



NEW MANDATORY FIELD IN JIRA WHEN CREATING A NEW TICKET: REQUESTED SEVERITY BY REPORTER

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CONFIDENTIALITY LEVEL:

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Revision Controls

Version	Date	Author	Comment
1.0	03-Oct-2023	Sian Potter/Michael Skødt	
1.1	22-Mar-2024	Sian Potter	<ul style="list-style-type: none"> - Updated the information to reflect the new method to not include non-error tickets in this workflow & updated the screenshot to reflect the new view. - Added Severity level definitions. - Change the name from “Indicate Severity” to “Requested Severity by Reporter”.

1 Introduction

By introducing these fields, you can express your perspective on the severity and the rationale behind your requested severity level.

The severity level provides us with an immediate understanding urgency and criticality of the issue.

This contributes to understanding the issue's context, impact, and overall significance. Furthermore, it promotes a mutual understanding of the severity and the severity level's reasoning.

The image shows a form with the following fields and options:

- Project**: (empty text field)
- Issue Type**: **Customer Request**
- Type of Request***:
 - None
 - Error**
 - Task
 - Enhancement Request
 - Change Request
 - Question
- Requested Severity by Reporter**:
 - None**
 - C3 - Minor
 - C2 - Critical
 - C1 - Emergency
- Reason for Severity**: A large text area with a small icon in the bottom right corner.

Additional text in the form:

- Below "Type of Request": *Please supply diagnostics: See "How to Obtain and Submit Support Diagnostics"*
- Below "Requested Severity by Reporter": *Please indicate the severity from your side and further detail the impact and urgency in the "Reason for Severity" field just below.*

Two red arrows point from the left to the "Requested Severity by Reporter" and "Reason for Severity" fields.

Consider these fields as a guideline or suggestion where challenges from our team must be expected/anticipated. Nonetheless, it remains crucial to complete these fields with relevant information to enable us to gain a comprehensive understanding of how this issue is impacting your business.

Following is a description of how to fill out these fields.

2 Requested Severity by Reporter

To request the severity of the issue you can choose between four predefined severities: None, C3 – Minor, C2 – Critical, or C1 – Emergency.

C1, C2, and C3 indicate how severe your issue is ranging from a minor issue (C3), a critical issue (C2) to an emergency (C1). This is in alignment with the terms of our Service and Support Obligations. Please see our definitions of each severity type below in section 4 of this document.

You also have the option to choose *None* as the requested severity if there is no severity on the issue.

It is important to note that requesting the severity of a ticket will only be an option when creating error-related tickets. However, if you are raising an urgent Task ticket, please articulate this in the Description of the ticket, to help this Task ticket be prioritised correctly with our team.

3 Definitions of Severity Types

Severity	Contract Definition of Severities
C1 - Emergency	<p>A C1 Emergency Software Error occurs if (i) use of the Software has stopped or is so severely impacted that it is unreasonable to continue work. (ii) There is a complete loss of service. (iii) The operation is mission critical to the business and the situation is an emergency.</p> <p>An Emergency Software Error has one or more of the following characteristics: data is corrupted, a critical documented function is not available, the system hangs indefinitely causing unacceptable or indefinite delays for resources or response, system crashes and crashes repeatedly after restart attempts.</p>
C2 – Critical	<p>A Critical Software Error occurs if (i) the Software is unavailable in certain areas or (ii) it is not possible to generate output from the Software in certain areas or (iii) the Software is unstable and impacts production processes in certain areas or (iv) other areas of the Software are substantially impacted by the Error. However, operations can continue in a restricted fashion. None of the Errors categorized as Critical are emergencies in the same sense as the Emergency Software Error category.</p>
C3 - Minor	<p>A Minor Software Error occurs if the Error does not substantially impact the operation of the Software.</p>

4 Reason for Severity

This field is to provide an explanation for the requested severity level and further detail the business impact and urgency of the issue/of your customer request. It is important to be clear, and concise and provide the relevant details as it enables us to collaboratively understand the severity of the issue.

The Reason for Severity field could include;

- Business Impact – How this issue is affecting your business.
- Operational disruption – How is the issue disrupting your daily operations and elaborate on how the issue is hindering your productivity.
- Impact on stakeholders – Explain how this issue is affecting relevant stakeholders such as suppliers, customers, employees, or the organization.

If you have chosen *None* as the requested severity implies that there is no severity, please address this by writing a small comment on why you chose the severity to be *None*.

It is important to remember that you the customer are not setting the JIRA field *Priority*, and the new fields will be a guideline/suggestion that can always be challenged by our team. The primary objective in implementing these new fields is to achieve an understanding of the severity of the issue as early as possible.



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