

## GLPI-PROJECT - Feature #3385

### New ticket information : processus

03/16/2012 08:11 AM - remi

<b>Status:</b>	Feedback	<b>Start date:</b>	03/16/2012
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Helpdesk	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	Candidate for next major version		

#### Description

Need to add a "process" information on ticket, problem and change form

This will allow searching/reporting by processus.

A processus have no link with type, category or any other data.

ITIL defines various processes which could be defined on default installation

- availability
- continuity
- capacity
- sécurité

#### History

##### #1 - 04/02/2012 05:41 PM - moyo

Is it a fixed dropdown or not ?

Is there a link with other features ? (rules, templates...)

##### #2 - 04/03/2012 08:49 AM - remi

| *Is it a fixed dropdown or not ?*

Could be a standard tree and entity dropdown.

(availability, continuity, capacity, sécurité are only possible value, useful for ITIL)

| *Is there a link with other features ? (rules, templates...)*

Of course, should be available for notification (a new tag), and business rules (action)

This is mostly a information which will not be available during creation (except by tech), but rather a ticket analysis result.