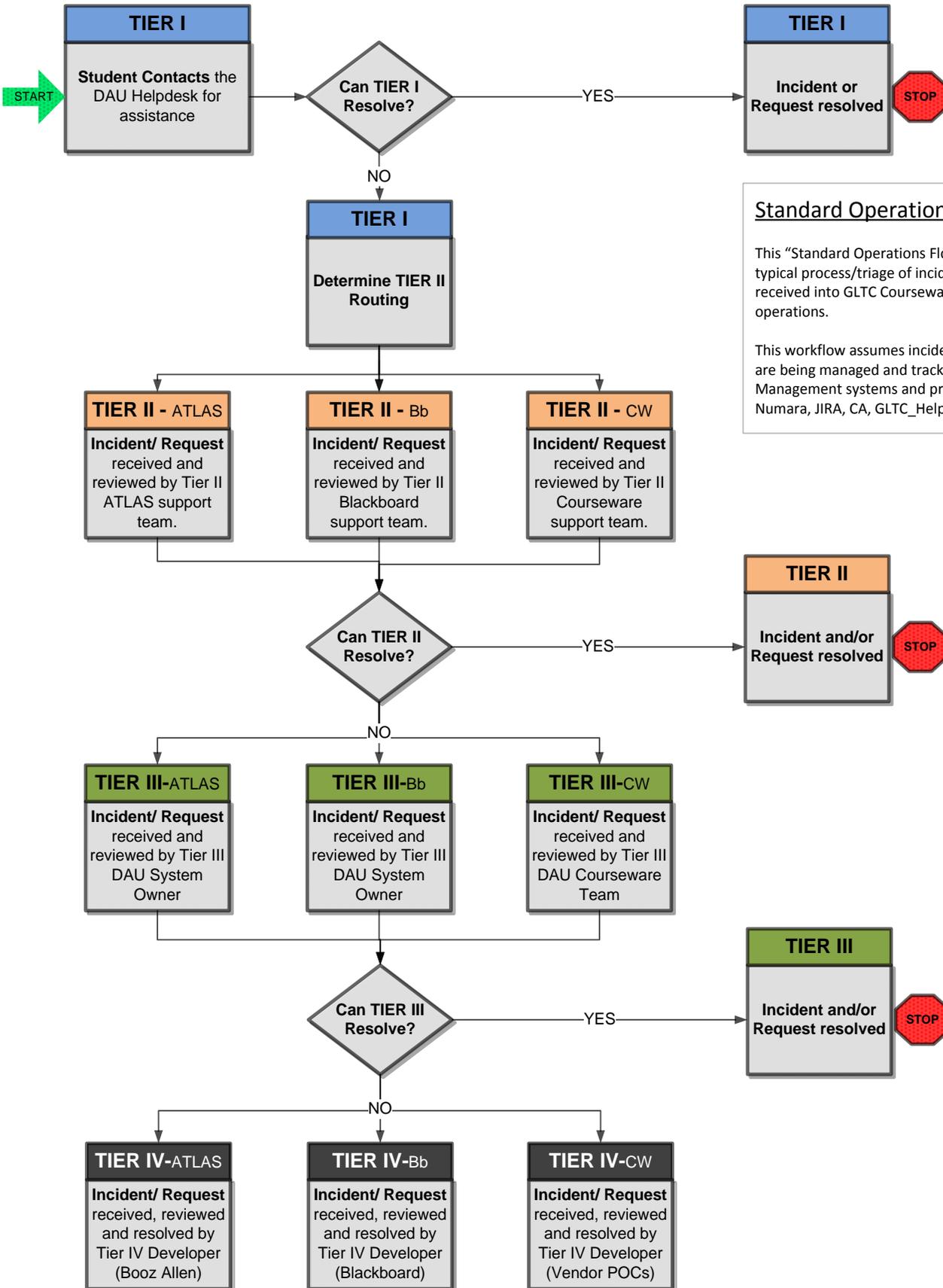


## Standard Operations Flow



**Standard Operations Flow**

This "Standard Operations Flow" indicates the typical process/triage of incidents and requests received into GLTC Courseware and LMS operations.

This workflow assumes incidents and requests are being managed and tracked via Incident Management systems and processes (e.g. Numara, JIRA, CA, GLTC\_Help and BBASSIST).