2.12.02 Tickets

With the component **Tickets**, change requests (extensions, reductions, troubleshooting, …) for selected modules can be entered and recorded. The change requests contain the following information: type, recording, rating, scheduled period and assignment to project data, etc.

Tip: For more on this subject see chapter 3.08 Product Management

The form contains the following elements:

On the "Master Data" tab:

- **Id:** In the number field, a unique number is assigned to the ticket by the system. This number is definable through the number range (autonumbers) function in the administration menu (see also administration guide).
- **Component:** In the field component, the assigned module for the ticket is entered. If the ticket is generated from the module structure, the system transfers the assigned module automatically. The components are administered in the Component form.
- **Name:** This field labels the ticket in short form with a maximum of 50 characters.

- **Description:** This field labels the ticket as long text with a maximum of 255 characters.
- **Keywords:** Defined keywords of the component can be assigned here. These keywords can be defined in the Product Management - Keywords menu.
- **Type:** This field classifies the ticket. In the standard version the drop-down box is populated with the entries extensions, errors, testing and improvement (Erweiterung, Fehler, Testen und Verbesserung).
- **Target Version:** In this field, the target version for the change can be assigned. The versions are assigned to the components.
- **Created: By, On:** These fields specify the date of creating the ticket and the employee who created the ticket. The employees can be defined and modified in the Employee form.
- **Rating:** This field specifies the rating of the selected ticket.
- **Status:** This field is set from the employees of the workflow through the action "Set State" according to the status of the ticket.
- **Editors:** The employees are transfered, who should process the released ticket (for example, for development) here. The employees are informed using the Mailsystem "Mailer".
- **Tester:** The employees are transfered, who should test the "finished" ticket (for example, for quality control) here. The employees are informed using the Mailsystem "Mailer".
- **Standard Version:** This check box is set, when the ticket applies for the standard.
- **Customer:** This drop-down box is set when the ticket is defined for the customer. The customers can be defined and modified in the Contacts (with the contact type "customer") form.

Ticket Extending RM-Management Recorded

| Master data | Requirement | Specification | Testing | **Misc** | Comments |

FoundVersion	Date		Version
FirstOccurrenceVersion	Date		Version
FixedVersionDate			

Developer
Tester

EstimatedEffort	80:00 h	10 Pd
EstimatedCosts	5.900,00	EUR
ActualEffort	80:00 h	10 Pd
ActualCosts	5.900,00	EUR

Benefit

> Extension for risk management;
> Chart of RM-Module and status report

Projects

☐ [1] 162 Indroduction Projectile

Jobs

☐ [1] 162-1-1 Conception for combining Projectile and SAP CO/FI

Related tickets

ScheduledPeriod From To

RequirementLists

|	RequirementLists	
1	📁	Beikler Ticketsystem Anpassungen Beikler AG Carter Simon

1 - 1 / 1

LastChangedBy	Carter Simon
LastChangedDate	02.05.2012	13:54

On the "Misc" tab:

- **Versions: Found, First Occurrence, Fixed:** Specifies with tickets (with troubleshooting in particular) when and with which version the error has been found, since when the error exists and when the error has been corrected.
- **Developer, Tester :**
- **Estimated Time/Effort, Estimated Costs and Actual Costs:** Arguments for extensions and improvements for the implementation/realisation can be entered here.
- **Projects:** In the projects field the ticket can be assigned to one or more projects here. The projects can be defined and modified in the Projects form.
- **Jobs:** In the jobs field the ticket can be assigned to one or more projects here. The jobs can be defined and modified in the Jobs form.
- **Related Tickets:** Links to similar tickets/change requests can be stored here.

- **Scheduled Period (from/to):** These fields specify the validity of the ticket. Only the date "from" (processing from this point) or "to" (completion up to this point) can be filled.
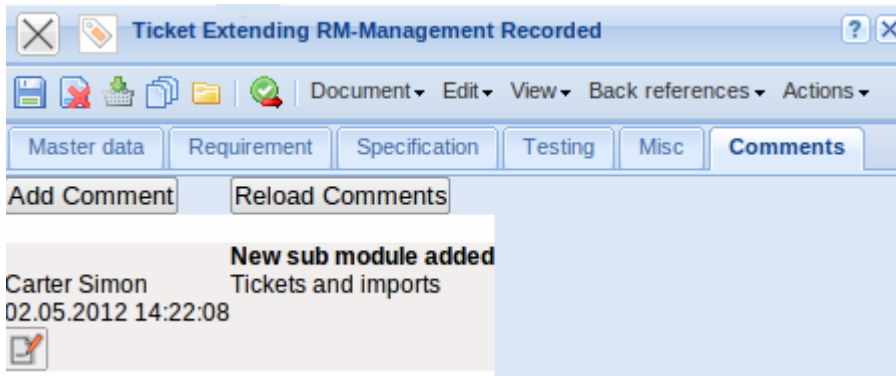
On the "Comments" tab:

- This element is designated for comments regarding components with information about the date and publisher.

The document type contains the following actions:

- **Set State:** Using this action, the status of the tickets can be changed. For several status changes, a comment is obligatory. All status changes are protocoled in the comment tab.

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