

SLA Integration (Service Level Agreement)

2022/05/09 16:26 - Admin Redmine

ステータス:	New	開始日:	2022/05/09
優先度:	通常	期日:	
担当者:		進捗率:	0%
カテゴリ:		予定工数:	0.00時間
対象バージョン:		作業時間:	0.00時間
Redmineorg_URL:	https://www.redmine.org/issues/12222	status_id:	1
category_id:	0	tracker_id:	2
version_id:	0	plus1:	1
issue_org_id:	12222	affected_version:	
author_id:	61731	closed_on:	
assigned_to_id:	0	affected_version_id:	
comments:	4		
説明 Hi, I don't know if there is still a report for this feature request, so I decided to create a new one. Maybe this one is already implemented and I can't find it. This is my feature description: • Integration of an integrated Service Level Agreement on a per Project per Tracker base This means, that the project manager has the ability to define which tracker in his project should be solved in which time. If some SLA is defined, the Ticket automatically get a "resolution due" date based on those SLA. • Integration of escalation rules If a project with a specified tracker has some escalation rule, those ruleset should be automatically applied if this rule match. For example, some ticket has reached his due date and some rule define that "current date > due date AND priority = Normal" should escalate. In this example, the defined rule set should execute. This could maybe "Set Responsible = Project Manager AND Set Priority = High" Best regards, Daniel			
journals Feature needed... Related to http://www.redmine.org/issues/15021			
+1 for this feature After some research and improvements on redmine_issue_sla plugin from thorin, i want to share with you my changes. Now you cant measure a first response expiration time until you assign the issue in first place. After, you can measure a close expiration time to finish the issue. https://github.com/smlabonia/redmine_issue_sla			
related issues relates,Closed,565,Mark expired tasks relates,New,15021,Service Level Agreement (SLA), more user-friendly email configuration, add any other notifications			