

## Redmine - Feature #12222

### SLA Integration (Service Level Agreement)

2012-10-26 14:28 - Daniel Felix

<b>Status:</b> New	<b>Start date:</b>
<b>Priority:</b> Normal	<b>Due date:</b>
<b>Assignee:</b>	<b>% Done:</b> 0%
<b>Category:</b>	<b>Estimated time:</b> 0.00 hour
<b>Target version:</b>	
<b>Resolution:</b>	
<b>Description</b> 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: <ul style="list-style-type: none"><li>• 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.</li><li>• 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 &gt; 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"</li></ul> Best regards, Daniel	
<b>Related issues:</b>	
Related to Redmine - Feature #565: Mark expired tasks	<b>Closed</b>
Related to Redmine - Feature #15021: Service Level Agreement (SLA), more user...	<b>New</b> <b>2013-10-17</b>

#### History

##### #1 - 2014-07-03 12:10 - Benoit Roussel

Feature needed...

Related to <http://www.redmine.org/issues/15021>

##### #2 - 2014-08-02 01:54 - Toshi MARUYAMA

- Related to Feature #15021: Service Level Agreement (SLA), more user-friendly email configuration, add any other notifications added

##### #3 - 2020-04-26 23:12 - Sebastián Labonia

+1 for this feature

##### #4 - 2020-05-11 04:40 - Sebastián Labonia

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](https://github.com/smlabonia/redmine_issue_sla)