

4.6.2.1

4.6.2.1 - The repository shall record and act upon problem reports about errors in data or responses from users.

Error reports pertaining to the system may be submitted through a publicly-accessible [web form](#), persistently available throughout the Merritt interface. Information submitted through the web form is subsequently entered into our helpdesk system (BMC FootPrints), where reports are evaluated and triaged by UC3 staff. Bugs and enhancements are further prioritized and queued for development work within a work tracking system (PivotalTracker).