

Formcreator - Bug #4879

Don't use priority in target form

04/18/2014 09:47 AM - orthagh

Status:	New	Start date:	04/18/2014
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:			
Description			
<p>priority is deducted from urgency and impact on itil process</p> <p>urgency -> user input on ticket creation (we can keep this field)</p> <p>impact -> technician input on ticket qualification</p> <p>priority -> defined in "Matrix of calculus for priority"</p> <p>This matrix is available on "Setup > General > Assistance" menu.</p> <p>To discuss</p>			