

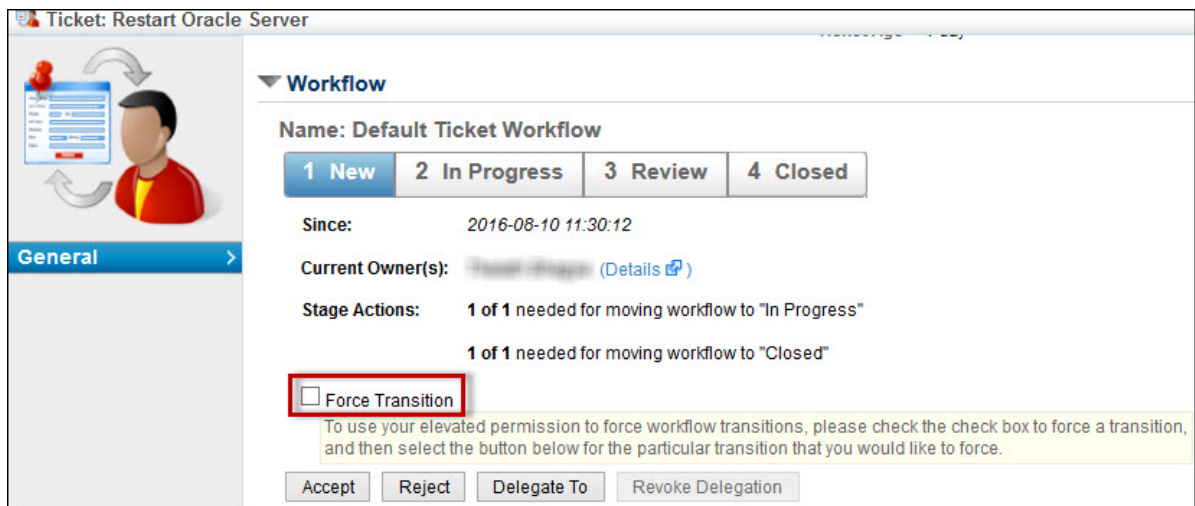
Force a Stage Transition

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 fails to transition the workflow to the next stage in time. Only a primary policy owner can force a stage transition in a policy workflow. When a workflow stage is set to advance automatically to the next stage after a certain number of stakeholders have performed a particular action, force transition allows you to override this requirement. 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
Finding	Manage permission

To force a stage transition:

1. Select an object.
2. Go to the **Workflow** section.
3. Check the **Force Transition** checkbox, then the desired action to complete the transition.



The screenshot shows a ticket titled "Ticket: Restart Oracle Server" with a "Workflow" section. The workflow is named "Default Ticket Workflow" and has four stages: "1 New", "2 In Progress", "3 Review", and "4 Closed". The "In Progress" stage is currently active. The "Since" date is "2016-08-10 11:30:12". The "Current Owner(s)" is "Robert Wagner" with a "Details" link. The "Stage Actions" section shows "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 warning message: "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, there are four buttons: "Accept", "Reject", "Delegate To", and "Revoke Delegation".