

Scmbug Capability and Future survey results

On Mon Jun 18 2007 Scmbug announced a survey its Capability and Future. 55 responses were received to the survey. This document reports the results of the survey.

Use

1. Number of product branches maintained:

1-3	17	30.91%
3-8	13	23.64%
8-20	15	27.27%
20-50	3	5.45%
50-100	4	7.27%
over 100	2	3.64%

2. Time Scmbug has been in use:

Never	6	10.91%
0-3 months	10	18.18%
3-6 months	11	20.00%
6-12 months	13	23.64%
1-2 years	11	20.00%
over 2 years	3	5.45%

3. The importance of the following in an organization (out of 10):

Software Configuration Management	7.78
Issue Tracking	8.67
Change Management	7.62
Perl Programming	3.04
Process Automation	7.26

Satisfaction

4. Satisfaction of users with Scmbug (out of 10):

Current functionality	6.81
Planned functionality	6.15
Ease of installation and configuration	5.55
Ease of further organization-specific customization	5.82
Error reporting	5.64
Speed of releasing corrections to defects	6.40
Speed of releasing feature enhancements	5.86
Speed of responding to support requests	7.38
Ability to effectively resolve support requests	6.80
Speed in resolving support requests	6.84
Ability to fully integrate with an SCM system	7.11
Ability to fully integrate with a bug-tracking system	7.15
Ability to produce release documents	5.66
Ability to offer additional integration tools	5.51

5. Integration tool used before Scmbug:

No integration at all	42	76.36%
A 3rd-party commercial integration system the users organization also customized	2	3.64%
A 3rd-party free integration system	1	1.82%
A custom organization the users organization developed	5	9.09%
An out-of-the-box integration system provided by the user organizations commercial SCM and bug-tracking systems	5	9.09%

6. Ranking of existing integration systems:

Scmbug ranked first among 51% of the users.

7. Most requested features:

- Bugzilla 3.0 support
- Autolinkification
- Easier installation. Either through a single package that offers everything integrated or a GUI tool.
- More detailed logging and error reporting
- Closing bugs through a log message
- Automatic merging
- Support for more version control systems and bug-trackers

8. Likes:

- Very reliable and well written
- Open source
- The integration between an SCM system and a bug-tracking system
- Subversion, Bugzilla and Mantis integration
- Easy installation, customization and use

9. Dislikes:

- Challenging installation and configuration
- The manual is hard to read
- Missing autolinkification
- Difficult to develop new features

Conclusions

- Over 60% of Scmbug users have used Scmbug in the past year. The project is still growing.
- Over 80% of Scmbug users maintain less than 20 branches. Scmbug is used mainly to manage small to mid-size software engineering projects.
- 16% of Scmbug users manage large projects (over 20 branches). Scmbug shows promise in being adopted in large software engineering projects.
- Scmbug users value greatly Software Configuration Management, Issue Tracking, Change Management and Process Automation. Scmbug is adopted by users who understand its value.
- Scmbug users don't value highly Perl programming in their organization. Scmbug is usable enough to be adopted by users who don't program in or understand Perl.
- Scmbug users are very satisfied with the quality of the support.
- Scmbug users are satisfied with the current features, but not as satisfied with the features that are planned. Perhaps users have in mind additional features that Scmbug is not planning to develop and have not requested them. Perhaps users are not aware of the planned features, or a time-frame for their implementation.
- Producing release documents and offering additional integration tools needs improvement.
- Users are not as happy with the speed of releasing feature improvements compared to the speed of releasing corrections to defects.
- The ease of Scmbug installation, configuration, and further organization-specific customization needs improvement. Perhaps step-by-step tutorials and installation examples would help.
- 76% of users reported they were using no integration at all before Scmbug. Scmbug is gaining popularity among users that never

integrated SCM with bug-tracking before. 9% of users had developed their own integration and another 9% of users were using an out-of-the-box commercial integration. Scmbug is converting users of other integration systems slower than users that never used integration before.

- Bugzilla 3.0 support and autolinkification are highly requested new features.
- Some users find installation and configuration very easy. Others find it very hard. Scmbug is deployed by users with a wide variance of skill level. The users manual could be extended with a quick-start or a tutorial that will simplify installation for some users.
- A system that comprehensively packages the SCM system, bug-tracker and the integration could be useful.