

TECHNOLOGY

- ASP .NET 3.5
- SQL Server 2008
- Linq

PROJECT SIZE

- 4 man-months

TEAM SIZE

- 1 developer, 1 manager

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Distributed Bug Tracking System For Software Localisation Rubric

Rubric Ltd specialises in the translation of computer documents and software programs from English into multiple languages using a combination of standard industry and in-house tools.

This process of software localisation is complicated by the dispersed nature of the teams working on the projects.

Rubric has a wide client base comprising some of the biggest names in PC software and hardware, and differentiates itself from its competitors by striving to boost productivity through technical innovation - such as designing and developing in-house tools that make translation easier and enhance quality.

Rubric required its existing

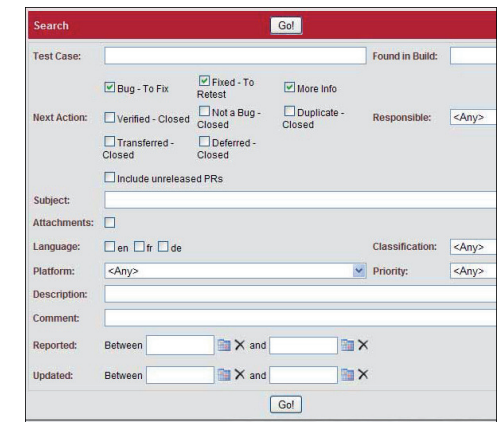
distributed project tracking system extended and updated to provide an unprecedented level of information to team members, in order to increase operational efficiency and streamline administration.

The Requirements

Software localisation is a complex process, involving the translation of English words and phrases that are frequently embedded in the code of the program.

Due to the dispersed nature of the teams working on localisation projects, a systematic approach is required for testing, reporting and resolving issues which arise once the software strings are viewed in context.

Rubric's original distributed problem tracking system, which was designed by Blueberry several years earlier, allowed all its translators and project managers to participate in the process



The screenshot shows a search interface for BugzNet4. It features a search bar at the top with a 'Go!' button. Below the search bar, there are several filter options: 'Test Case:' with a text input and 'Found in Build:' with a dropdown. A grid of checkboxes allows filtering by status: 'Bug - To Fix' (checked), 'Fixed - To Retest' (checked), 'More Info' (checked), 'Verified - Closed', 'Not a Bug - Closed', 'Duplicate - Closed', 'Transferred - Closed', 'Deferred - Closed', and 'Include unreleased PPRs'. There are also dropdown menus for 'Responsible:' (set to '<Any>'), 'Language:' (with options for 'en', 'fr', 'de'), 'Classification:' (set to '<Any>'), 'Platform:' (set to '<Any>'), and 'Priority:' (set to '<Any>'). A 'Description:' text area and a 'Comment:' text area are also present. At the bottom, there are 'Reported:' and 'Updated:' date range filters, each with 'Between' and 'and' inputs and a 'Go!' button.

of problem reporting and resolution. Called BugzNET, the system had become a central tool for Rubric.

The company now wanted the system to be extended in terms of usability and operation. In collaboration with Blueberry the existing design was reviewed to identify enhancements that could deliver significant value to Rubric.

What We Did

Blueberry improved the existing BugzNET system, making it faster, as well as enhancing the user interface to make it more intuitive.

The new scalable online bug-tracking system, called BugzNET4, keeps track of every issue relating to a project. It tracks bugs seamlessly across all localized languages and platforms, helping to speed up and enhance localization QA testing.

It provides all team members with an unprecedented level of information – allowing them to see summaries, drill down into individual problem reports, add comments, update status, request updates, and send automated reminders.

The Results

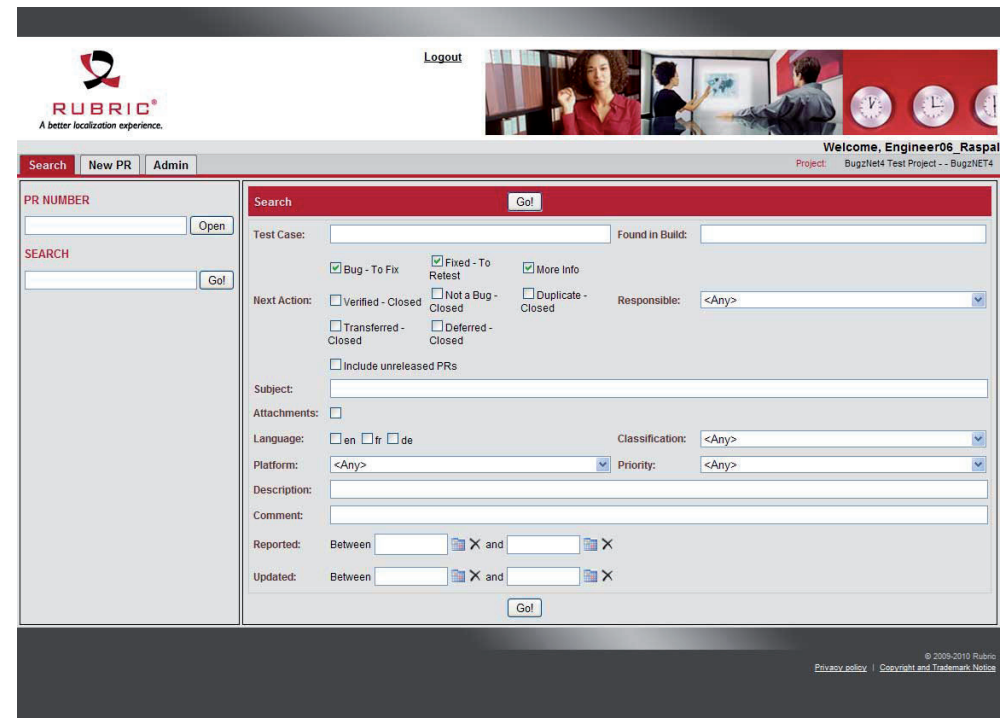
BugzNET4 is now even more of a central tool for Rubric, having succeeded in increasing operational efficiency whilst making it easier for all team members to keep track of issues.

BugzNET 4 eliminates version-control issues and the need to forward information to team members. Identifying, reporting, and resolving

bugs is now a seamless operation - no matter how many languages are being localized. It eliminates version-control issues and the need to forward information to team members. For Rubric, streamlining administration translates to real cost and time savings.

BugzNET4 offers:

- Central information management with browser-based accessibility.
- Global accessibility in real time for all members of the global team.
- Fully scalable architecture using .NET technology that supports an unlimited number of products.
- Fully configurable choice of languages, platforms, classifications and priorities.
- Automatic replication of problems across languages.
- Hotlinks between related issues.
- E-mail notification with bug hotlinks.
- Customized searches, including free text searches and multiple-language searches.
- Full history of bugs worked on.
- Easy transfer of information via XML or CSV into standard databases such as Oracle, MS Access, or FileMaker Pro.



BugzNET 4 has been completely re-architected with improved tracking workflow and a new user interface.

“BugzNET4 has become a central tool for Rubric, delivering significant value to the company. Identifying, reporting, and resolving bugs is now a seamless operation - no matter how many languages you’re localizing to.”

Francoise Spurling, Co-Founder and COO, Rubric.