



IdentityIQ Work Items

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Work Items

The Work Items page provides a central location where you can view and manage work items that are assigned to you or to a workgroup of which you are a member. A work item is anything that requires an action before it is completed. Work items can be entire processes, such as access reviews, or any piece of a process, such as the approval of one entitlement for one user on one application.

Work Items on the Home Page

When a work item is created and you have a Notifications card on your Home page, the Notifications card displays the number of work items assigned to you. To access the work items, click the card or go to the navigation bar and click **My Work -> Work Items**.

To manage work items, refer to the following:

- [Work Item Administration](#)
- [Work Item Archive](#)

Work Item Administration

To edit priorities in IdentityIQ, the **Allow priority editing on work items** option must be selected on the Work Item tab IdentityIQ Configuration page located under the gear icon.

If a work item is created for a user who is no longer active in IdentityIQ, it is forwarded to the manager or supervisor for that user. If no manager is listed, the work item is assigned to the IdentityIQ administrator. Use escalation rules to determine the proper escalation path for orphaned work items. Escalation rules are created and set during the configuration and implementation of the product. Orphaned work items are discovered and identified during the Perform Maintenance task.

Use **Sort By** to customize the sort order of the work item list, or use the newest to oldest icon to flip the list.

Use **Filter** to limit the number of work items displayed, or search on a specific work item using the search field.

Click **View Archive** to see a list of completed work items.

Use the **Show...** drop-down list to select the work items you would like to see.

The Work Items page displays the following information:

Column Name	Description
Priority	Specifies the priority level to which the work item was designated. Use the drop-down list and edit the priority level. This edit is visible in the Work Items Manager and Inbox of the identity to whom the work item is assigned, as well the outbox of the person that assigned the work item.
Type	The type of work item.
Name	The name of the work item.
Created	The date the work item was assigned.
ID	Identification number assigned to the work item.
Owner	The name of the identity who has purview over the work item.
Requestor	The name of the user who assigned this work item to you.

Click the information icon to see the Details dialog containing work item and identity details, as well as any forwarding history associated to the work item.

Work items can only be assigned if the assignee of the work item is a member of the same workgroup as the person who is assigning the work item.

Click the forward icon to open the **Forward Work Item** dialog.

The Manage Work Items table includes the following types of work items:

Work Item Archive

Use the Work Item Archive page to view completed work items. Only work items types that are configured in System Setup can be viewed on the Work Item Archive page. To access the system settings for Work Items, navigate to the **IdentityIQ Configuration > Work Items** tab under the gear icon.

Click the drop-down list to specify if your table displays all work items assigned to you and any groups to which you belong, only your own, personal work items or only the work items assigned to a selected workgroup.

To customize the information displayed in the Work Item Archive table, mouse over one of the header rows, click the drop-down arrow to reveal the sub-menu and select the desired columns from the Columns pop-out menu.

Click a line item launch the View Work Item page

The View Work Item page contains the following information.

Column Name	Description
ID	Identification number assigned to the work item.
Name	The name of the work item.
Type	The type of work item.
Requestor	The name of the user who assigned this work item to you.
Workgroup	Displays the workgroup to which this work item is assigned if applicable.
Owner	The name of the identity who has purview over the work item.
Completed By	The date the work item was completed
Created	The date the work item was assigned.
Modified	The date changes, if any, were made to the work item.
Archived	The date the work item was archived.
Priority	Specifies the priority level to which the work item was designated. Use the drop-down list and edit the priority level. This edit is visible in the Work Items Manager and Inbox of the identity to whom the work item is assigned, as well the outbox of the person that assigned the work item.
Access Request ID	Identification number designated for the Lifecycle Manager access request.