

# Module 4- Approving Tickets

**OBJECTIVE:** The objective of this module is to explain the steps necessary to approve submitted tickets.

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***NEED ADDITIONAL INFORMATION?***

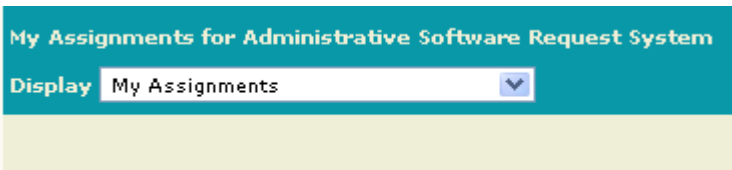
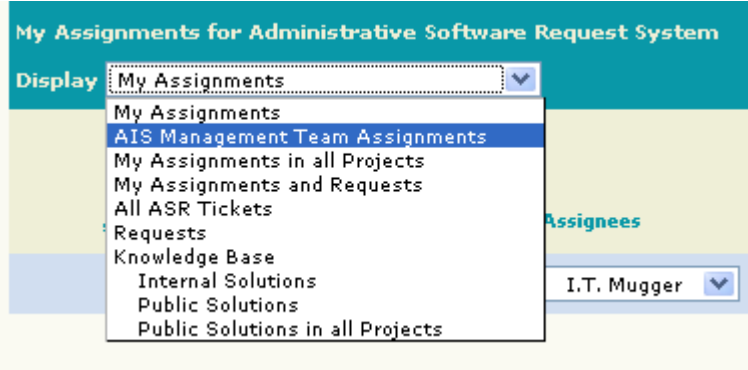
For further questions on this process please contact Ken Beck at 4-3243 or at [beckken@sonoma.edu](mailto:beckken@sonoma.edu)

This documentation may be found online at: [www.sonoma.edu/cms/asr](http://www.sonoma.edu/cms/asr)

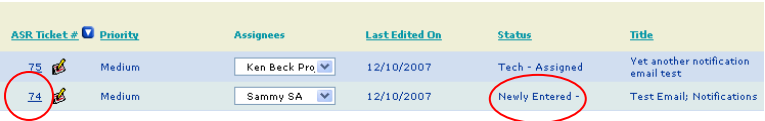
## Chapter 1: Approving a Ticket

**Introduction:** Functional Approvers have two different roles in ASR. They are responsible for approving new tickets to be worked on, as well as approving a code change for production. The following chapter will discuss the steps necessary to approve a ticket.



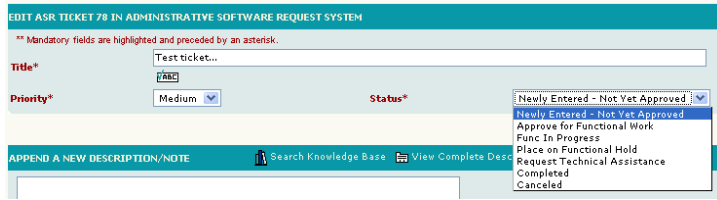
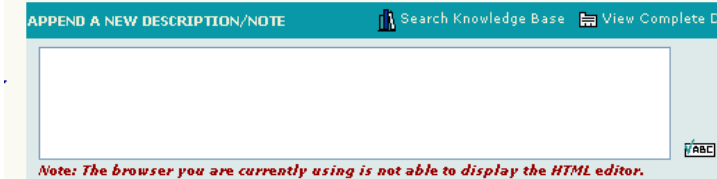
**Locating a Ticket That Requires Approval:** Approvers must locate tickets that require their approval prior to being able to approve them. There are two methods that approvers may take to locate their tickets. The first is to reference the automatic email sent from ASR to everyone on the approving area list. The second is to locate them through the ASR dashboard. See the table below for the steps necessary to locate tickets awaiting approval.

Step	Action	Screenshot
1	From the ASR Dashboard select the Display drop-down menu.	
2	Select Team Assignments from the Display drop-down list.  NOTE: Your Team Assignments will designate the specific team you are assigned to.	

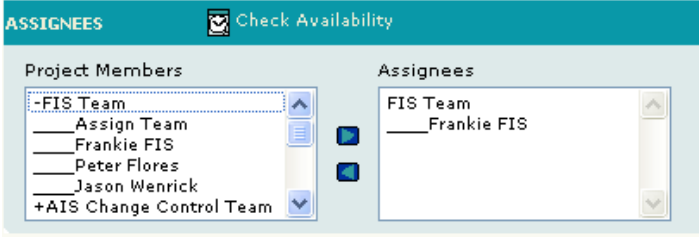
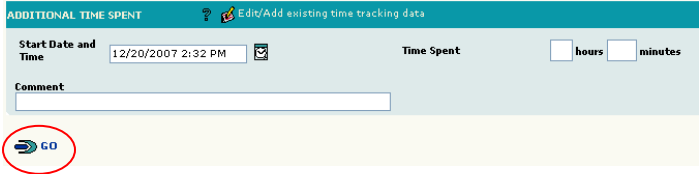
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3	Look for the tickets with the status, Newly Entered- Not Yet Approved. Select the ASR Ticket # and follow the instructions for Approving a ticket.	
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**Approving a Ticket:** The table below outlines the steps necessary for a Functional Approver to approve a ticket. If you are the approver submitting your own ticket you may approve the ticket at the point of submission.

