versione del progetto in cui è richiesta l'attività

### Campi

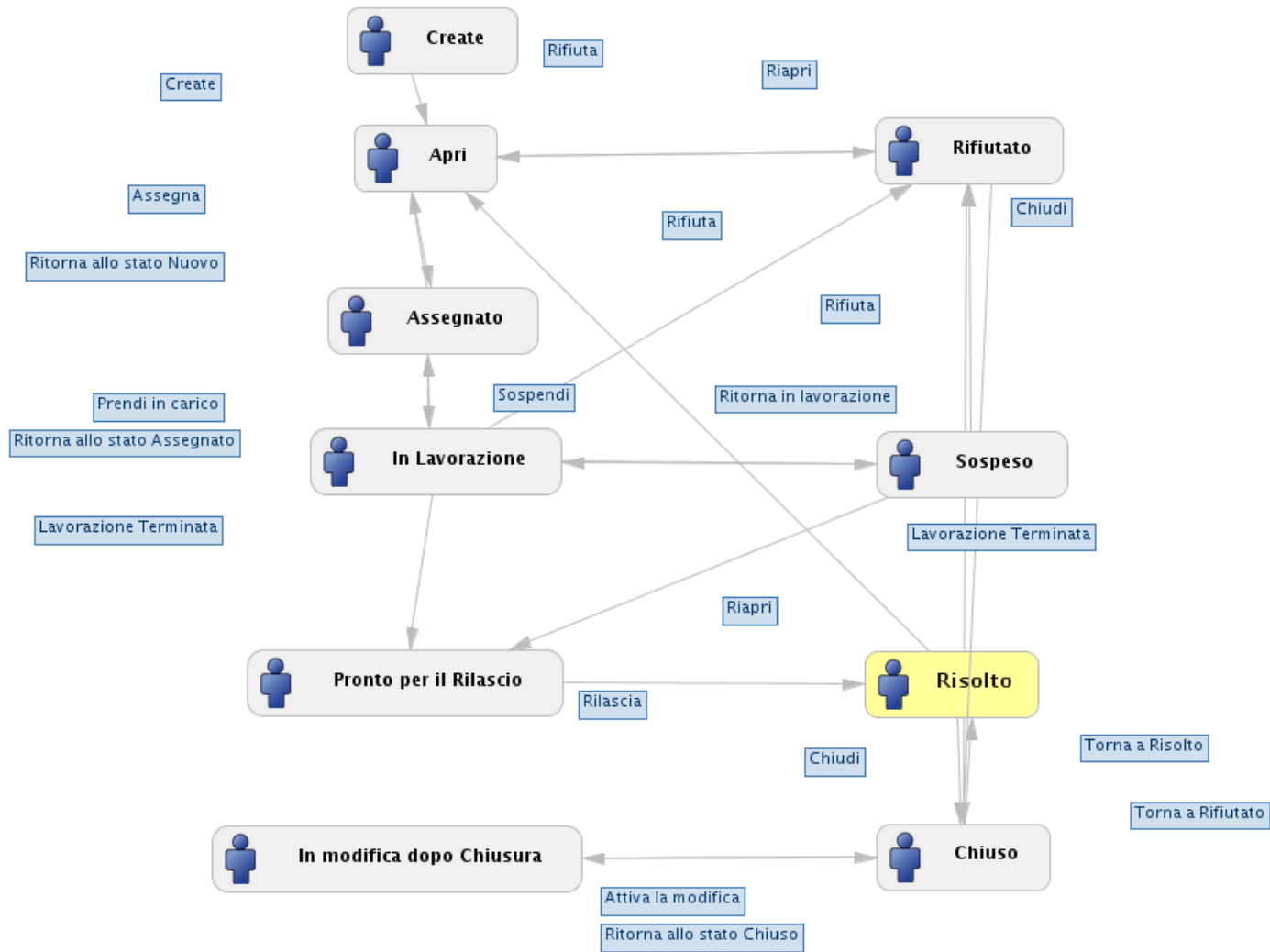
- **Componente:** Componente del progetto a cui si riferisce il *Work Item*
- **Etichette:** permettono di classificare i *Work Item* anche di diversi tipi. Ne facilitano il raggruppamento e la ricerca
- **Collegamenti:** permettono di collegare tra di loro i *Work Item*
- **Assegnatario:** identifica chi è il responsabile per svolgere l'attività
- **Segnalante:** identifica chi ha segnalato l'attività
- **Data di creazione**
- **Data di ultimo aggiornamento**
- **Data di risoluzione**
- **Stima originaria:** stima per lo svolgimento dell'attività
- **Stima a finire:** stima presunta per terminare l'attività
- **Tempo speso**
- **Allegati**

