

Process Description

Client finds a problem while browsing an app of a IT company. Decides to contact the company's support department and report the issue. The process begins when this issue is received by support department which tries to resolve the issue. If it is possible and the issue doesn't have to be seen by the development team, the issue is resolved and the process ends. Otherwise support creates a bug in a ticket system and sends it to development team. The development team evaluates severity of this bug. Then development whether can say it is a feature and they will not fix it or otherwise they fix the bug. After that test team test the application and if the bug is still there, they return it to development. Otherwise they send it back to development team which can release an update and the process ends.

