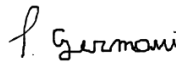


|   |            |                 |                  |   |
|---|------------|-----------------|------------------|---|
| One Point Lesson                                      |            |                 |                  |   |
| IMSISO – TICKET STATUS EXPLAINING                     |            |                 |                  |   |
| Version   | Date       | Description     | Author           | Sign  |
| 1.0.0   | 04/11/2020 | Initial version | Federico Germani |  |
| Scope of the Document                                 |            |                 |                  |   |
| This OPL shows you how to interpret the ticket status |            |                 |                  |   |
| The OPL is composed of 4 steps                        |            |                 |                  |   |

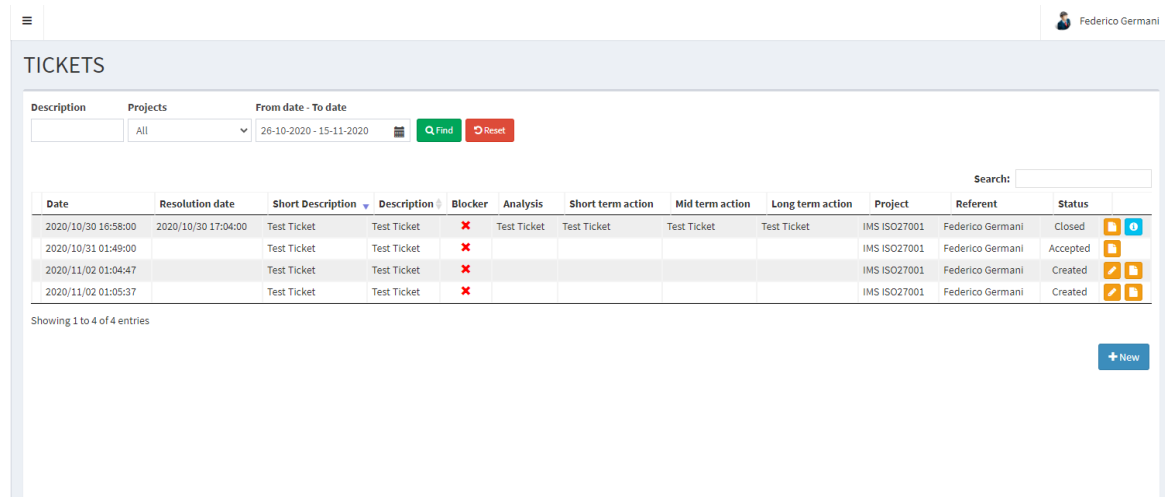
## SUMMARY

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## STEP 1.1 – WHERE TO CHECK IT

### 1.1

You can check your tickets status in the home page. If you need to know how to reach the login, refer to the OPL N'2. That's the interface where you can look at it.



**TICKETS**

Description Projects From date - To date

26-10-2020 - 15-11-2020 [Find](#) [Reset](#)


Search:

| Date                | Resolution date     | Short Description | Description | Blocker | Analysis    | Short term action | Mid term action | Long term action | Project      | Referent         | Status   |  |
|---------------------|---------------------|-------------------|-------------|---------|-------------|-------------------|-----------------|------------------|--------------|------------------|----------|--|
| 2020/10/30 16:58:00 | 2020/10/30 17:04:00 | Test Ticket       | Test Ticket | ✗       | Test Ticket | Test Ticket       | Test Ticket     | Test Ticket      | IMS ISO27001 | Federico Germani | Closed   |  |
| 2020/10/31 01:49:00 |                     | Test Ticket       | Test Ticket | ✗       |             |                   |                 |                  | IMS ISO27001 | Federico Germani | Accepted |  |
| 2020/11/02 01:04:47 |                     | Test Ticket       | Test Ticket | ✗       |             |                   |                 |                  | IMS ISO27001 | Federico Germani | Created  |  |
| 2020/11/02 01:05:37 |                     | Test Ticket       | Test Ticket | ✗       |             |                   |                 |                  | IMS ISO27001 | Federico Germani | Created  |  |


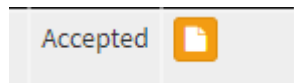
Showing 1 to 4 of 4 entries

[+ New](#)

**STEP 1.2 – CREATED**

|     |  |
|-----|--|
| 1.2 | <p>When a ticket is on the 'Created' status, it means that it has just been created. We've just received a mail from our tool, notifying us that you've opened this ticket. You can load documents, and modify it. For more infos about how to modify a ticket or load a document, give a look to the others OPL.</p> <div data-bbox="702 607 1340 721">  </div> |
|-----|--|

## STEP 1.3 – ACCEPTED

|     |   |
|-----|---|
| 1.3 | <p>When a ticket is on the 'Accepted' status, it means that it has been moved to our solving tool. You'll receive a mail from our tool, notifying you that we've moved the ticket. You can load documents, but you can't modify the ticket. For more infos about how to load a document, give a look to the related OPL.</p> <div data-bbox="702 604 1323 687"></div> |
|-----|---|

## STEP 1.4 – CLOSED

1.4

When a ticket is on the 'Closed' status, it means that it has been resolved. You'll receive a mail from our tool, notifying you that the ticket now is closed, with the details of the solving too. You can't load documents, and you can't neither modify it. If you want to see the details of the solving, you can click on the blue info point button.