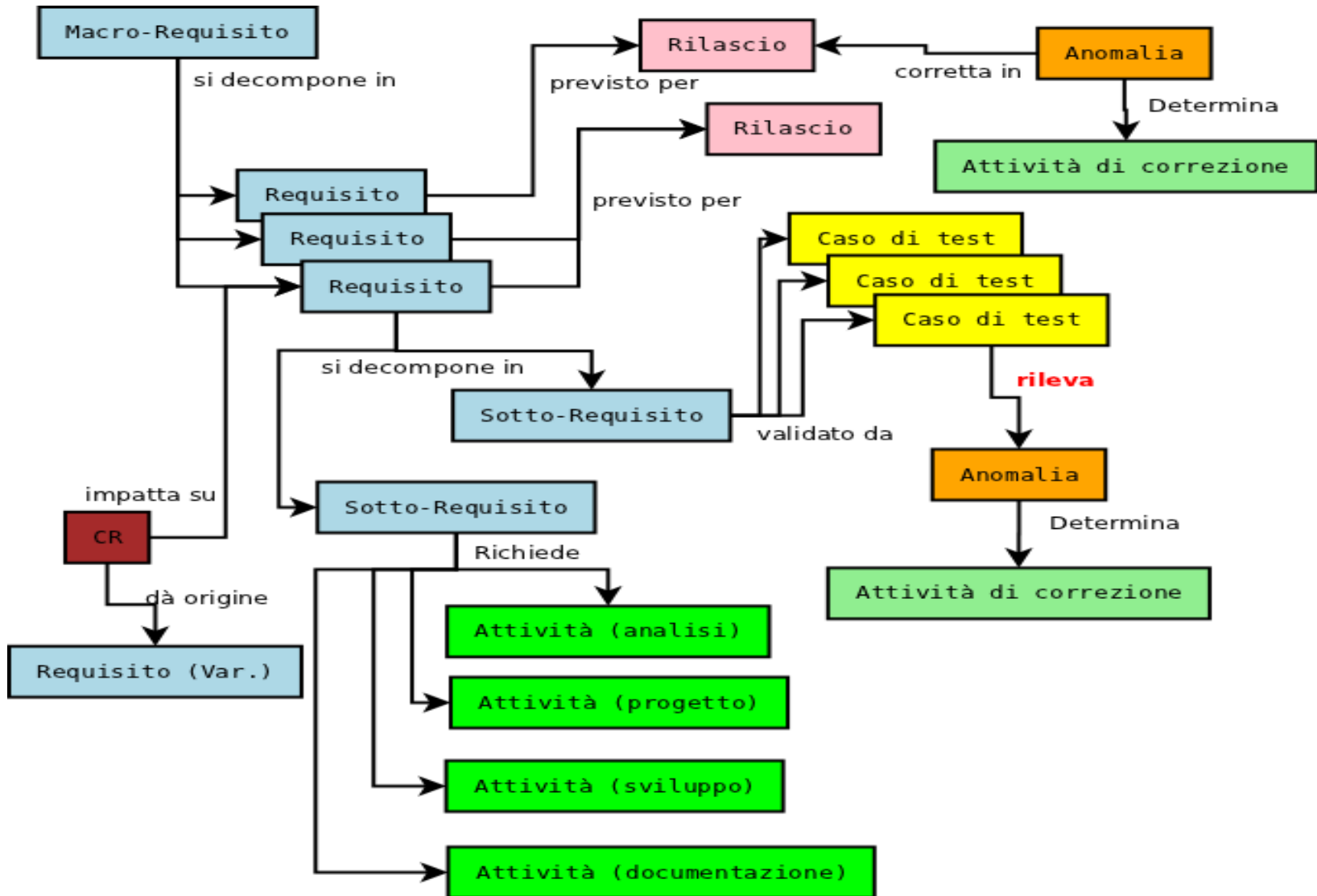
Il **Workflow** è un insieme di **stati** e **transizioni** che un *Work item* attraversa durante il suo ciclo di vita. In genere permette di implementare il **processo da seguire** per completare l'attività.

- viene associato ad un **Progetto** e può essere associato ad uno o più **Tipi**.
- Permette di registrare tutte le transizioni e i cambi di stato.









