 IMS INFORMATICA	One Point Lesson IMSISO Assistance Tool Modify a Ticket	Ver 1.0.0 04/11/2020 Author Federico Germani
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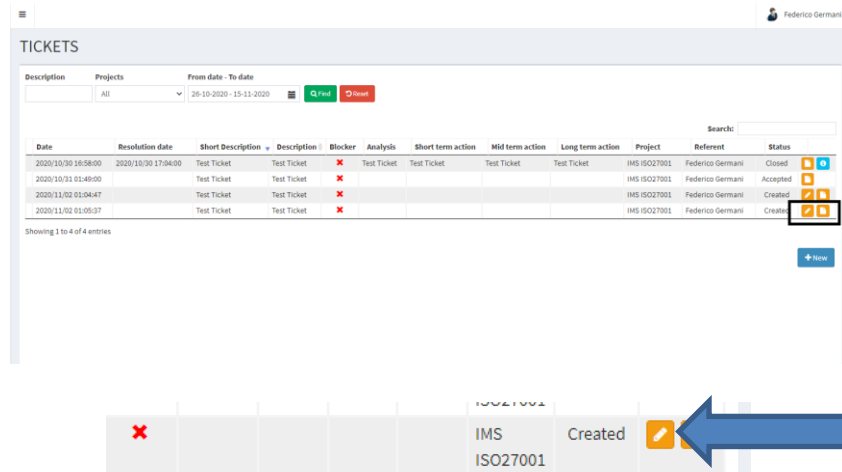
One Point Lesson				
IMSISO – MODIFY A TICKET				
Version	Date	Description	Author	Sign
1.0.0	04/11/2020	Initial version	Federico Germani	<i>F. Germani</i>
Scope of the Document				
This OPL shows you the exact path to modify a ticket				
The OPL is composed of 2 steps				

SUMMARY

Step 1.1 – Open the ticket modify interface	2
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STEP 1.1 – OPEN THE TICKET MODIFY INTERFACE

1.1 You can modify a ticket by clicking the orange pencil button.



Result You modified your ticket.

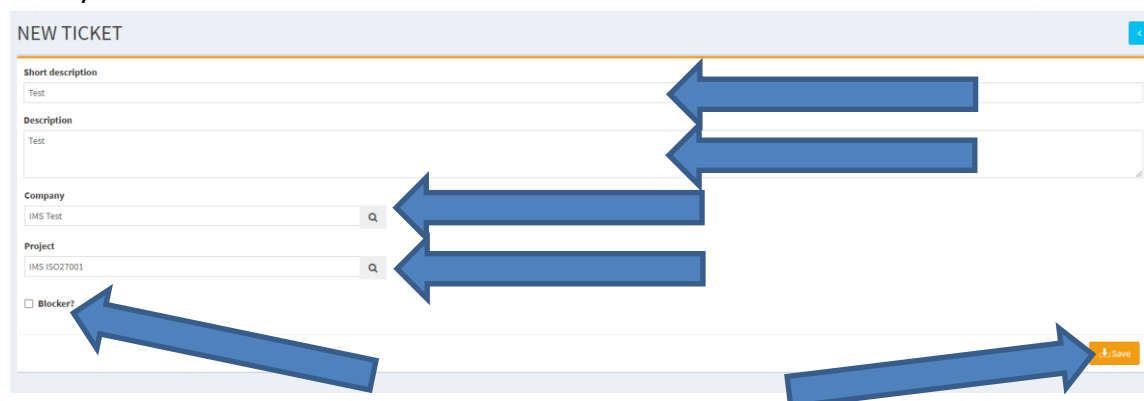
Warning

Exception

STEP 1.2 – MODIFY A TICKET

1.2

Now you can modify the fields that you see.
 Once you modified it, press the 'Save' button.
 Now you can see the modified ticket on the tickets list.



NEW TICKET

Short description
 Test

Description
 Test

Company
 IMS Test

Project
 IMS ISO27001

☐ Blocker?

Save

Field	Description	Mandatory
Short description	The short description explains us as short as possible the issue.	Yes
Description	The description of your ticket. It should be long enough to <u>explain</u> us the real matter of the issue.	Yes
Company	The company picker. Click on the magnifying glass and pick the company related to the issue.	Yes
Project	The project picker. Click on the magnifying glass and pick the project related to the issue. (It depends from the company picked.)	Yes
Blocker	Select it if the issue doesn't allow you to work anymore	No

Result	You modified your ticket.
Warning	
Exception	