

Analyst Service Now Workflow

To be determined:

- How to handle recurring requests?
- What state does the ticket become when escalated?

Currently tickets are assigned to someone with a state of open and no work has been done. This is to indicate that someone will handle the ticket

Requirements Gathering = the ticket is being worked on. If not, it should be considered "In Queue"

Emailer will go between Work In Progress and Customer Testing as requester and analyst validate data. Don't ever go back to requirements gathering.

