



# APPENDIX **D**

## Service Request Transition States

This appendix documents service request transition states.

[Table D-1](#) and [Table D-2 on page D-2](#) show the state transition paths for IP Solution Center (ISC) service requests. The beginning state of a service request is listed in the first column; the states that service requests transition to are displayed in the heading row.

For example, to use [Table D-1](#) to trace the state of a Pending service request to Functional, find **Pending** in the first column and move to your right until you find **Functional** in the heading. You can see that for a service request to move from Pending to Functional, a successful routing audit must take place.

[Table D-1](#) shows the service request transitions from *Requested* to *Lost*.

**Table D-1 State Transition Paths for ISC Service Requests (Part 1)**

Service Request States	Requested	Pending	Failed Audit	Deployed	Functional	Lost
<b>Requested</b>	No transition to Requested	Successful service request deployment	No transition to Failed Audit	No transition to Deployed	No transition to Functional	No transition to Lost
<b>Pending</b>	No transition to Requested	Successful service request deployment	Audit is not successful	Audit is successful	Routing audit is successful	No transition to Lost
<b>Failed Audit</b>	No transition to Requested	Successful service request redeployment	No transition to Failed Audit	Audit is successful	Routing audit is successful	No transition to Lost
<b>Deployed</b>	No transition to Requested	Successful service request redeployment	No transition to Failed Audit	Audit is successful	Routing audit is successful	Audit found error
<b>Functional</b>	No transition to Requested	Successful service request redeployment	No transition to Failed Audit	No transition to Deployed	Routing audit is successful	Audit found error
<b>Lost</b>	No transition to Requested	Successful service request redeployment	No transition to Failed Audit	Audit is successful	Routing audit is successful	Audit found error
<b>Broken</b>	No transition to Requested	Successful service request redeployment	No transition to Failed Audit	No transition to Deployed	Routing audit is successful	Audit found error

Table D-1 State Transition Paths for ISC Service Requests (Part 1) (continued)

Service Request States	Requested	Pending	Failed Audit	Deployed	Functional	Lost
<b>Invalid</b>	No transition to Requested	Successful service request redeployment	Redeployment caused service request error	No transition to Deployed	No transition to Functional	No transition to Lost
<b>Failed Deploy</b>	No transition to Requested	Successful service request redeployment	Redeployment service request failed. Configlet cannot be downloaded.	No transition to Deployed	No transition to Functional	No transition to Lost
<b>Closed</b>	No transition to Requested	No transition to Pending	No transition to Failed Audit	No transition to Deployed	No transition to Functional	No transition to Lost

Table D-2 shows the service request transitions from *Broken* to *Closed*.

Table D-2 State Transition Paths for ISC Service Requests (Part 2)

Service Request States	Broken	Invalid	Failed Deploy	Closed
<b>Requested</b>	No transition to Broken	Deploy service request error	Deployment failed	No transition to Closed
<b>Pending</b>	Route audit is not successful. Configlet is correct.	Redeployment caused service request error	Redeployment service request failed. Configlet cannot be downloaded.	Removal of the service request is successful
<b>Failed Audit</b>	Route audit is not successful. Configlet is correct.	Redeployment caused service request error	Redeployment service request failed. Configlet cannot be downloaded.	No transition to Closed
<b>Deployed</b>	Route audit is not successful. Configlet is correct.	Redeployment caused service request error	Redeployment service request failed. Configlet cannot be downloaded.	No transition to Closed
<b>Functional</b>	Route audit is not successful. Configlet is correct.	Redeployment caused service request error	Redeployment service request failed. Configlet cannot be downloaded.	No transition to Closed
<b>Lost</b>	Route audit is not successful. Configlet is correct.	Redeployment caused service request error	Redeployment service request failed. Configlet cannot be downloaded.	No transition to Closed
<b>Broken</b>	Route audit is not successful. Configlet is correct.	Redeployment caused service request error	Redeployment service request failed. Configlet cannot be downloaded.	No transition to Closed
<b>Invalid</b>	No transition to Broken	Redeployment caused service request error	Redeployment service request failed. Configlet cannot be downloaded.	No transition to Closed

Table D-2 State Transition Paths for ISC Service Requests (Part 2) (continued)

Service Request States	Broken	Invalid	Failed Deploy	Closed
Failed Deploy	No transition to Broken	Redeploy service request error	Redeployment service request failed. Configlet cannot be downloaded.	No transition to Closed
Closed	No transition to Broken	No transition to Invalid	No transition to Failed Deploy	No transition to Closed

