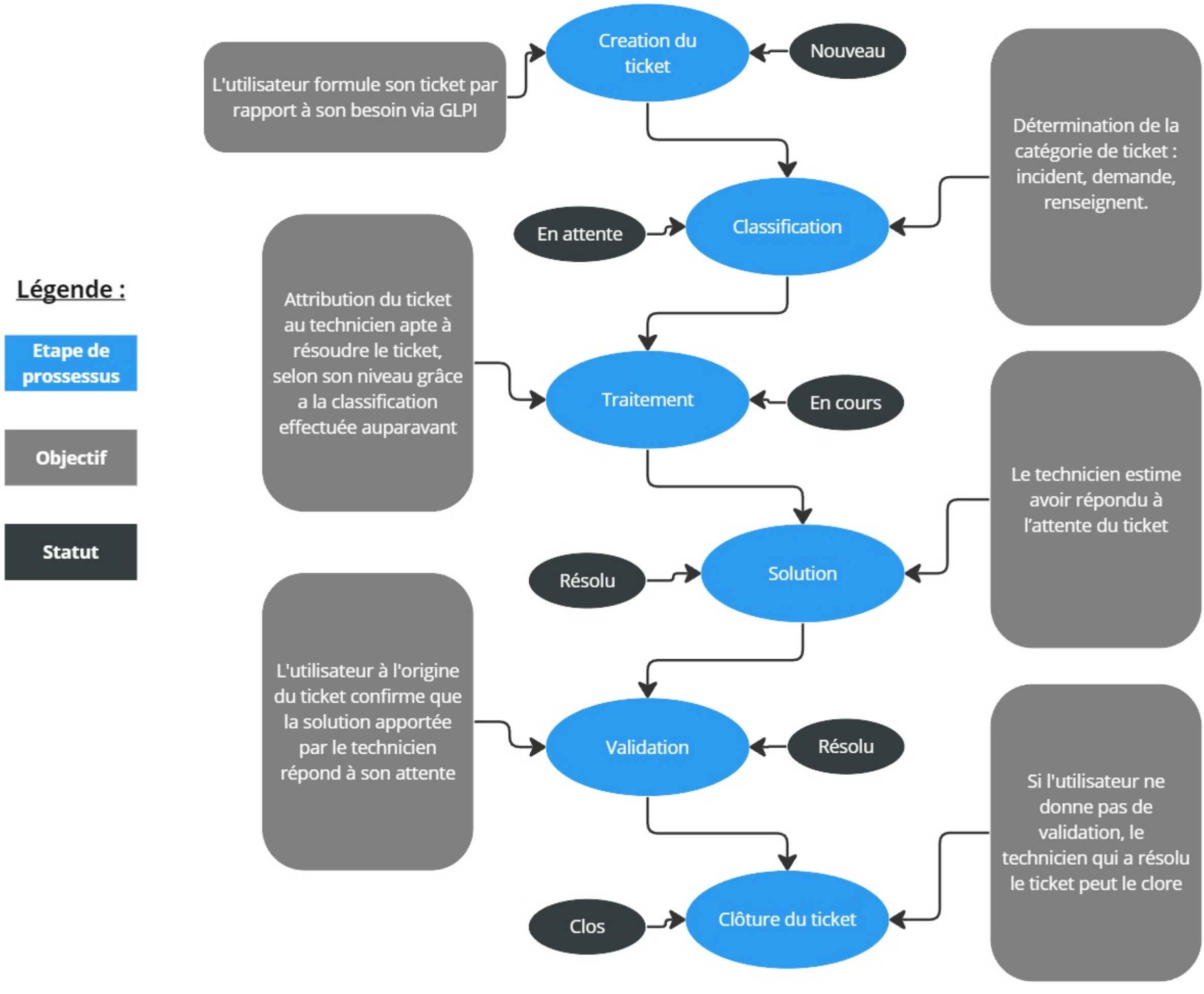Cycle de vie d'un ticket GLPI :