

APMG EVALUATION SERVICE FOR PROJECT MANAGEMENT PRODUCTS

BRONZE REPORT

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Project Management Resourceware Ltd.

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Product:

BugBox Version 4

This report covers the Bronze Stage assessment of BugBox Version 4, an application from Project Management Resourceware Ltd., that I conducted on Wednesday, 20 July 2005.

BugBox is a workflow-based issue log intended for use by project teams to raise, investigate, authorise and resolve issues following the PRINCE2 method for issue control.

It is a Windows database application - SQL Server and Access versions are available, the former being considered as more suitable for larger installations. The system offers what appears to be a considerable level of configurability.

On logging in, the user is taken to the application's main screen which features a list of the project issues, regardless of their owner and status. If the user is involved in more than one project, this list is switchable between the different projects. The screen background colour can be set so that each project (or group of projects) can have its own identifying appearance. Also, at the foot of the main screen are two smaller lists, showing issues containing work to be done by the user and issues raised by the user.

Double-clicking on an issue in the main list takes you to the screen on which the work relating to that particular issue is done. This screen is divided into four sections: Raise, Investigate, Authorise and Resolve. The area of the screen to be worked on next is highlighted. The user enters information into the appropriate fields, charting the progress of the issue from it first being raised until it is finally resolved. Various mechanisms are employed to ensure that the correct procedure is followed by people with the appropriate level of authority.

Files can be attached to individual issue records and both pre-configured and configurable reports (tabular and graphic) can be produced. An on-line help system is included in the package.

Project Management Resourceware has indicated that, in their opinion, the design and use of these products fall within the field of guidance offered by the OGC Business Change Guidance documents covering Project Management insofar as it relates to issue management. I concur with their opinion. Project Management Resourceware also states that their product

complies with the guidance offered within that part of PRINCE2 covering project issue management. At this stage I can find no reason to question the veracity of this statement. In my opinion, this assessment should now proceed to the Silver Stage and I have accordingly agreed a Silver Stage assessment plan with Project Management Resourceware Ltd., which is attached to this report.

S. Cotterell

21 July 2005