Redmine - Feature #15695

Possibility to add supervisor for issue

2013-12-13 12:12 - Zbynek Drlik

Status:	New	**Start date:**	
Priority:	Normal	**Due date:**	
Assignee:		**% Done:**	0%
Category:	Issues	**Estimated time:**	0.00 hour
Target version:			
Resolution:			

Description

In normal work, there is author of issue, person to who is issue actually assigned. But in this model, if issue goes to person who let the issue on him and do nothing, nobody is responsible for that issue to push the issue forward.
In our company, we are now trying to solve this adding new custom field "SUPERVISOR", who is responsible for issue flow. So every person, who can be supervisor should periodically check issues which he is responsible for.
I think, there should be some better implementation of this. If we do custom field type user, it is not possible to do query on all projects to filter issues which is SUPERVISOR set "me". If we make custom field type list, we should manually every supervisor name to that list and then every supervisor user, have to set his own query to filter his name for that custom parameter.
And finally, there is no possibility to do query "My issues", which show issues assigned to me and issues which I am responsible for.

History

#1 - 2013-12-13 13:18 - Jan Niggemann (redmine.org team member)

> if issue goes to person who let the issue on him and do nothing, nobody is responsible for that issue to push the issue forward.

You can't solve non-technical problems by technical means...

#2 - 2013-12-13 13:44 - Zbynek Drlik

I think it is issue management flow problem, and main redmine job is help solve preject/task management. This is issue/task management, and in business there is many important jobs what have to be solved more intensively. In that case the person which is responsible for issue have to create spreadsheet table where he wrote issue numbers which he have to periodically check. I think this should be solved directly by redmine not by another tools.

#3 - 2013-12-13 18:57 - Jean-Philippe Lang

> If we do custom field type user, it is not possible to do query on all projects to filter issues which is SUPERVISOR set "me"

Do you just need a "supervisor = me" filter on the global issue list? I think it's a feature that can be added.

#4 - 2013-12-13 19:48 - Zbynek Drlik

Yes it should be enought. But I am not sure how you want to connect custom field type list, which is list of strings with "me" what is user id.

#5 - 2013-12-13 21:10 - Jean-Philippe Lang

I can add this feature if supervisor is a user custom field, not a list field.

#6 - 2013-12-13 21:57 - Zbynek Drlik

But user custom field is not possible to add as filter for global query. Maybe becaouse there is different users in different projects.

#7 - 2013-12-14 11:00 - Jean-Philippe Lang

Yes, that's why I propose to change that and allow to filter with "user custom field = me" on the global query.

#8 - 2013-12-14 12:02 - Zbynek Drlik

Yes, it will be enough.
Now we extend supervisor to possibility select multiple supervisors, in some tasks there is necessary to have more supervisors in state of projects

where is more levels of responsibility. As I see in user custom field there is possible set multiple checkbox config.

#9 - 2013-12-17 12:18 - Toshi MARUYAMA

- Description updated