



WHITESTEIN
Technologies

Problem/Change Management

Goals



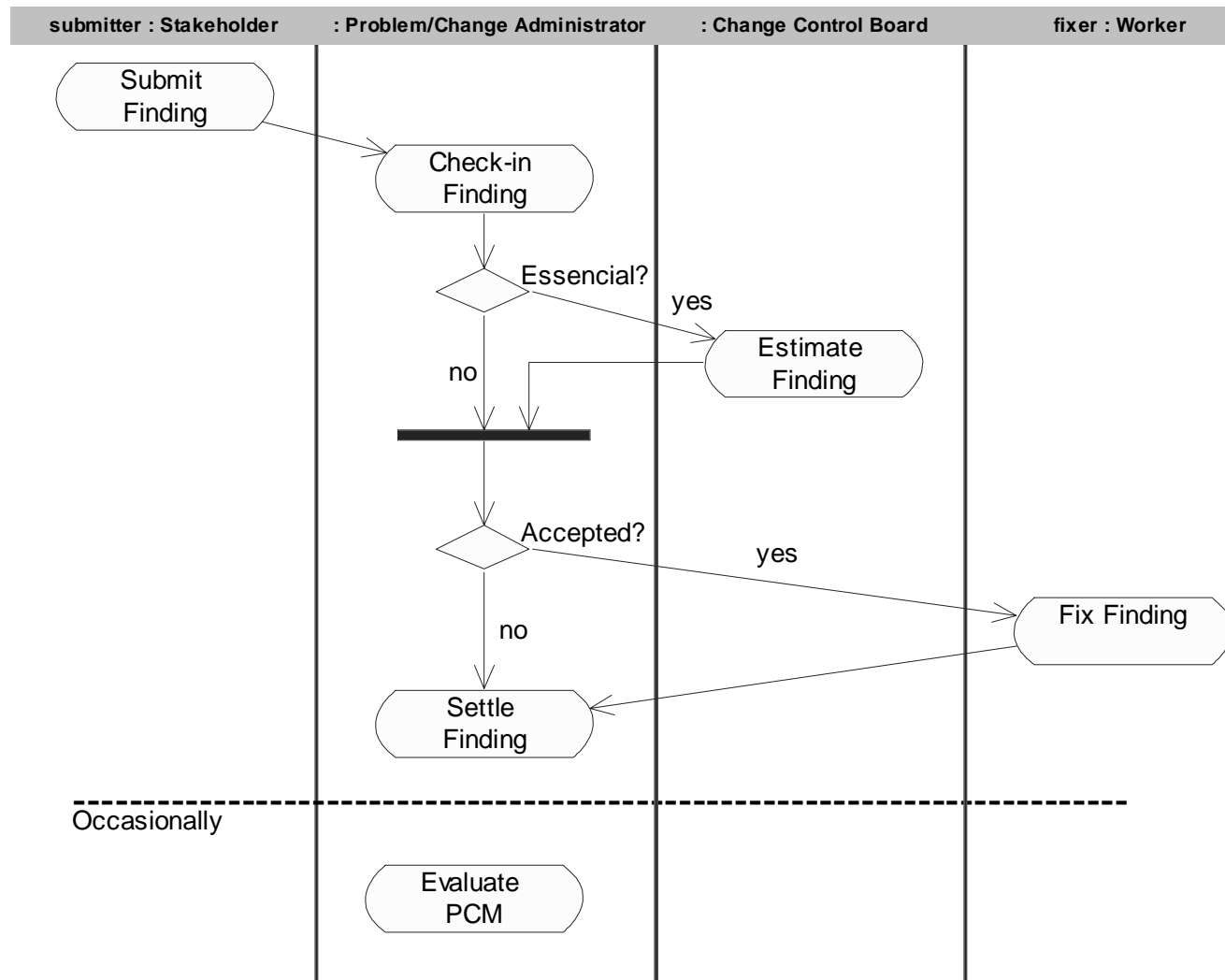
- ❑ To administrate the findings recognized during artifact reviews, testing or use of the developed system
- ❑ To ensure solving of identified findings
- ❑ To ensure that all findings are judged and appropriate actions are carried out to fix them
- ❑ To provide reports and statistics from findings repository to ease tracking of work by the management

WTPPM: PCM Principles



- ❑ Centralized PCM
 - Central findings repository
 - Problem/Change Administrator
- ❑ Scope: an application under testing and an artifact under review
- ❑ Findings from developers and customers
- ❑ PCM artifact: finding list
- ❑ PCM tool: Test DB

WTPPM: PCM Workflow



WTPPM: PCM Activities



- ❑ Submit a finding
 - everybody may submit a finding if the person needs to be sure that it will be solved
- ❑ Check-in a finding
 - Problem/Change Administrator notifies submitted finding
- ❑ Estimate a finding
 - decision about finding's further processing made either by Problem/Change Administrator or by a board of experts; negotiation of several counterparts (including customer) may be necessary
- ❑ Fix a finding
 - fixing performed by allocated programmers or artifact authors, if needed
- ❑ Settle a finding
 - after fixing or canceling a finding it is marked as settled
- ❑ Evaluate PCM
 - finding reports and statistics are occasionally generated