

Changing Priority naming and ticket types in Stibo Service Portal

CONFIDENTIALITY LEVEL:

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Introduction

As part of our ongoing modernization of Support Services for a SaaS-driven business, Stibo Systems is introducing updated **priority naming** and **ticket types** in the Stibo JIRA Service Portal.

These changes are required to support a **new Support Services SLA**, designed for modern SaaS operations, while ensuring continuity and transparency for existing customers.

Why are we making these changes?

Stibo Systems has introduced a new Support Services SLA aligned with today's SaaS delivery models.

New customers that have signed an agreement **after December 2025** will already operate fully under the new SLA.

Existing customers will be onboarded to the new SLA as part of migrating to Stibo SaaS, or renewal of their current subscription. During the transition period, not all customers will be fully onboarded immediately.

What will change in the Service Portal?

- ✔ Updated priority naming (no change to impact meaning)

The visible priority labels in JIRA will change as follows:

Old Priority	New Priority
C3 – Minor	P3 – Minor
C2 – Critical	P2 – Major
C1 – Emergency	P1 – Critical

Important:

The description of the priorities have changed slightly, but the meaning remains the same.

C3 and P3 represent the same level of impact, likewise: C2 ↔ P2 & C1 ↔ P1.

✔ Updated indicate ticket type selection

When raising a “Customer Request” ticket in the Stibo Service Portal, like before customers and partners will be asked to indicate the “**Type of Request**” in the Ticket form, however with updated request types.

The Reporter can indicate either:

- Service Request
- Incident
- Other

Service Request

A request for Stibo to perform a **specific task or activity**.

Examples include configuration requests, assistance tasks, or planned activities

Incident

Used for issues customers or partners consider covered by SLA and normally would be regarded as an error previously.

Stibo will investigate the issue until it is **resolved or mitigated** and If the incident is confirmed to be a **core software error**, Stibo will create a dedicated **error ticket** based on the incident details and with the same Reporter and link to the original incident and lastly close Incident ticket.

Other

Requests not covered by the above categories

Typical examples:

- Service Portal access requests
- Self-Service UI related inquiries
- SFTP access requests

Transition period and existing SLAs

We acknowledge that this is a transition phase, and existing customers who are not yet onboarded to the new SLA will **remain on their current SLA** and the **obligations and commitments remain unchanged** until they are onboarded to the new SLA.

What do you need to do?

No immediate action is required.

These changes are intended to improve clarity, consistency, and future scalability of our support offering.

If you have any questions or are still unsure how this applies to your current SLA, please reach out to your Stibo Account Manager or get in contact with [Michael Skødt](#), Director Customer Support

Frequently Asked Questions (FAQ)

Why is Stibo Systems changing priorities and ticket types?

To support a new SLA designed for modern SaaS operations while improving clarity and scalability.

Does this change my current SLA?

No. Existing Customer SLAs that have not yet transitioned to new SLA, remain fully valid and unchanged.

Who is affected by the new SLA?

New customers signing after December 2025 and existing customers during SaaS migration or renewal.

Do response times change?

No. Response and resolution commitments remain the same for customers on current SLAs.

What if I indicate the wrong ticket type?

Stibo Support will review and assess the ticket type as part of ticket triage.

What happens with existing tickets in the Stibo Service Portal?

All existing ongoing tickets shall change to become C1-> P1, C2 -> P2 and C3 -> P3 respectively.

Will these changes affect the Support Assistant AI?

There is no impact on the Support Assistant, other than in the ticket creation process, it shall adopt the changes described in this document.

What will happen to my dashboards, search filters, and JQL-based views?

If dashboards or filters are not updated, they may return incomplete or empty results after the change. Below you can see the changes and what it affects.

The change applies only to the current priority and state values on a ticket. This means that the current values (including already closed tickets) will be updated to P1/P2/P3

As a result, any dashboards, gadgets & filters that rely on JQL must be manually updated to reflect the new changes.

This applies to:

- Priority values (C1/C2/C3 → P1/P2/P3)
- State names that have been renamed or removed

Below you can find an overview of the old values and their new equivalents, to which you need to change when getting an error with your filters, Dashboards & JQL.

Type of Change	Old value	New value
State name Change	Emergency	Critical
State name Change	Waiting for Support	Removed / Use "Open"
State name Change	In Emergency Test	In Critical Test

State name Change	Emergency Resolved	Critical State Resolved
Field name Change	Confirmed Critical	Confirmed Major
Priority Scheme Change	C3 - Minor	P3 - Minor
Priority Scheme Change	C2 - Critical	P2 - Major
Priority Scheme Change	C1 - Emergency	P1 - Critical



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About Stibo Systems

Stibo Systems is a leading enabler of trustworthy data through AI-powered master data management. Built on a robust and flexible platform, our SaaS solutions empower enterprises around the globe to deliver superior customer and product experiences. Our trusted data foundation enhances operational efficiency, drives growth and transformation, supports sustainability initiatives and bolsters AI success. Headquartered in Aarhus, Denmark, Stibo Systems is a privately held subsidiary of Stibo Software Group, which guarantees the long-term perspective of the business through foundational ownership. More at www.stibosystems.com.

