



VCCS Client Services – Business Process Document
Business Process: Issue Sub-Status Types

Narrative:

The VCCS Issue Tracking System uses Issue Sub-Status Types to identify the current status of issues. Listed below is a list of current Issue Sub-Status Types and their definitions.

Issue Sub Status Types:

Open – All new issues submitted to the VCCS Issue Tracking System will be assigned an open status and automatically assigned. The open status indicates the issue is being addressed.

Waiting on College/Returned - Issues will placed in Waiting on Submitter/Returned Sub-Status if Client Services is waiting on the submitter to either test a fix or to provide more information that had been requested. If the priority of the issue is critical and the submitter has not responded in 30 minutes the priority will be downgraded to next priority level. If the priority of the issue is lower than critical and the submitter has not responded in twenty four hours, then the issue will be downgraded to the next priority level.

Waiting on Vendor – Issue has been forwarded to a particular vendor for resolution.

On Hold – Issues will be placed in a Hold Status when Client Services is awaiting a policy decision or governance approval.