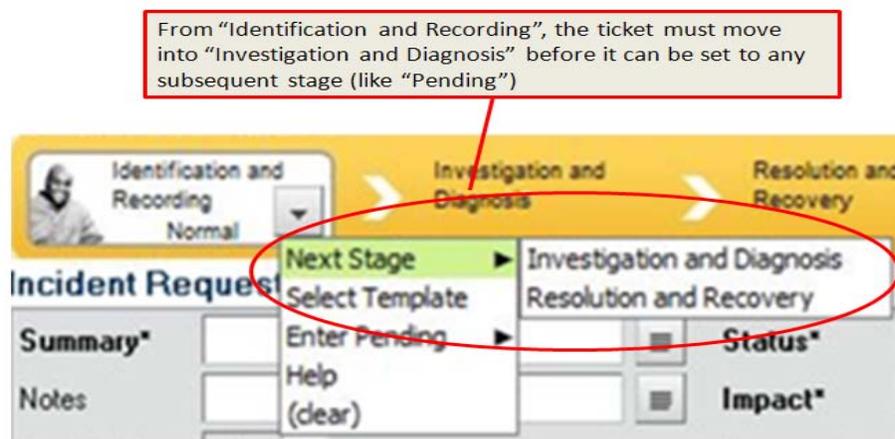


# Enforcing the Incident Process Flow

The purpose of enforcing the ticket state transition from “Assigned” to “In-Progress” essentially acts as an acknowledgement by the service provider that the ticket is no longer sitting in a support queue, but is now being worked. It may quickly move into “Pending” or some other state, but capturing the initial response is a critical support process metric to understand resource constraints and set customer expectations. To archive this measure, Remedy will be configured to enforce specific lifecycle stage progression.

In the past, a ticket could move directly from "Investigation and Diagnosis" to "Resolution and Recovery," "Incident Closure" or "Cancel." Outside of the yellow brick road, the ticket could also move directly into “Pending”.



*The figure above shows the state transition that will be enforced in order for the service provider to effectively “acknowledge” the ticket and move it from “Identification and Recording” into “Investigation and Diagnosis”.*

From "Assigned", the ticket must move into "In Progress" before it can be set to any subsequent stage (like "Pending")

The screenshot displays the 'Incident ID\*' as INC000000049585. The 'Process Flow Status' bar shows a sequence: Identification and Recording, Investigation and Diagnosis (Normal), Resolution and Recovery, Incident Closure, and Closed. The 'SLM Status' section includes a 'Service Target' checkbox. The 'Incident Request Information' section shows the ticket is currently 'Assigned'. A dropdown menu is open, listing options: New, Assigned, In Progress (highlighted), Pending, Resolved, Closed, and Cancelled (clear). Other fields include Status Reason, Priority (Low), Weight (0), and various organizational details like Support Company (Fermilab), Support Organization (Computing Division), and Assigned Group (Enterprise Applications).

*The figure above shows the state transition that will be enforced in order for the service provider to effectively acknowledge the ticket and move it from "Assigned" into "In-Progress".*

If you attempt to move a ticket from a state of "Assigned" or "Identifications and Recording" to some state like "Pending", you will receive an message similar to the one below.



## Frequently Asked Questions

Q: How do I move a ticket to "Pending" status?

A: A ticket must first be saved in a status of "In Progress" prior to moving to "Pending" status.