COMM TEAM TICKET REQUEST PROCESS WORKFLOW
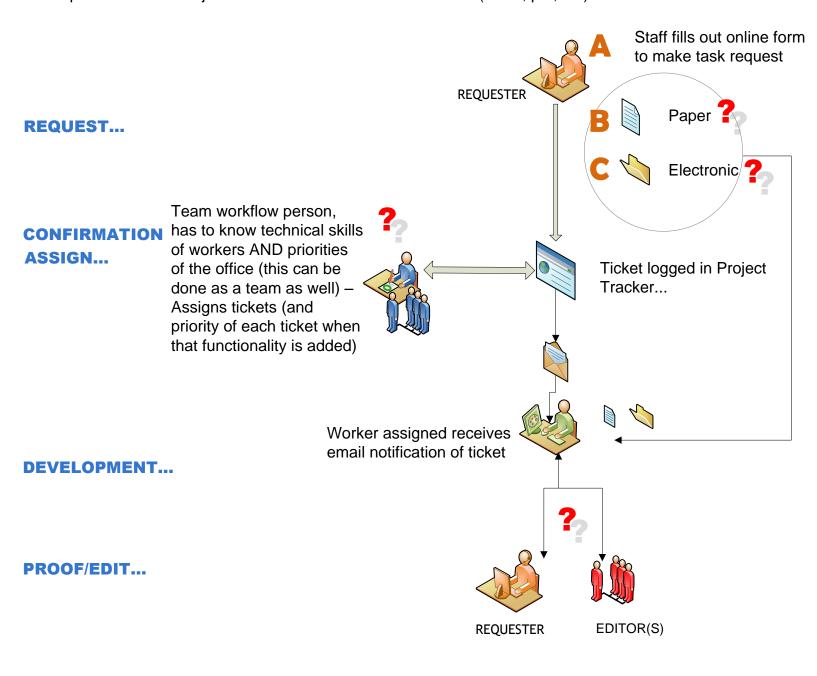
Based on web and intranet request history

A. Request made via Project Tracker, no supplemental material (Word docs, pdf, paper, etc.)
B. Request made via Project Tracker with paper documents
C. Request made via Project Tracker with electronic documents (Word, pdf, etc)

A Staff fills out online form to make task request

REQUESTER

B Paper **?**

C Electronic **?**

REQUEST...

CONFIRMATION ASSIGN...

Team workflow person, has to know technical skills of workers AND priorities of the office (this can be done as a team as well) – Assigns tickets (and priority of each ticket when that functionality is added)

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Ticket logged in Project Tracker...

Worker assigned receives email notification of ticket

DEVELOPMENT...

?

PROOF/EDIT...

REQUESTER   EDITOR(S)

PRODUCTION/ COMPLETION...