Permettono di definire **relazione** tra i *Work item* anche di differenti tipi (p.es attività e sotto attività, requisito e caso di test)

I collegamenti sono bidirezionali (dal/al *Work item*)

Vengono registrate e possono essere utilizzate come criterio di ricerca. Questo permette di **verificare la presenza o meno di relazione tra i *Work Item*** (p.es. **Il requisito è coperto da casi di test**)

Ricerca avanzata dei Work item

Salvataggio di ricerche

Esportazione

Notifiche

Bacheche o Board

Reporting

Dashboard

Definizione di Road map e Release Notes

Integrazione con il Source code management

Integrazione con l'ambiente di sviluppo

### Filtri

**FILTERS** <<

New filter

Find filters

My open issues

Reported by me

All issues

Open issues

Done issues

Viewed recently

Created recently

Resolved recently

**Updated recently**

Updated recently

updated >= -1w order by updated DESC

1-3 of 3

T	Key	Summary	Assignee	Reporter	P	Status	Resolution	Created	Updated ↓	Due
<input checked="" type="checkbox"/>	WTP-34	Hide the context menu when user right-clicks on an issue	Will	Will	↑	TO DO	Unresolved	21/Sep/16	23/Dec/16	...
<input checked="" type="checkbox"/>	WTP-26	WTP-24 / Create new colour scheme	Jose	Will	↑	IN PROGRESS	Unresolved	19/Jul/16	23/Dec/16	
<input checked="" type="checkbox"/>	WTP-24	Create new home page	Alana	Will	↑	TO DO	Unresolved	19/Jul/16	23/Dec/16	

1-3 of 3

### Filtri

Permettono di **ricercare** i work item in base ai campi

I filtri possono essere **salvati** per facilitare le ricerche più frequenti (p.es. I miei work items attivi)

I risultati dei filtri possono essere **esportati**

I filtri sono **la base per creare report, board e dashboard**

### Board o Bacheche

Scrum 1

#### Scrum Sprint 1

🕒 35 days remaining

Complete sprint



Implement the new weather alert system 🌩️ ⚠️ - and make over 50,000+ customers very happy 😊

🔍 Quick filters ▾ Assignee ▾

TO DO	IN PROGRESS	DONE
<p>SMART-43 Recalibrate the semi-coherent anomaly i...</p> <p>Make rocket go now</p> <p>📄 ↑ - SMART-45</p>	<p>Add app alert for changed weather events 111</p> <p>📄 ↑ 4w SMART-17</p>	<p>Recalibrate the semi-coherent anomaly in preparation to fluctuate our tachyon catalyst</p> <p>📄 ↑ - SMART-43</p>
<p>Reticulate splines</p> <p>📄 ↑ - SMART-46</p>	<p>SMART-3 Push notifications documentation updates</p> <p>Update documentation and push through channels</p> <p>📄 ↑ - SMART-29</p>	<p>Hello world!</p> <p>📄 ↑ - SMART-44</p>
<p>Align the dish</p> <p>📄 ↑ - SMART-47</p>	<p>SMART-6 Low-power indicator optimasation on mod...</p> <p>Draw up new schematics for power indicator panel</p> <p>📄 ↓ 3d SMART-19</p>	<p>SMART-17 Add app alert for changed weather event...</p> <p>Update documentation</p> <p>📄 ↑ - SMART-28</p>
<p>SMART-17 Add app alert for changed weather event...</p> <p>MK-33 replicators are down.</p> <p>📄 ↑ - SMART-40</p>	<p>Reset power-indicator threshold after fatal shutdown due to low power</p> <p>📄 ↑ 3h SMART-33</p>	<p>SMART-3 Push notifications documentation updates</p> <p>Review new copy</p> <p>📄 ↑ - SMART-35</p>
<p>Adjust API for alert popup</p> <p>📄 ↑ - SMART-39</p>		<p>Low-power indicator optimasation on model B6.2</p> <p>Epic 123</p>
<p>Update notifications settings with weather</p>		

