



NEW MANDATORY FIELD IN JIRA WHEN CREATING A NEW TICKET: SEVERITY INDICATION

Version 1.0

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CONFIDENTIALITY LEVEL:

Public

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1 Introduction

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

All fields marked with an asterisk (*) are required

Project*

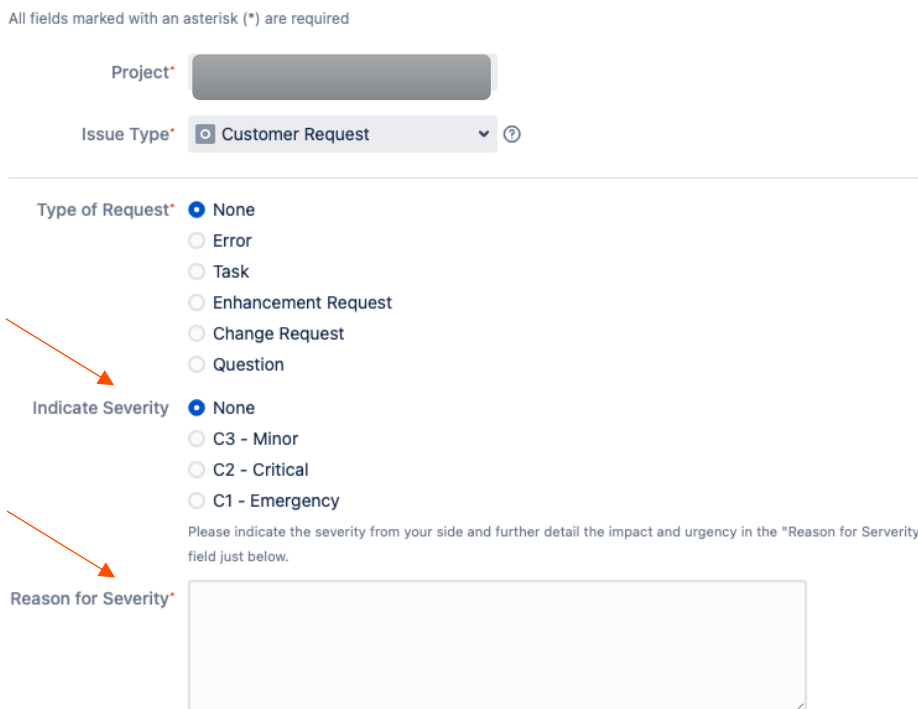
Issue Type*

Type of Request* None
 Error
 Task
 Enhancement Request
 Change Request
 Question

Indicate Severity None
 C3 - Minor
 C2 - Critical
 C1 - Emergency

Please indicate the severity from your side and further detail the impact and urgency in the "Reason for Severity" field just below.

Reason for Severity*



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 Indicate Severity

To indicate 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.

You also have the option to choose *None* as the severity indication if there is no severity on the issue. This could for instance be related to an enhancement request, change request, or a task.

It is important to note that you must choose *None* as the severity indication if you are raising a customer request regarding a task, enhancement request, change request, or question.

3 Reason for Severity

This field is to provide an explanation for the chosen 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 severity indication implying 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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