
PIVOTAL TRACKER

What is Tracker?

- A Pivotal product that we use on all our projects
- Available at http://www.pivotaltracker.com
- Free, open to public
- Used by hundreds of companies
- Encourages an Agile process
- Under active development
- Send feedback to tracker@pivotallabs.com

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Summary

- Maintains an ordered list of work broken down to an estimatable level (**Stories**)
- Groups the list into fixed segments of calendar time (**Iterations**)
- Predicts progress based on historical performance (V**elocity**)
- Encourages communication between team members

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Done/Current/Backlog/Icebox

- Iterations that are completed appear in **Done**
- The Iteration in which the current date falls appears in **Current**
- Future Iterations appear in **Backlog**
- Un-prioritized stories appear in the **Icebox**

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Creating a story

- Click “New Story” and enter a title
- Add any number of **notes** to a story
- A story has a **requestor** and an **owner**
- All fields on all stories can be edited at any time

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Prioritizing stories

- A new story appears in the **Icebox** – it is “on ice”
- To prioritize a story, drag it into its appropriate position in the **backlog** or **current** panel
- You can change priorities at any time by dragging stories

Workflow

- When starting to code a story, developer clicks **start**
- When the code is checked in, developer clicks **finish**
- When the code has been pushed to QA/staging, developer/release engineer clicks **deliver**
- Product manager/QA/Customer clicks **accept** or **reject**
- If rejected, the story goes back to the **started** state
- For flexibility, the workflow can be circumvented
- You can choose to receive an email on story state-changes

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Feature

- A **feature** is a story that provides verifiable business value to the team's customer
  - “Add a field called 'user name' to the login page”
  - “Make login times be at most 400ms”
  - “Add a new method “addToInventory(int)” to the public API”
- We estimate a feature on a **point scale**: “*Linear”* (1/2/3), “*Powers of 2”* (1/2/4/8) or “*Fibonnaci”* (1/2/3/5/8)
- A point is a team-specific metric representing the **effort** it will take to implement a feature

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Chore

- A **chore** is a story that is necessary but provides no verifiable business value to the team's Customer
  - “Refactor away the duplication in PurchaseOrderItem.java and LineItem.java”
  - "Find out why the continuous build sometimes hangs"
- Chores can represent "code debt", and/or points of dependency on other teams

Bug

- A **bug** is a story representing a defect that can be related to a Feature Story
  - “Clicking 'save' results in a crash”
  - “Price should be validated as non-negative”

Release marker

- Delimits a set of stories representing a particular set of features
- The **Releases** panel shows all releases
- Stories can be dragged into a release in the release panel
- Can be seen as "milestone" more than "release"

Labels

- You can add any number of labels to a story
- The space of labels is per-project; you can maintain labels in Project Settings
- You can search by label, or click on a label to see stories with that label
- Labels can be renamed

Velocity

- At the end of an iteration, accepted stories in the current iteration automatically move into “Done”
- The team's Velocity is calculated based on point totals from previous iterations
- Based on the Velocity, future Iterations are calculated
- You can experiment with different Velocities (but you cannot set Velocity)

Deadlines

- A Release Marker may have a Deadline.
- If a Release Marker is projected to be finished past its deadline, it turns red

Search

- You can search for a story using the text field with a magnifying glass
- Searches are performed across the title, labels, description, and comments of all stories
- The “reveal” button on a search result locates the story wherever it lives

My Work

- The My Work panel displays unaccepted stories that are:
  - Owned by you
  - Requested by you and are delivered (ready for Accept/Reject)

History

- The log of commands performed in a project is visible in the History panel
- The “reveal” button locates stories
- History for a particular story is available by clicking “view history” when the story is expanded

Charts

- **Velocity** chart shows the team's velocity in past iterations
- **Current iteration burn-up** chart shows progress through the current iteration
- **Release burn-down** chart shows progress through the chosen release
- Charts react in real time to changes in the project

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Multiple users

- Typically all members of the team have access to the project in Tracker
- Any change to the project is seen by other users within a few seconds

CSV export/import

- CSV export dumps the project to a CSV file, which can then be opened in some other tool (e.g. Excel)
- Stories can be imported to projects from CSV files
- With import, it’s possible to create new stories, or update existing ones

Developer API

- RESTful XML HTTP API
- Allows read and write access to projects and stories
- Third party tools available, for example ruby library, Github post-commit hook, inbound email processor.
- Developers can use any language or tool that supports HTTP to use Tracker API

Roles

- A user may be a viewer, member or owner of a project
- Viewer means read-only access
- Member means read/write access
- Owner means Member plus the ability to add/remove others
- Users can create their own projects and specify themselves as the owner
- Users can then invite others to projects, who, if given owner access, can invite others, and so on

Upcoming features

- Epic stories, for easy long-range planning
- Keyboard shortcuts
- Activity feed, with RSS
- Mobile support
- Expanded API

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More Help

- Online Getting Started Guide, Screencast, FAQ
  - click the "help" link in the upper-right corner
- Email Support
  - Tracker Feedback <tracker@pivotallabs.com>
- tracker-project Google Group -
  - http://groups.google.com/group/tracker-project
- Satisfaction
  - http://getsatisfaction.com/pivotal
- Twitter
  - follow pivotaltracker user

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