### Board o Bacheche

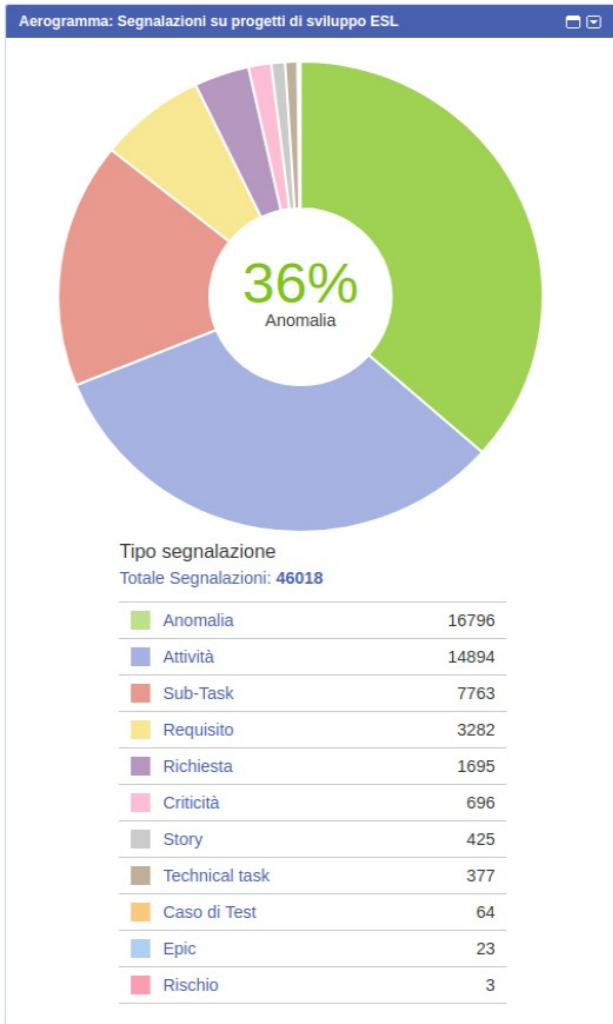
Permette di visualizzare i work item di uno o più progetti, offrendo un modo flessibile e interattivo di visualizzazione, gestione e visualizzare dei dati di sintesi sulle attività in corso.

E' configurata e visualizza i work item ricercati con un filtro

Permette di interagire velocemente con i work items (p.es. Avanzare di stato, modificare alcuni campi)



