

System Outage Management

Administration Tool

Administration Main Page



Updating the CON files

SOM Administration

Close Active Windows

Begin by pressing the icon for Con Files.

Con Files

Move Case Location

Transfer User Case

User/Mail Lists

Hand Overs

Finalized Cases

Edit Con Files

Add Region

Enter New Region.

OK Cancel

When you choose to add an item this dialog box appears. Enter the name of the item and press OK

From this menu, choose the item you would like to update.

When you right click on an item, you are given these options.

#	0	Asia Pacific
#	0	Asia
#	1	Eu
#	2	Am
#	2	Am

- Create Alias For Selection
- Set Selection As Primary
- Restore Deleted Item
- Rename Selected Item

list can be to modify regions that er sees and can select.

Add New

Delete

You can either add a new item or delete an item.

Moving Case Location

SOM Administration

Close Active Windows

Con Files

Move Case Location

Transfer User Case

User/Mail Lists

Hand Overs

Finalized Cases

Move Cases To Another Location

Edit Cases

GRL

- Americas
 - Canada
 - United States
 - AT&T
 - Job
 - Job1
 - work
 - 1000016
 - Sprint
 - Asia Pacific
 - Europe

Here case 1000016 was selected and the system located the case within the directory structure.

1000016

Transferring cases between Users

SOM Administration

Close Active Windows

Transfer Cases To Another User

Edit User Case

Users

- eusersm
- eusgrch
- euskish
- eusmese
- eustnhg

1000001
int3.txt

Cases

- 1000001
- 1000002
- 1000003
- 1000003
- 1000003
- 1000003
- 1000003

Add A Case

To begin transferring cases between users, press this icon

The case now shows under the user eusersm.

If you choose to add a case, a drop down box will appear giving you a list of cases to choose from.

Con Files

Move Case Location

Transfer User Case

User/Mail Lists

Hand Overs

Finalized Cases

View Hand Over Transactions

SOM Administration

Close Active Windows

View Hand Overs

Hand Over Transactions

To view a history of all handovers, press this icon

All of the hand overs will appear in this box. They can be sorted by clicking on the column heading.

Date	Time	Case Num...	File Name	From	To
1/7/00	1:31:41 PM	1000002	ini1.txt	euskish	eusmese
/00	1:32:13 PM	1000002	ini1.txt	eusmese	euskish
/00	11:06:51 AM	1000002	pre6.txt	euskish	eusmese
/00	11:08:27 AM	1000003	pre6.txt	eustnhg	eusmese
4/12/00	9:46:32 AM	1000002	pre6.txt	eusmese	eustnhg

Start Microsoft Photo E... screen shots som admin Project1 - Micros... SOM Administ... 9:51 AM

View Finalized Cases

The screenshot displays the 'SOM Administration' application window. On the left is a vertical toolbar with icons for 'Con Files', 'Move Case Location', 'Transfer User Case', 'Hand Over', 'Finalized Cases' (marked with a checkmark), and 'Make Tables'. The main area contains a sub-window titled 'Finalized Cases' with a header 'View Finalized Cases' featuring an eye icon. Below the header is a table with the following data:

Date	Time	Case	Owner
4/20/00	9:53:06 AM	1000001	eusmese

Two yellow callout boxes provide instructions: one points to the 'Finalized Cases' icon in the toolbar, stating 'To view a list of all finalized cases press this icon'; the other points to the table, stating 'The cases that have been finalized will appear in this box. They can also be sorted by clicking on the column heading.' The Windows taskbar at the bottom shows the Start button and several open applications, including 'Microsoft Ph...', 'screen shots', 'som admin', 'Project1 - Mi...', 'SOM Admi...', and 'Main2.bmp - ...'. The system clock indicates 10:00 AM.

Making Tables

SOM Administration

Close Active Windows

Make New Tables

Existing Tables

Americas\United States\AT&T\JOB1
Europe\England\AT&T\JOB1
Asia Pacific\India\Sprint\JOB
Asia Pacific\Viet Nam\Sprint\Work
Europe\England\AT&T\JOB
Americas\United States\AT&T\JOB
Americas\United States\AT&T\JOB

The tables are the storage structure for the system. There needs to be a table for each possible option.

To add a table, click enter the information for the table by clicking these region and choosing the region.

Choose the Site next choose the customer that belongs in the table.

Table	Region	Country	Customer	Site ID
	<div>Americas Asia Pacific Europe</div>			

Begin by pressing the "Make Tables" icon on the bar.

Add New

Make Tables

Continue to add list. When you completed you simply press the es button to the operation.

Con Files
Move Case Location
Transfer User Case
Hand Overs
Finalized Cases
Make Tables

Top Menu

You can use the menu bar here. The picture matches the picture on the side bar

The screenshot shows the SOM Administration software interface. The title bar reads "SOM Administration". The menu bar includes "Close", "Active Windows", and standard window controls. The left sidebar contains icons for "Con Files", "Move Case Location", "Transfer User Case", "Hand Overs", "Finalized Cases", and "Make Tables". The main window displays a "Transfer Cases To Another User" dialog box, which is partially obscured by a "Move Cases To Another Location" dialog box, which is in turn partially obscured by an "Edit Con Files" dialog box. The "Edit Con Files" dialog box has a title bar and a menu bar. Below the menu bar is a toolbar with icons for "Classification", "Application System", "System", "Site Name", "Region", "Country", "Customer", "Site ID", and "Switch". The main area of the "Edit Con Files" dialog box contains a list of regions with a "This list can be edited to modify the regions that the user sees and can select." message. Below the list are "Add New" and "Delete" buttons. A yellow callout bubble points to the menu bar with the text: "You can use the menu bar here. The picture matches the picture on the side bar". Another yellow callout bubble points to the title bar of the "Edit Con Files" dialog box with the text: "You can move between screens by using the title bars or". A third yellow callout bubble points to the "Move Cases To Another Location" dialog box with the text: "You can use more than one program at a time".

SOM Administration

Close Active Windows

Transfer Cases To Another User

Move Cases To Another Location

Edit Con Files

You can use more than one program at a time

You can move between screens by using the title bars or

You can use the menu bar here. The picture matches the picture on the side bar

Classification Application System System Site Name

Region Country Customer Site ID Switch

#	0	Asia Pacific
#	0	Asia
#	1	Europe
#	2	Americas
#	2	America

This list can be edited to modify the regions that the user sees and can select.

Add New

Delete

Start Microsoft Ph... screen shots som admin Project1 - Mi... SOM Admi... Main.bmp - P... 9:58 AM