Workflow and transition index

Find the role, starting state, required evidence, and recovery path for a governed change.

https://docs.qintoravacloud.com/guides/workflow-index/

Choose a lifecycle

Area	Workflow and verification
Incidents	Assign, hold, resolve, reopen, and close.
Major incidents	Propose, command, communicate, and recover.
Problems and changes	Root cause approval, change authorization, implementation, and review.
Requests	Approve, reject, fulfill, and reconcile.
Customer service	Case, tasks, field work, and resolution.
Field service	Appointment, dispatch, execution, and verification.
Outages	Incident and change links, publication, and restoration.
CMDB	Identification and reconciliation and assurance and certification.
Assets	Hardware, stockroom transfers, and software rights.
Procurement	Submit and reconcile an uncertain ERP outcome.
Cloud	Preview, review, and verify a cloud plan and review a FinOps budget.
Workplace	HR lifecycle templates, restricted HR cases, work permits, and offline inspections.
Platform administration	Configuration review, approval, apply, and rollback.
Automation	Review a flow, track its run, and handle a blocked effect.
Knowledge	Prepare, publish, verify audience, and diagnose search.

Verify each transition

Open the saved record, confirm the active role and current state, and read the action's prerequisites before changing it. For decisions with an expected version or stage, reload if the version is stale. After applying an action, check the final state, actor, reason, and affected records. For an external effect, follow the provider receipt through its terminal status.