



Issue Severity Definition

Issue Severity	Definition
Show stopper (Blocker)	Error with a major negative impact on the functionality of the whole system or its important elements affecting multiple users. The error makes it impossible for users to use the licensed system, consequently making it impossible to perform business operations provided by the licensed system. The following cases list situations treated as blockers: • system cannot be started • multiple users cannot log in • one of a Critical Business Operations (defined in SAL document: Critical Business Operations) can not be performed by multiple users and no workaround can be provided for the issue
Critical	Error which significantly affects individual licensed system users and functionality of the elements of the licensed system. The following cases exhaust all situations treated as criticals: • individual users cannot log in • one of a Critical Business Operations (defined in SAL document: Critical Business Operations) can not be performed by an individual user and no workaround can be provided for the issue
Major	Error which partially affects functionality of some elements of application, while other elements work without any problems. The following cases exhaust all situations treated as major: • The problems include all the situations not listed in Critical Business Operations • The situation from the list of Critical Business Operations for which a workaround is provided. One of XTRF's features or functions is not working correctly. Due to work-around the daily operation of the XTRF or one of its modules is changed or limited
Minor	Error of a formal nature which does not affect functionality of the system, application, or their essential elements. Minor is any bug that is not treated as blocker, critical or major



Related documents

- Critical Business Operations:
https://legal.xtrf.io/TMS_HD_CriticalBusinessOperations.pdf