

Forcing Stage Transition

Any user with appropriate permissions can force the stage transition of a workflow, for objects such as tickets, exceptions, findings, or incidents, when the stage stakeholder do not transition the workflow to the next stage in time. Forcing the stage transition in a policy workflow requires that the user own the policy. That is, only a primary owner can force the transition. When a workflow stage is set to advance automatically to the next stage at a specified percentage or any or all of the stakeholders have performed a certain action, force transition will facilitate moving the stage even though the specified trigger may not have been achieved. The following table lists the objects and the permission or ownership criteria required to force a stage transition.

Object	Criteria
Ticket	Manage permission
Exception	Approve permission
Incident	Manage permission

To force a stage transition:

1. Select the object to open its details page.
2. In the **Workflow** section, check the box next to Force Transition, and click the desired action to complete the transition.

The screenshot shows a web interface for a ticket titled "Ticket: Restart Oracle Server". On the left is a navigation pane with a "General" tab. The main content area is titled "Workflow" and shows a progress bar with four stages: "1 New", "2 In Progress", "3 Review", and "4 Closed". Below the progress bar, it indicates the ticket was created "Since: 2016-08-10 11:30:12" and lists the "Current Owner(s)" as "Tommy (Details)". It also shows "Stage Actions" with "1 of 1 needed for moving workflow to 'In Progress'" and "1 of 1 needed for moving workflow to 'Closed'". A checkbox labeled "Force Transition" is highlighted with a red box. Below this checkbox is a yellow tooltip that reads: "To use your elevated permission to force workflow transitions, please check the check box to force a transition, and then select the button below for the particular transition that you would like to force." At the bottom of the workflow section are four buttons: "Accept", "Reject", "Delegate To", and "Revoke Delegation".