### Report



### Resoconto segnalazioni create di recente

Progetto: ESL Project Registry

Diagramma

This chart shows the issues created in the last 30 days

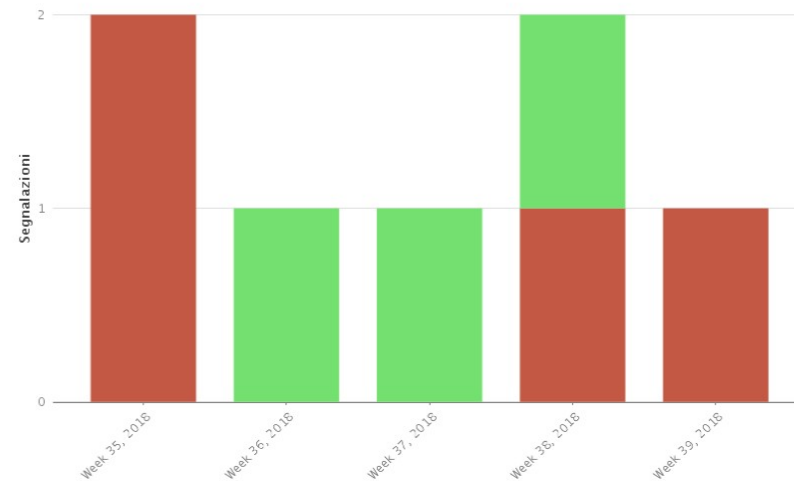
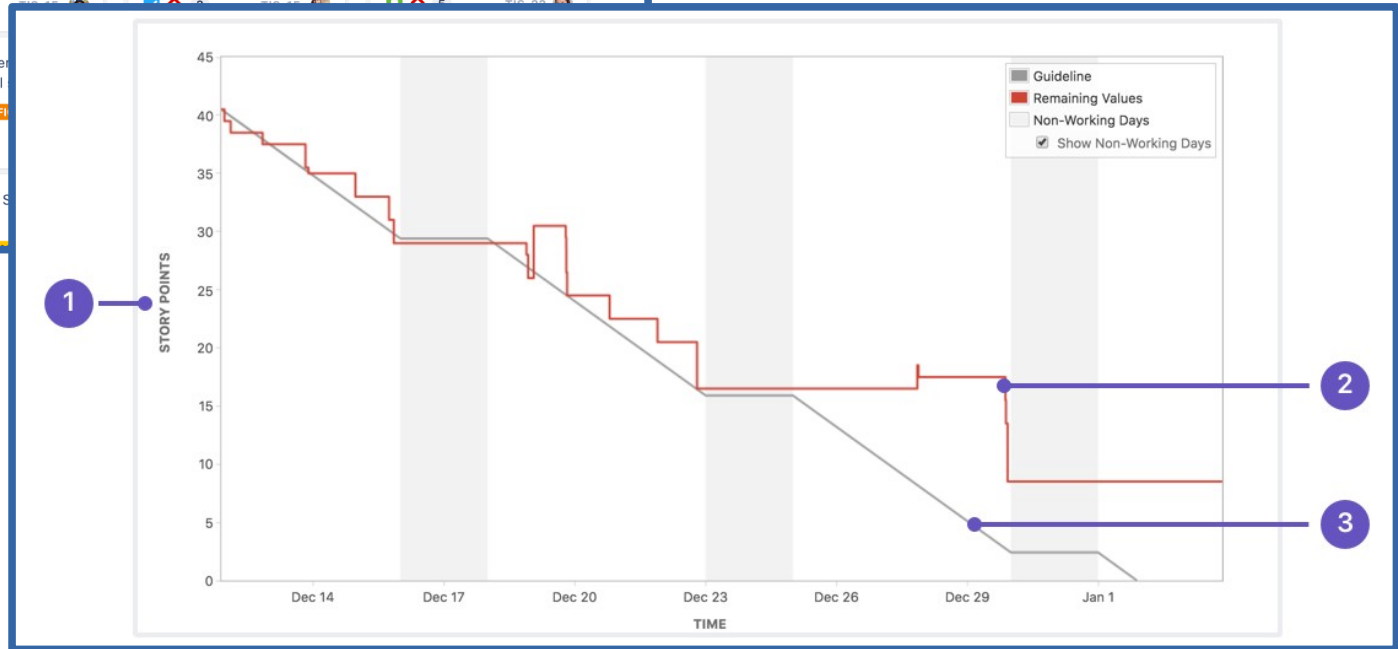
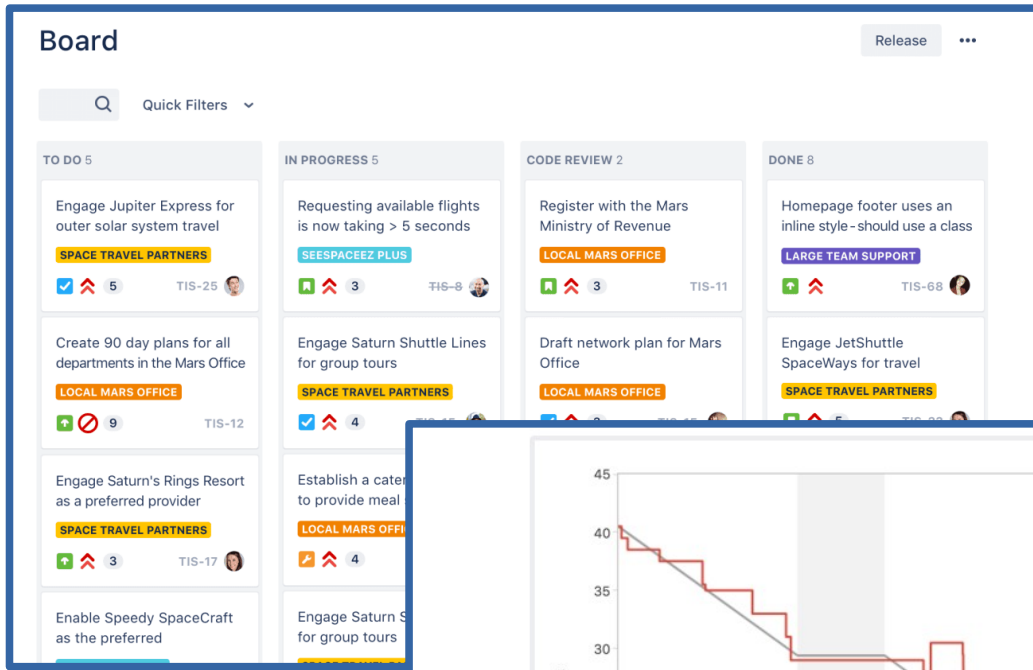


Tabella dati

Periodo	Segnalazioni Create (Non risolte)	Segnalazioni Create (Risolte)
Week 35, 2018	2	0
Week 36, 2018	0	1
Week 37, 2018	0	1
Week 38, 2018	1	1
Week 39, 2018	1	0

(Note: all times represent number of issues created in that period)

### Report



### Report

Summary for group(s) **jira-software-users** and project(s) **Test Project** [\[Change\]](#) • [Export to Excel](#) • [Subscribe](#) • [Send Now](#)

