**STATUS DEFINITIONS**

**New** = Beginning status of all issues

**Open** = The issue has been assigned to a Project Manager by QA

**Assigned** = Project Manager assigned to person to resolve the issue

**Active** = Assigned person is currently working on solving the issue

**Resolved** = Assigned person has applied a fix or determined issue does not require a correction

**Test** = Tester to test the fix for the issue

**Review** = Tester has completed testing; issue is ready for review by QA

**Closed** = Issue was reviewed and QA or Project Manager agree the issue has been addressed in the test environment

**Pending** = Fix did not work or QA or Project Manager disagree with the analysis and resolution

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**MIT SAP Test Issue Process**

1. **SUBMITTER enters Issue**
   - Issue Form is completed
     - **Status = 'New'**
   - Email to FSS-test
     - QA assigns PROJECT MANAGER
       - **Status = 'Open'**
     - Email to PROJECT MGR
     - PROJECT MGR assigns DEVELOPER
       - **Status = 'Assigned'**
     - Email to DEVELOPER
     - DEVELOPER researches issue
       - **Status = 'Active'**
     - DEVELOPER fixes / updates issue
       - **Status = 'Resolved'**
   - Issue backup provided by SUBMITTER?
     - Yes
     - Electronic
     - OR
     - Paper
     - *Interdepartmental mail to FSS-QA*
   - QA assigns PROJECT MANAGER
     - **Status = 'Open'**
     - Email to FSS-test
     - Issue is Tested
     - TESTER enters results in update form
     - **Status = 'Review'**
   - Status = 'Closed'
   - No
     - Email to FSS-test
     - Issue backup provided by SUBMITTER?
     - Yes
     - Email to QA or PROJECT MANAGER
       - QA assigns issue to TESTER
         - **Status = 'Test'**
       - Test
       - Email to FSS-test
       - Issue is Tested
         - TESTER enters results in update form
         - **Status = 'Review'**
       - Status = 'Closed'
       - No
         - Email to QA or PROJECT MANAGER
           - QA agrees test is successful?
             - Yes
               - **Status = 'Closed'**
             - No
               - **Status = 'Pending'**
               - QA or PROJECT MANAGER evaluates issue resolution
                 - **Status = 'Closed'**
                 - **or 'Test'**
               - **Status = 'Closed'**
                 - **or 'Test'**
   - No
     - Email to SUBMITTER
     - *Issue Form is completed*
     - **Status = 'New'**
   - Email to FSS-test
   - Issue backup provided by SUBMITTER?
   - Yes
     - Electronic
     - OR
     - Paper
     - *Interdepartmental mail to FSS-QA*
   - PROJECT MANAGER chooses one of three options
     - **Status = 'Pending'**
     - Back to DEVELOPER
     - **Status = 'Closed'**
     - Consult with BPO's

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