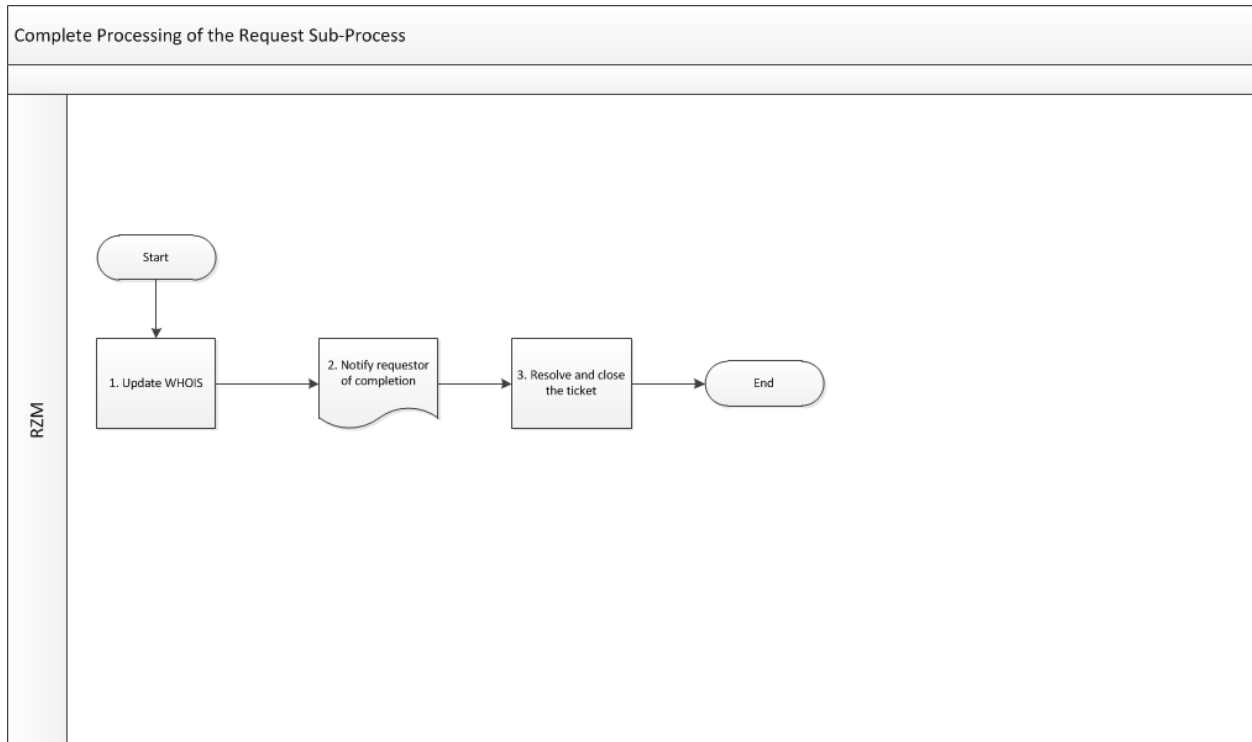


Complete Processing of the Request Sub-Process



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Complete Processing of the Request Sub-process

Overview:

This sub-process describes the steps that RZM takes to complete processing of the root zone request.

1.	Update WHOIS / Root Zone Database
Description	Action, in which RZM automatically updates the Root Zone Database with the requested changes.
Actor	RZM
Documents	- RZM admin interface: Reference to internal link redacted
Steps	- Update the Root Zone database with the requested changes. - Proceed to Step 2.

2.	Notify requestor of completion
Description	Document, in which RZM automatically sends a completion email to the TLD contacts.
Actor	RZM
Documents	- Completion notification email - RZM admin interface: [redacted] Reference to internal link redacted
Steps	- Send an email to the TLD contacts, notifying them of the completion of their request. - Proceed to Step 3 .

3.	Resolve and close the ticket
Description	Action, in which RZM automatically closes and resolves the ticket.
Actor	RZM
Documents	- RZM admin interface: [redacted] Reference to internal link redacted - RT: [redacted] Reference to internal link redacted
Steps	- Resolve and close the ticket. - Proceed to END .