Project		Mon 2/Mar	Tue 3/Mar	Wed 4/Mar	Thu 5/Mar	Fri 6/Mar	Total	Project	
<b>Test Project</b>		8h	8h	10h	19h		<b>45h</b>	<b>Test Project</b>	
<b>Total (5 issues)</b>		<b>8h</b>	<b>8h</b>	<b>10h</b>	<b>19h</b>		<b>45h</b>		
Project	Issue	Mon 2/Mar	Tue 3/Mar	Wed 4/Mar	Thu 5/Mar	Fri 6/Mar	Total	Project	Issue
Test Project	<input checked="" type="checkbox"/> TP-1 This is your first task =				5h		<b>5h</b>	Test Project	TP-1
Test Project	<input checked="" type="checkbox"/> TP-2 Workflows and statuses =			4h			<b>4h</b>	Test Project	TP-2
Test Project	<input checked="" type="checkbox"/> TP-3 Editing tasks =	6h	4h	3h	6h		<b>19h</b>	Test Project	TP-3
Test Project	<input checked="" type="checkbox"/> TP-4 Searching for information =	2h	4h	3h	4h		<b>13h</b>	Test Project	TP-4
Test Project	<input checked="" type="checkbox"/> TP-6 What's next? =				4h		<b>4h</b>	Test Project	TP-6
<b>Total (5 issues)</b>		<b>8h</b>	<b>8h</b>	<b>10h</b>	<b>19h</b>		<b>45h</b>		

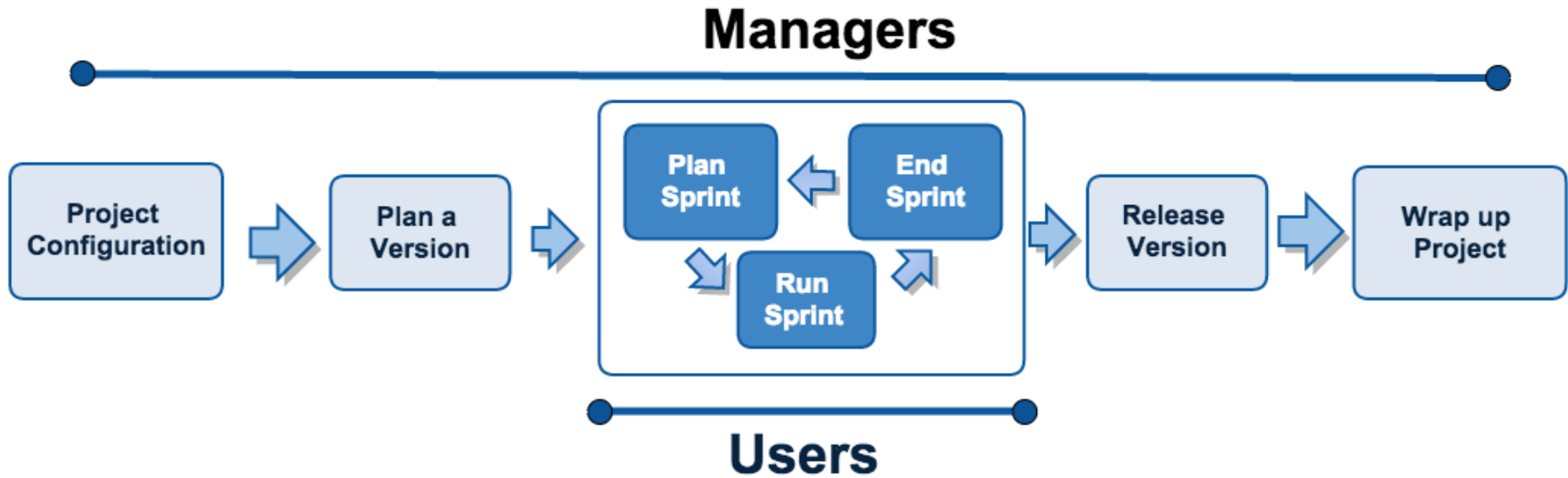
### 1) Identificare i **processi** richiesti per la gestione del progetto:

- Procedure e best practices definiti dai framework di qualità presenti in azienda o richiesti dal Cliente (p.es. CMMI, ISO 9001, ITIL, ...)
- Vincoli imposti dal cliente (SLA, informazioni richieste da contratto, ...)
- Modalità di gestione del progetto del Team (Waterfall, Agile Scrum, Agile Kanban, altro...)

### 2) Identificare e configurare gli strumenti che permettono di implementare i processi (ITS)

- Identificazione e definizione dei **tipi**, dei ***campi custom***, dei **work flow** e dei **collegamenti** che ci permettono di tracciare le informazioni richieste dal processo

