

overview

Here at Issuetrak, we take the stability of our software very seriously. As part of our development cycle, we have change controls in place and perform multiple levels of validation testing before each release.

change controls

While developing Issuetrak, the series of change controls includes:

- Developers must request peer-review of code before each commit.
- Unit tests are run on each commit to a branch as it is being built.
- A full suite of automated browser tests are manually run at least once daily with the results analyzed and all possible errors logged and triaged.

validation testing

The Quality Assurance team works hand in hand with developers. Several ways we perform validation testing include:

- QA testers are involved and encouraged to weigh in on research and design discussions from the beginning of the development cycle.
- Testers collaborate to develop test scripts using design docs, discussions, and past instances of any bugs.
- Both regression testing and release acceptance testing are performed before each release is provided to the Technical Operations department.
- The Technical Operations department performs layers of internal testing on live sites before final release to the Issuetrak customer base.



creating your own validation testing

Whether an existing or prospective customer, you may need to do your own validation testing. Here are the steps we recommend when creating a plan for validation testing:

1. Identify your key functions within Issuetrak. These could include auto-assignments, email generation of tickets, workflows, and more.
2. Using plain language, write a test procedure to include steps needed to test each feature. Make sure to document all the expected results.
3. Compare the test's actual results to the expected results.
4. Document all testing and save the results to demonstrate compliance.

pre-purchase evaluation

In order for potential customers to make sure Issuetrak software will meet the requirements of both the usage needed and technical function, Issuetrak offers an evaluation option. During the evaluation and testing, you can install a live Issuetrak site on your servers, or have it established in a cloud environment. You have access to a 2-hour consultation with Professional Services to assist with the configuration of the site. All features and functionality needed within a live site are available during the evaluation.

While Issuetrak does its best to ensure all releases are bug-free, there is no guarantee that an error might not occur. In those instances, all errors should be reported to Issuetrak Technical Support for resolution.

