TRAC Usage – Help

Web Link to the TRAC application for KLP: **http://trac.klp.org.in**

Username:

Password:

Key features of TRAC:

Wiki *(http://trac.klp.org.in/wiki):*

The TRAC wiki is a store of information for all activities around the KLP Platform and Data-Entry / MIS application. This repository currently has
– Technical (infrastructure / design) documentation
– Processes (discussions / project and task management) documentation
– Programmes (details / input for forms / data analysis aid) documentation
You can create your own Wiki pages with information /notes and share them among your team/ across teams easily using this platform.

Ticket Tracking:

What is a ticket? Any feature/ data request (get data into/ out) from the KLP Website / MIS database. Eg: Arvind wants us to process MP/MLA records collected for all libraries, Latha wants an Anganwadi school master list, Asha wants to know of details of all the schools within 1 km radius of Manyata Tech Park.

The ticketing feature is what we strongly encourage Teams at Akshara Foundation to use, because it helps in tracking tickets to closure. TRAC allows us to upload files and download files from within the web application. It also allows us to set priority, set expected start and end dates, classify into components, milestones, assign it to a KLP team member to process and cc (by e-mail) all stake holders in the request. All notifications from issuing the new request to KLP team members closing it after completion happen over e-mail.
Raise a new ticket: *http://trac.klp.org.in/newticket*

How to create a ticket?

Step 1: Login with your user name and password
Step 2: Click on New Ticket (top right side menu)
Step 3: Fill summary, description,
        type (defect/task/enhancement),
        priority (blocker/critical/major/minor/trivial),
        milestone as **2011-2012 Academic Year**
        set component using suggestions from the look up **below***
        leave version as blank
        cc by e-mail (select users who need to be notified), type out the name – selection will appear.
        Set expected start and end dates.
        Assign to Shivangi / Megha / Gautam
        Attach files if any
   Component lookup*

Component	Owner	Purpose
data	shivangi/megha	Catch all component for ad-hoc Data request. Eg: Arvind wants us to process MP/MLA data for Libraries, Latha wants master list of Anganwadis
paper	shivangi/megha	Catch all component for Form requests of any type.
website	shivangi/megha	Catch all component for features/ issues on KLP website.

Step 4: Click on Create ticket. Note down the 3 digit ticket number eg. 392. To view the ticket progress in
        future go to *http://trac.klp.org.in/ticket/392.* You will receive updates by e-mail as well.

For further information contact : Gautam, Shivangi , Megha