Redmine - Feature #18325

Request approval

2014-11-12 08:16 - AT1234 D

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

Description

Inclusive application.Thanks.

Can it be a feature for ITIL Request management. A tracker template needed, with Request management such as reporter, then it will assigned directly to reporting manager as Approver with status waiting for approval, manager should have two options such as Approve and Reject and once approved it should pass to (assigned to) respective team so that he/she take action on request.

History

#1 - 2014-11-18 04:55 - Otgonkhuu Amsarvaa

We do similar process in our company. There is few steps to approve project. We created few specific issue status like Request, Approved, Request reviewed etc... For example seniors can change only Request to request reviewed, managers can change only request reviewed to Approved. Like this.
But I`m with you, would be nice if there is specific function to handle it.

#2 - 2014-11-19 11:34 - cody liou

+1

#3 - 2018-03-15 00:43 - Hugo da Silva da Silva

Maybe your problema could be solved only if the #18391 issue could be implemented. Voted for it so maybe they decide to incorporated the plugin available as a feature.