TrackStudio User Management Benefits

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In most systems the vendor decides what functions are accessible by users and what functions are accessible by administrators. Thus, the users generally can only "use" the functions whereas administrators can both use and configure the functions.

The list of available *user* tasks depends on the privileges granted to users by administrators, but *administration* tasks placed on a separate menu are accessible only by the system administrators.

This will only work if your users never have need for tasks placed by the vendor into the *Administration* menu. If you look at the *Administration* menu of any issue-tracking system (aside from TrackStudio), you will have an idea of which tasks ordinary users **cannot** do. Moreover, most of these tasks are global, affecting the entire system leaving no room for customization for one project or team. Even if a user has access privileges to only one project, the **list** of users is global, meaning you cannot give somebody the ability to edit access for his/her own team.

As a result, that long *Administration* menu is a simply a list of limitations, not possibilities.

For example, if you find the *Manage E-Mail Notifications* item in the *Administration* menu of the issue-tracking software, you can be sure that:

- Only the administrator can manage e-mail notifications.
- You cannot grant privileges to allow users to edit e-mail notifications.
- E-Mail notifications are instance wide applying to all such email events. Later you may or may not be able to assign an e-mail notification rule to a project, version, or bug report, depending on the issue-tracking system.

But why should only the administrator be allowed to globally manage e-mail notification/submission rules, workflows, reports, projects, users and user groups for ALL projects and users?

If your client is a large company, they probably have several user accounts in the issue-tracking system. Shouldn't the administrator for each user account be allowed to manage their own users?

If your company has several departments, wouldn't it be an advantage if the managers of the departments could manage their own users?

If your company has several projects, shouldn't the project managers have the ability to configure workflow or change user permissions for their own project?

TrackStudio has solved these problems and more by allowing the *Administration* items to affect only the interaction with third party products (DBMS, SMTP, POP3/IMAP, LDAP, SOAP, file system, etc), all other functionalities have been moved to the *Use* part of the issue-tracking software. **What's the result?**

With TrackStudio, any user can be given permission to create projects, modify user groups or workflows. It's simply a matter of granting privileges.

To accomplish this in TrackStudio we moved all system-wide configuration functions to the Server Manager (configuration files) and moved all other functions to the browser based user interface. Now, the administrator—project manager, large customer, or small managed administrator—can manage any and all privileges for his own users and projects.