Problem Report System – Ticket Status

All problem report tickets are assigned a status based on where they are in the process of being addressed.

**OPEN: Not Started**: Ticket has been created, but no action has been taken nor have updates been made to the ticket.

**OPEN: In Progress**: Ticket has been updated to have additional information included either about the problem or about the resolution of the problem.

**OPEN: In Waiting**: Problem is being worked on, but LITS is waiting on a third party to complete a task. For example, a computer may need sent to UTS for repair, or a replacement part may need order, and LITS is waiting on it to ship.

**CLOSED**: Problem has been resolved.

**RE-OPENED**: Ticket has been re-opened due to problem reoccurring.

**INFORMATIONAL**: Ticket was created for information purposes only and does not require any further action.