Abstract

SPRO tracker is an application developed for the Sustaining team of SoftwareAG,Banglore using Composite Application Framework (CAF) tool. This application is basically designed to keep track of the Sustaining Promotion Process(SPRO).Sustaining team is related to provide sustained support for customers who found their implementations in a stable,static environment with a little amount of change.SoftwareAG creates defect fixes at the component level to resolve specific issues. These fixes are tested by sustaining team to ensure that the issue is resolved within the target configuration.

The jobs that are done manually earlier are being automated using this application.This includes Promotion of fixes from one repository to another, where developed fixes resides, sending Start notification of testing for a particular fix to the concerned engineers,issuing reports at the end of each testing process, triggering of mails regarding the status of tests to the developer when one fix completes a testing stage,preparing results on end of the testing cycle and sending mails including data about how many tests are being done,on which platform etc.

This application minimizes the manual effort used for sustaining promotion from one repository to another.It reduces the time as well as manual effort required for Sustaining process.Since mails are issued after each particular testing stage, developers are known about their fixes so releasing of fixes to the customers becomes timely. This application gives a visibility of the process to the whole company.Thus it makes the higher level authority to keep track on the process of fix development, fix testing and fix release.