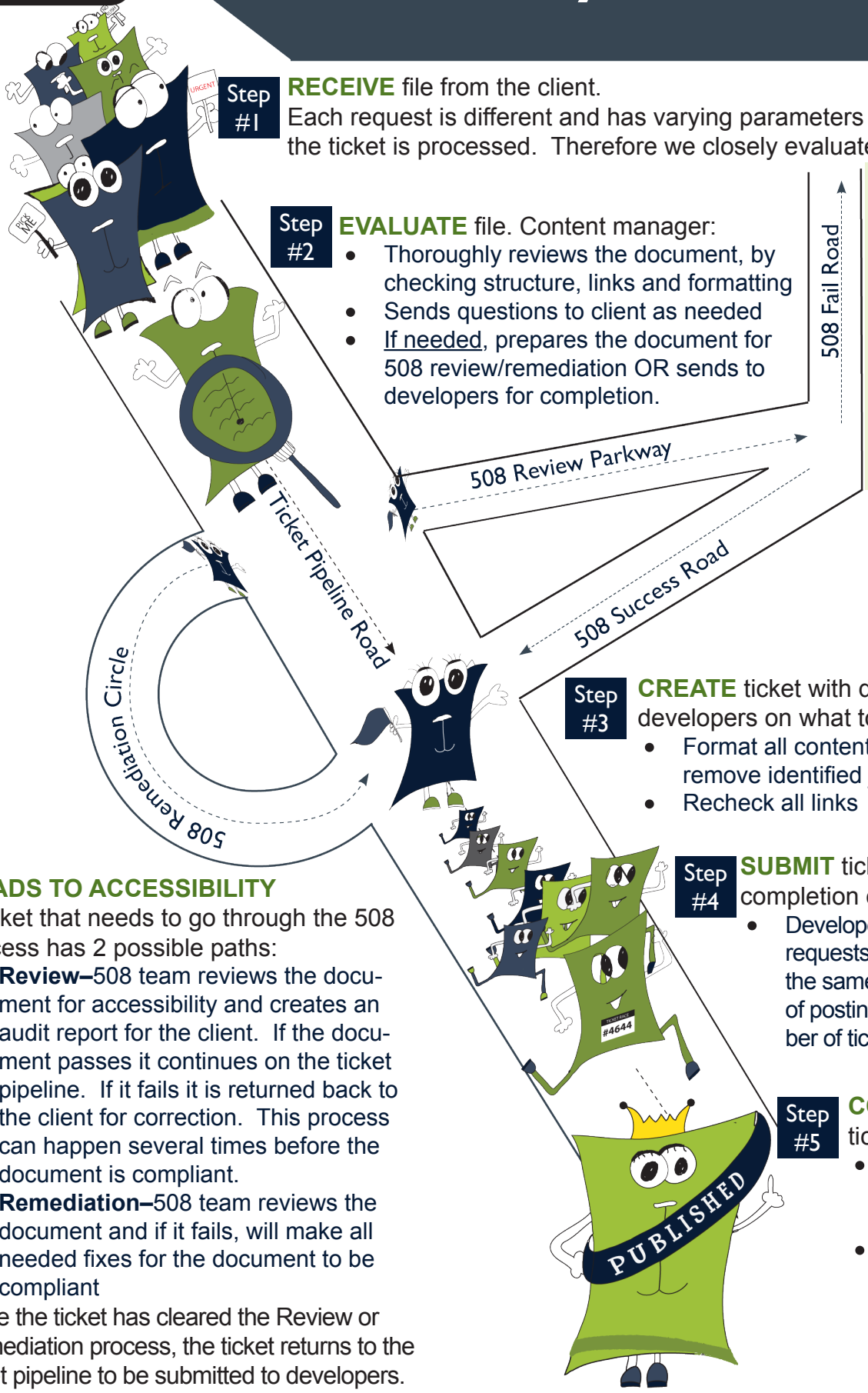
NOW SERVING
4644

The Life Cycle of a Ticket



Step #1 **RECEIVE** file from the client.
Each request is different and has varying parameters that will determine how the ticket is processed. Therefore we closely evaluate each request received.

Step #2 **EVALUATE** file. Content manager:

- Thoroughly reviews the document, by checking structure, links and formatting
- Sends questions to client as needed
- If needed, prepares the document for 508 review/remediation OR sends to developers for completion.

CONTENT MANAGER
EVALUATION CHECKLIST

- Posting URL included
- Accessible (if not 508 compliant detours)
- Plain language
- Working links
- All instructions are clear and concise

Step #3 **CREATE** ticket with detailed instructions for developers on what to do with file/content:

- Format all content with proper headings, remove identified junk code...
- Recheck all links

Step #4 **SUBMIT** ticket to developers for completion of client request.

- Developers handle multiple requests from multiple clients at the same time, therefore speed of posting is dependent on number of tickets in the pipeline.

Step #5 **CONFIRM** completion of ticket:

- Developers work on tickets and complete ticket to specifications.
- The file/content is published and developers notify content managers through the ticket tracking system called JIRA.

ROADS TO ACCESSIBILITY

A ticket that needs to go through the 508 process has 2 possible paths:

- **Review–**508 team reviews the document for accessibility and creates an audit report for the client. If the document passes it continues on the ticket pipeline. If it fails it is returned back to the client for correction. This process can happen several times before the document is compliant.
- **Remediation–**508 team reviews the document and if it fails, will make all needed fixes for the document to be compliant

Once the ticket has cleared the Review or Remediation process, the ticket returns to the ticket pipeline to be submitted to developers.

Note: This ticket life cycle shows how ticket requests are processed by the content managers of the Digital Communications Team for the Department of Health and Human Services