Step	Action	Screenshot
1	Click on the Edit Icon  next to the ASR Ticket# to be edited.	
2	Select the status you would like to change the ticket to. (See chapter 2 for appropriate status selections).	
3	You may add a new description/note for your action.	

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<p>4</p>	<p>Select the functional team or the person from your functional team you would like to have work on the task. To do that click on the <b>plus sign (+)</b> next to the team the person belongs to. Then double-click on the name of the person who you would like to assign. This ensures that everyone on that team can edit the ticket, however only the selected person will receive emails about changes.</p> <p>NOTE: In addition to the team, assign the specific person that will be working on the ticket. Otherwise the entire team will receive email notifications. DO NOT assign members from another team without permission from that team owner.</p>	
<p>5</p>	<p>Once the appropriate assignment is made, click <b>Go</b> to route the ticket to the appropriate team or individual.</p>	

## Chapter 2: Selecting the Correct Approval Type

**Introduction:** The correct approval type is dependant on how the ticket was submitted and what you are planning to do with it. The table below will outline what approval type to use for specific situations. It assumes that all tickets are being approved upon submission. You may also use cancelled as necessary.

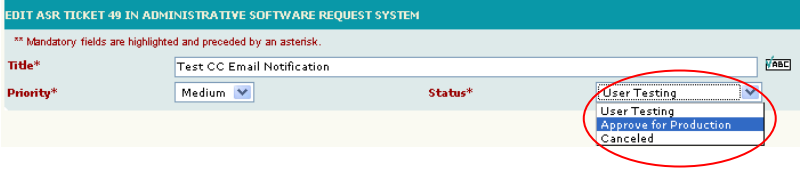

For	Then
Functional-Only tickets...	Use the status Approved for Functional work and assign to the appropriate team member.
Functional-Only tickets to be worked yourself...	Use the status Func in Progress and assign it to yourself.
Technical tickets...	<p>Use the status Request Technical Assistance and assign yourself or the team member who will have functional responsibility for the ticket.</p> <p>Do NOT assign the AIS team or individual members. The system will route to the AIS managers, who will assign the appropriate Technical Analyst.</p>

## Chapter 3: User Testing

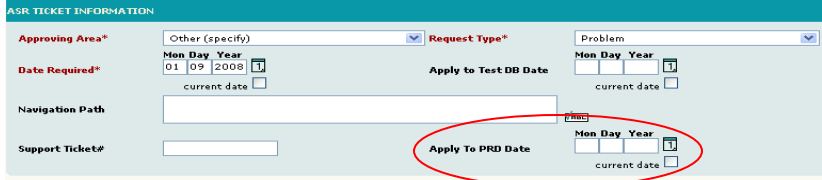
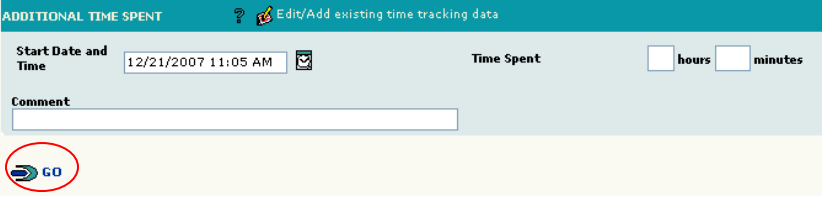
**Introduction:** In addition to approving a newly entered ticket, Functional Approvers also must approve code changes for production. Code changes include the Request Types: Peoplesoft fix/bundle/release/upgrade, software change request, and many custom reports.

**User Testing:** Once the software change has been completed and is ready for user testing, the technical analyst will change the status to User Testing. It is then the responsibility of the functional team members assigned to test the change to ensure it is complete. If there are additional changes that need to be made, contact the Technical Analyst assigned to the ticket. If the changes are complete follow the steps below to approve the change for production.

**Approving tickets for Production:** The following table explains the steps necessary to approve a change for production once user testing has been completed.

Step	Action	Screenshot
1	The Functional Approver approves the ticket for Production by selecting the status Approve for Production.	
2	You may add a note indicating that you are approving the ticket for production.	

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<p>3</p>	<p>Enter the date you would like the change moved into production in the Apply to PRD date field.</p>	 <p>ASR TICKET INFORMATION</p> <p>Approving Area* Other (specify) Request Type* Problem</p> <p>Date Required* Mon Day Year 01 09 2008 Apply to Test DB Date Mon Day Year current date current date</p> <p>Navigation Path</p> <p>Support Ticket#</p> <p>Apply To PRD Date Mon Day Year current date</p>
<p>4</p>	<p>Click <b>Go</b> to approve the status change.</p>	 <p>ADDITIONAL TIME SPENT ? Edit/Add existing time tracking data</p> <p>Start Date and Time 12/21/2007 11:05 AM Time Spent hours minutes</p> <p>Comment</p> <p>GO</p>