




COMM. TEAM REQUEST PROCESS WORKFLOW

Web, Intranet, mass e-mails, eLion demo, eLion help, and print requests

Roles

 Staff making request

 Comm Team editor

 Comm Team assignee

**Team, Writer, Editor
collaboration**

REQUEST MADE BY STAFF,

CONFIRMATION RECEIVED

FORM LOCATION:

Intranet >
Forms >
Project Request Forms >
Comm & Stu Services Request...

A Staff fills out online form to make task request

B Paper (to mailbox)

C Electronic (F/Trans...)

STAFF REQUESTER

ASSIGNED

Committee: Giovanna, Greg, Tammy:

ASSIGNED

Giovanna - Project Tracker Manager
Greg – support
Tammy - support

Ticket logged in to Project Tracker...

Ticket auto goes into **ASSIGNED** status when it is assigned.

DESIGN/ DEVELOPMENT

Worker assigned (assignee) receives e-mail notification of request. References Project Tracker (and folder if needed) for all information to complete the task assigned. Can follow up with staff requester if needed as well.

ASSIGNEE

Assignee changes ticket status to: **DES, DEV**, then **PROOF/EDIT** when ready.

PROOF/EDIT

Giovanna (editor) works with the staff requester to agree on final edits.

STAFF REQUESTER

Editor (Giovanna)

Editor changes ticket status to: **COMPLETE** after proofing is done.

COMPLETE...

PRINT...

CLOSED...

Assignee changes ticket status to **PRINT** while working with printer **AND** changes ticket status to **CLOSED** when done.

ASSIGNEE (print)

Assignee puts into production and changes ticket status to: **CLOSED**.

ASSIGNEE (Web)