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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 web-based form titled "Ticket Extending RM-Management Recorded". The form is organized into tabs: "Master data", "Requirement", "Specification", "Testing", "Misc", and "Comments". The "Master data" tab is currently selected. The form contains various input fields and dropdown menus for recording a ticket. Key fields include "Id" (set to 1-10), "Component" (Product riskmanagement, RM-chart), "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", "Public" (Yes), "Keywords" ([1] KOSTEN [2] DATENBANK), "Type" (Erweiterung), "TargetVersion" (Project data 3.08), "Created" (By Carter Simon, At 02.05.2012), "Reported" (By Carter Simon, At 02.05.2012), "Severity" (4 - Important), "Status" (Recorded), "OfficialVersion", "Editors" (Developers: Carter Simon, Testers: Dominguez Jose), "IsStandardFeature" (checked), "Customer", and "Chargeable".

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.

Ticket Extending RM-Management Recorded

Document Edit View Back references Actions

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
162 Indroduction Projectile

Jobs
162-1-1 Conception for combining Projectile and SAP CO/FI

Related tickets

ScheduledPeriod From To

RequirementLists

page 1 of 1

RequirementLists
1 Beikler Ticketsystem Anpassungen Beikler AG Carter Simon

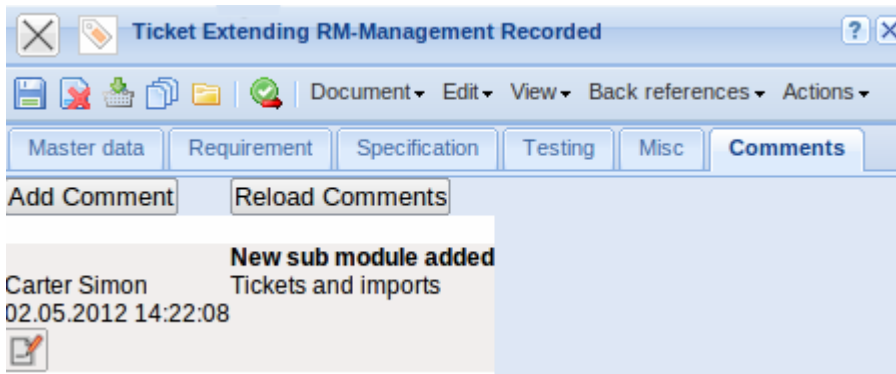
LastChangedBy Carter Simon

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 protocolled in the comment tab.

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Last update: **2019/10/25 14:09**