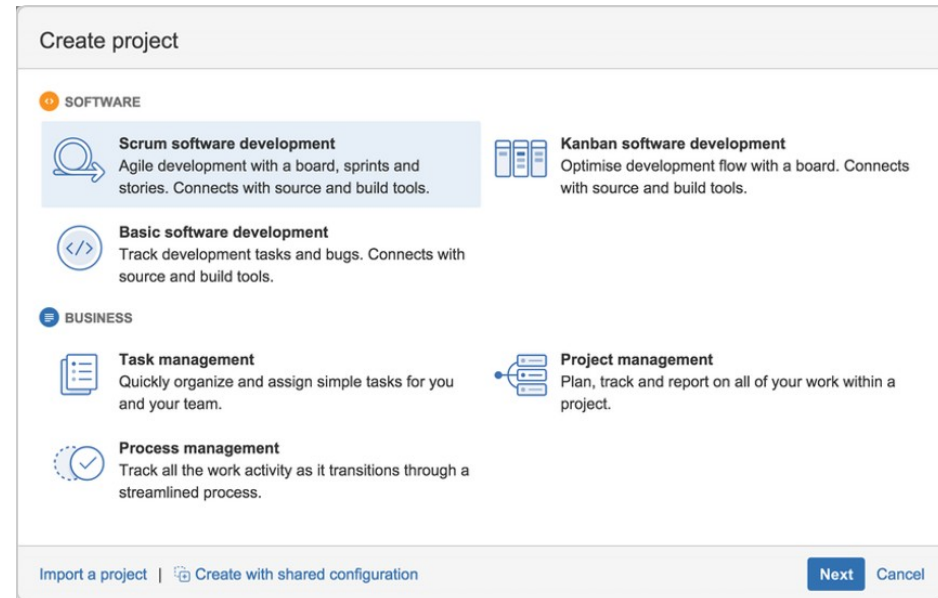
### Caso d'uso Jira



### Caso d'uso Jira - Configurazione

Il **Manager** (amministratore) del ITS:

- Crea un nuovo progetto
- Definisce il processo da seguire:
  - Tipi di work item, campi custom, work flow, collegamenti
  - Seleziona il modello di stima
  - Differenti Board e Report per processo
- Aggiunge gli utenti e assegnazione ruoli/permessi



### Caso d'uso Jira - Configurazione

Il Manager (e/o il Capo progetto):

- Definisce le versioni (release)
- Definisce le componenti del progetto
- Definisce il lavoro da svolgere (backlog)
  - Priorità
  - Assegnatario
  - Stima
- Definisce la prima iterazione

### Caso d'uso Jira - Utilizzo

Gli utenti (il Team di sviluppo):

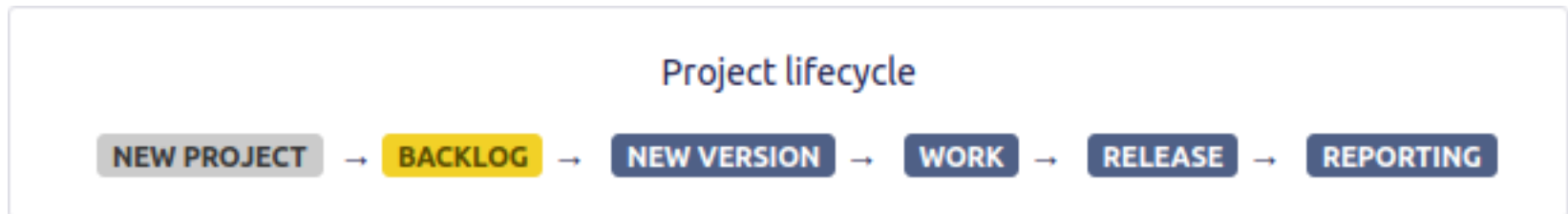
- Ricevono le notifiche dei work item assegnati
- Selezionano i work item in base alle priorità
- Avviano e completano la lavorazione
  - Avanzano gli stati del workflow
  - Aggiornano la stima a finire
  - Registrano il tempo impiegato
- Documentano lo stato dell'attività (commenti) e compilano i campi nel work item
- Completano tutte le attività presenti nell'iterazione
- Effettuano il rilascio



