



Ticket Pulled or Assigned*

Tickets created in RT can be pulled by Ops staff. Those not pulled are either assigned by TechOps 'Triager', by the Bugmeister, or determined during the biweekly TechOps meeting.

Work on it & status it

When the TechOps Engineer works on a ticket, the Engineer will status it periodically so that the customer & members of TechOps are aware of the progress or issue.