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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 screenshot shows a software application window titled "Ticket Extending RM-Management 01". The window has a menu bar with "Document", "Edit", "View", "Back references", and "Actions". Below the menu bar is a tabbed interface with tabs for "Master data", "Requirement", "Specification", "Testing", "Misc", and "Comments". The "Master data" tab is active, showing a form with the following fields:

ID	1.1-1
Component	Project data (dropdown) [green arrow icon] Master data administration (dropdown) [copy, search, delete icons]
Name	Extending RM-Management
Description	Extending project with risks, definition of 4 tables as described in the specifications and generating 3 charts
CustomerDescription	Extending project with administration and project-related risks
CustomerTicketNr	
TicketIsPublic	Yes (dropdown)

Änderungsantrag Erweiterung um RM-Management Wird getestet	
Dokument Bearbeiten Ansicht Aktionen	
Stammblatt Sonstiges Kommentare Alle	
Nummer	3
Komponente	Produkt Projectile Projektdaten
Name	Erweiterung um RM-Management
Bezeichnung	Erweiterung des Projektes um Risiken, Definition von 4 Tabellen wie in der Spezifikation beschrieben und Erstellung von 3 Auswertungen
Kundenbeschreibung	Erweiterung Projectile um die Verwaltung und Auswertung projektbez. Risiken - bestehend aus Risiko, Indikator, Gegenmaßnahme und Bericht zum Risiko
öffentlich	Ja
Schlagworte	 [1] PLANUNG [2] PROJEKT
Typ	Erweiterung
Zielversion	Projektdaten 3.0
Anlagendatum	Von Schröder Sandra Am 07.09.2006
Gemeldet	Von Schaub Peter Am 08.09.2006
Bewertung	4 - Wichtig
Status	Wird getestet
Offizielle Version	Projektdaten 3.0
Bearbeiter	Entwickler ☐ [1] Möller Frauke ☐ [2] Batzeck Klaus Tester ☐ [1] Schröder Sandra
Standard-Version	☒
Auftraggeber	

The form contains the following elements:

On the “Master Data” tab:

- **Number:** 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 transferred, who should process the released ticket (for example, for development) here. The employees are informed using the [Mailsystem "Mailer"](#).
- **Tester:** The employees are transferred, 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.

Änderungsantrag Erweiterung um RM-Management Wird getestet	
Dokument Bearbeiten Ansicht Aktionen	
Stamblatt Sonstiges Kommentare Alle	
Gefunden in	Datum ◀ ▶ 📅 📅 Version 📄 🔍
Vorhanden seit	Datum ◀ ▶ 📅 📅 Version 📄 🔍
Behoben am	◀ ▶ 📅 📅
Entwickler	
Tester	Schaub Peter
Erwarteter Aufwand	80:00 h 10 Pt
Erwartete Kosten	5.900,00 EUR
Tatsächlicher Aufwand	h Pt
Tatsächliche Kosten	EUR
Mehrwert	Erweiterung des Riskomanagements; Aufwertung des RM-Moduls und der Statusberichte
Projekte	📄 ✕ ✂ 📄 📄 🔍 ☐ [1] 20 Einführung Projectile
Arbeitspakete	📄 ✕ ✂ 📄 📄 🔍 ✓ ☐ [1] 20.2-1 Entwicklung ☐ [2] 20.2-2 Dokumentation ☐ [3] 20.2-3 Testen
Verwandte Änderungsanträge	🔍
Gültigkeit	von ◀ ▶ 📅 📅 bis ◀ ▶ 📅 📅

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 protocolled in the comment tab.

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