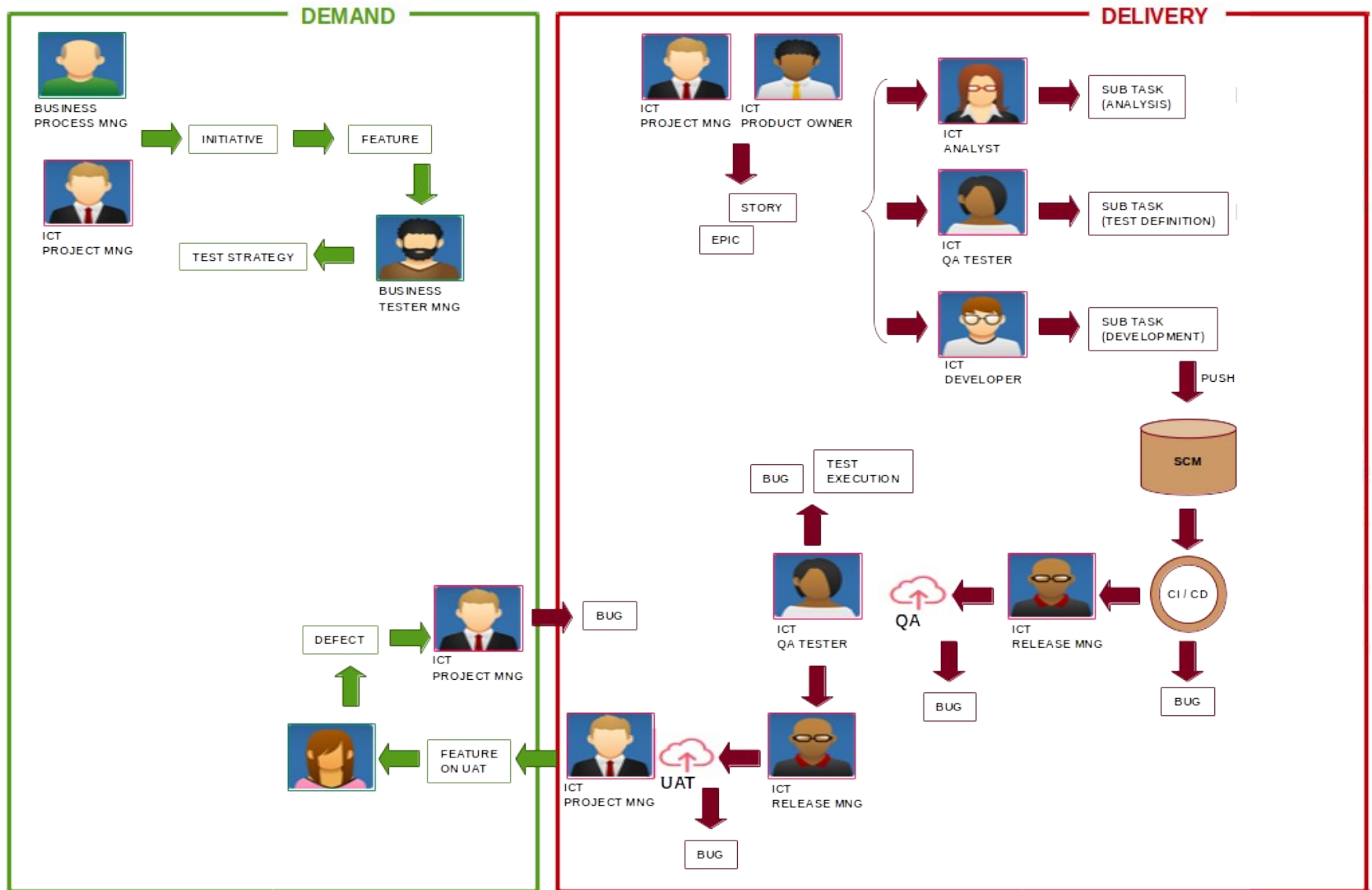
### Caso d'uso Jira - Utilizzo

Il Manager (e/o il Capo progetto):

- Monitora l'avanzamento e il completamento delle attività (filtri, board, Dashboard, Report)
- Definisce le nuove versioni
- Definisce le nuove iterazioni
- Definisce e aggiorna e monitora le attività (priorità, verifica stima/consuntivo)
- Produce i report richiesti dal cliente (p.es. Calcolo SLA, release log, qualità delle versioni o dei componenti...)



# Metodi e tecnologie per lo sviluppo software



- Implementare un processo e verificarne l'adozione
- Migliorare e misurare la qualità del progetto;
- Misurare e aumentare la soddisfazione del cliente;
- Migliorare la definizione delle responsabilità;
- Migliorare la comunicazione nel team di sviluppo e con il cliente;
- Aumentare la produttività del team di sviluppo;
- Gestione del tempo e della produttività personale;
- Ridurre le spese e gli sprechi;
- No mail company;

[https://is.muni.cz/th/60778/fi\\_m/thesis.pdf](https://is.muni.cz/th/60778/fi_m/thesis.pdf)

[https://en.wikipedia.org/wiki/Issue\\_tracking\\_system](https://en.wikipedia.org/wiki/Issue_tracking_system)

[https://en.wikipedia.org/wiki/Comparison\\_of\\_issue-tracking\\_systems](https://en.wikipedia.org/wiki/Comparison_of_issue-tracking_systems)

<https://confluence.atlassian.com/jira064/what-is-an-issue-720416138.html>

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<https://confluence.atlassian.com/jirasoftwareserver073/getting-started-with-jira-software-861254171.html>

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<https://github.com/facebook/react/issues>

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