

Media Services Events Ticket Workflow

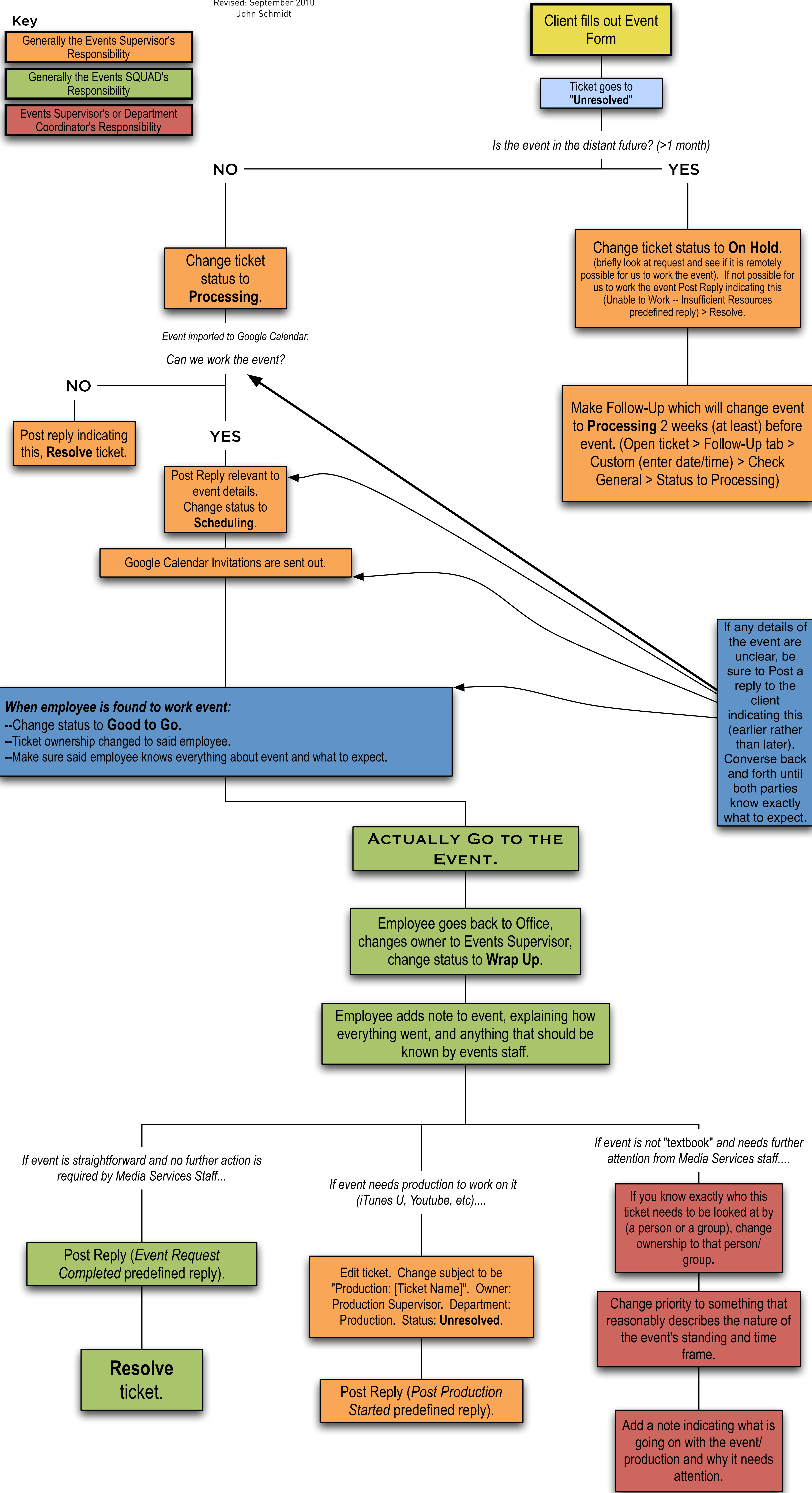
Revised: September 2010
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Key

Generally the Events Supervisor's Responsibility

Generally the Events SQUAD's Responsibility

Events Supervisor's or Department Coordinator's Responsibility



Client fills out Event Form

Ticket goes to "Unresolved"

Is the event in the distant future? (>1 month)

NO

YES

Change ticket status to **Processing**.

Event imported to Google Calendar.

Can we work the event?

NO

Post reply indicating this, **Resolve** ticket.

YES

Post Reply relevant to event details. Change status to **Scheduling**.

Google Calendar Invitations are sent out.

Change ticket status to **On Hold**.
(briefly look at request and see if it is remotely possible for us to work the event). If not possible for us to work the event Post Reply indicating this (Unable to Work -- Insufficient Resources predefined reply) > Resolve.

Make Follow-Up which will change event to **Processing** 2 weeks (at least) before event. (Open ticket > Follow-Up tab > Custom (enter date/time) > Check General > Status to Processing)

If any details of the event are unclear, be sure to Post a reply to the client indicating this (earlier rather than later). Converse back and forth until both parties know exactly what to expect.

When employee is found to work event:
--Change status to **Good to Go**.
--Ticket ownership changed to said employee.
--Make sure said employee knows everything about event and what to expect.

ACTUALLY GO TO THE EVENT.

Employee goes back to Office, changes owner to Events Supervisor, change status to **Wrap Up**.

Employee adds note to event, explaining how everything went, and anything that should be known by events staff.

If event is straightforward and no further action is required by Media Services Staff...

Post Reply (*Event Request Completed* predefined reply).

Resolve ticket.

If event needs production to work on it (iTunes U, Youtube, etc)....

Edit ticket. Change subject to be "Production: [Ticket Name]". Owner: Production Supervisor. Department: Production. Status: **Unresolved**.

Post Reply (*Post Production Started* predefined reply).

If event is not "textbook" and needs further attention from Media Services staff....

If you know exactly who this ticket needs to be looked at by (a person or a group), change ownership to that person/group.

Change priority to something that reasonably describes the nature of the event's standing and time frame.

Add a note indicating what is going on with the event/production and why it needs attention.