

03 Issue Tracking

An issue tracking system (also trouble ticket or request management system) manages and maintains lists of issues, as needed by an organization. Issue tracking systems are commonly used by customer support to create, update, and resolve reported customer issues, or even issues reported by that organization's other employees.

Introduction

As our code repositories are managed on a [GitLab](#) server, we use GitLab's integrated Issue Tracker. Having a united platform for source code control and issue tracking lets us connect issues to code revisions in a very simple and natural way.

Issue Tracking with GitLab

If you have a valid user on the [HSE GitLab Server](#) and we granted you access to a repository, you can manage issues directly from the [GitLab web interface](#).

Labels

You can find a list of labels we usually apply, together with their meaning, at <https://code.hampel-soft.com/groups/open-source/-/labels>.

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