📋 Run, Build & Tasks — Work Item Types

Kadratis Cheat Sheet

Run (Incident · Problem) | Build (Request · Project · Bug) | Transversal (Task)

Run — Keeping the Lights On

Ensures **operational continuity** (MCO) and **security maintenance** (MCS) of existing systems. Everyone participates.

Incident

- **Unplanned interruption or degradation** of a production service
- Significant impact on the information system
- Objective: **service restoration**

Examples: MES outage, unexpected VM restart, company-wide VPN failure.

Problem

- **Root cause investigation** of recurring incidents
- Typically identified by IT after detecting a pattern of similar incidents
- Objective: **permanent resolution**

Examples: recurring internet performance issues, repeated interface errors.

Build — Evolving the Landscape

Covers all **evolutions and construction** of the information system. Everyone participates.

Request (Change Request)

- **Planned solicitation** to modify the SI
- Can be technical, functional, from business or IT
- Rarely urgent
- Triggers a **validation workflow** → becomes Task or Project if approved
- Meets **at least one** criterion:
  - Significant workload (>3 days)
  - Involves multiple IT or business teams
  - Requires significant change management

Examples: new SAP ↔ PLM field, new LoB application, remote site integration.

Project

- **Coordinated set of tasks** with scope, timeline, budget, and deliverables
- Same criteria as Request — normally originates from an approved Request
- **Fast-track:** projects imposed without Request stage (executive decision, urgent regulation…)

Examples: S4/HANA upgrade, firewall migration.

Bug

- **Defect in a system under development**
- Too complex for a simple ticket — requires in-depth analysis
- Strictly a Build concept: system not yet in production

Examples: insufficient access rights on a new SAP tile, incorrect firewall rule on a new server.

> ⚠️ **Incident ≠ Bug**
> Running in production and it breaks? → **Incident** (Run)
> Under construction and it doesn't work? → **Bug** (Build)
> Incidents prioritize **service restoration**. Bugs prioritize **root cause fix in the dev cycle**.

Transversal — The Task

Tasks are the **atomic unit of work** in Kadratis. They cross the Run/Build boundary.

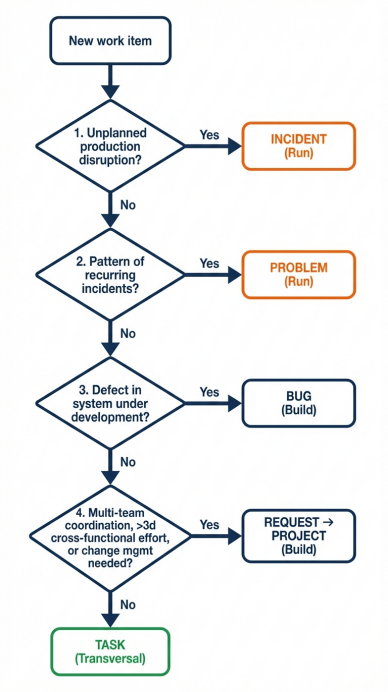
Task

- Can be **standalone or linked** to a Project
- Has a responsible person, status, and deadline
- Clearly scoped in terms of impact on users/services
- Does **not** require coordination across multiple teams
- Can last a long time if carried by one person without cross-functional analysis

Examples: install a domain controller, document the Notilus ↔ S4/HANA interface, renew intranet SSL certificate.

> 💡 **Task vs Request/Project** — If the work meets **any one** of these, it's a Request, not a Task:
> - Significant workload (>3d) **AND** requires cross-functional analysis
> - Coordination across multiple teams
> - Significant change management needed

Decision Flowchart



Summary

Type	Category	Key Criterion	Example
Incident	Run	Unplanned interruption in production	MES outage
Problem	Run	Root cause of recurring incidents	Recurring internet perf issues
Request	Build	Planned SI change (>3d / multi-team / change mgmt)	New SAP ↔ PLM field
Project	Build	Coordinated tasks with scope, timeline, budget	S4/HANA upgrade
Bug	Build	Defect in a system under development	Incorrect firewall rule
Task	Transversal	Scoped action, one owner, no multi-team coordination	Renew SSL certificate

> ⚙️ All work item types are configurable in **Portfolio → Settings** — add, disable, or rename types to match your processes.