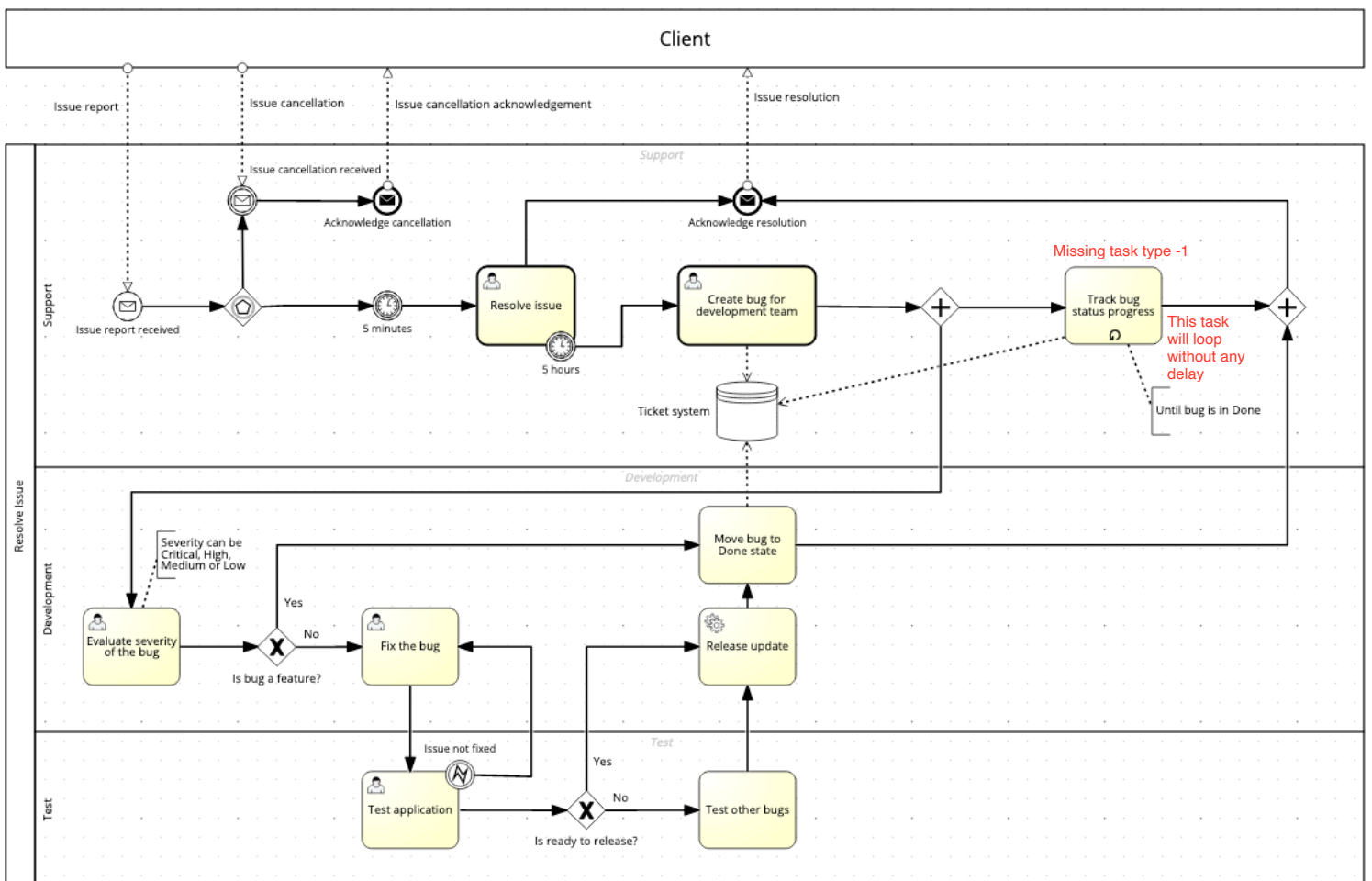


Process Description

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 waits for 5 minutes whether Client won't cancel the issue report. In that case Support center sends a cancellation acknowledgement. Otherwise 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 resolution acknowledgment is sent to Client. Otherwise if Support can't resolve it in 5 hours, creates a bug in a ticket system and sends it to development team, while still checking status of the bug. Meanwhile, the development team evaluates severity of this bug which can be Critical, High, Medium or Low or the issue is not a bug but it is a feature. In that case Development team will not fix it, mark it as Done. If it is a bug, the team fixes it. After that Test team tests the application and if the bug is still there, it is considered as an Error event which is handled by passing the bug back to Development team. Otherwise Test team determines if app can be released or they need to test other bugs. After that app is released and the bug is moved to Done state. Support team will acknowledge the Client and the process ends.



Result: 11