

# SYSTEM OUTAGE MANAGEMENT

Overview Presentation

# Initial Reporting

This is the main screen for the initial report.

It is an executable program which lies on the clients machine.

It provides an area to log events, an area for a summary, and additional fields that can be completed using drop down boxes.

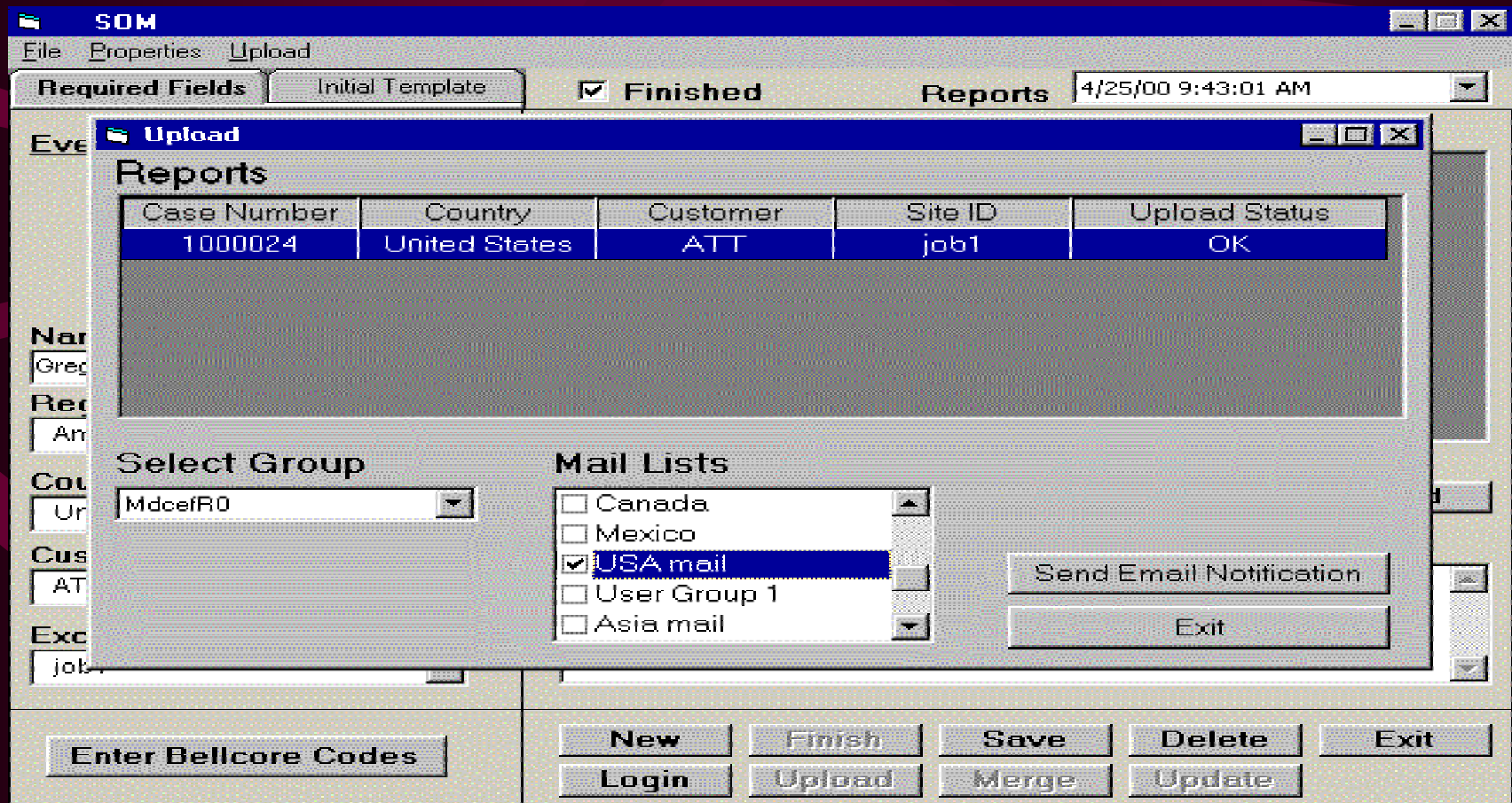
The screenshot shows a Windows-style application window titled "SOM". The menu bar includes "File", "Properties", and "Upload". The window is divided into several sections:

- Required Fields:** A tabbed section with "Initial Template" selected. It contains:
  - Event Occurred At:** A sub-section with "Time" (12:30 PM) and "Date" (04/25/2000) input fields.
  - Name:** A text input field.
  - Region:** A dropdown menu.
  - Country:** A dropdown menu.
  - Customer:** A dropdown menu.
  - Exchange (Site ID):** A dropdown menu.
  - Enter Bellcore Codes:** A button at the bottom of this section.
- Finished:** A checkbox that is currently unchecked.
- Reports:** A dropdown menu showing "4/25/00 9:16:53 AM".
- Log:** A large text area for logging events, with an "Enter Log" label above it and an "Add" button to its right.
- Summary:** A text area for a summary, with a "Summary" label above it.
- Buttons:** A grid of buttons at the bottom: "New", "Finish", "Save", "Delete", "Exit", "Login", "Upload", "Merge", and "Update".

# Uploading an Initial Report

When the user wishes to upload their completed initial reports, they simply choose the option Upload.

All user finished reports will automatically be uploaded for them. They can also choose to send email alerts at this point in time.



# Web based Reporting

The web based reporting tool is accessible via the Vendor intranet.

After logging onto the system, each user is presented with his/her work list, containing all of their active cases.

From their work list the user can revise, escalate, view, hand over, or finalize their cases. They can also send email alerts to people on mailing lists.

**sUs**  
TECH

**EUSMESE**

Select	Case #	Status	Date	Country	Customer	Switch	Site ID	Classification
<input type="radio"/>	1000001	Intermediate	04/06/2000	United States	AT&T	SCP	JOB1	N/A
<input type="radio"/>	1000002	Preliminary	04/08/2000	England	AT&T	HLR	JOB1	N/A
<input type="radio"/>	1000003	Preliminary	04/07/2000	Viet Nam	Sprint	HLR	Work	MD

OPTIONS

[Return to Main](#)



# Revising Reports

Revisions can be made to the reports in the user's work list.

All information contained in the previous report appears in the template.

All versions of the report are stored in the web environment and can be viewed at any time.

Name:	<input type="text" value="Name"/>	Date:	4/11/00
Manager:	<input type="text"/>	Revision:	3
<b>Case 1000001 : INTERMEDIATE REPORT</b>			
<b>1. Exchange Profile</b>			
Region:	<input type="text" value="Americas"/>	Customer:	<input type="text" value="AT"/>
Country:	<input type="text" value="United States"/>	Application System:	<input type="text" value="application3"/>
A:	<input type="text"/>	A Level:	<input type="text"/>
AP:	<input type="text" value="sdfsaf"/>	AP Level:	<input type="text"/>
Correction Level:	<input type="text"/>	Exchange Type:	<input type="text" value="SCP"/>
Site ID:	<input type="text" value="JOB1"/>	Exchange (Site) Name:	<input type="text" value="Plano"/>
System:	<input type="text" value="DAMPS"/>	Request Number:	<input type="text"/>
Last Integrity Test:	<input type="text"/>	Last CN Delivery:	<input type="text"/>
Last Hardware Expansion:	<input type="text"/>	Last Backup:	<input type="text"/>

# Web based viewing

The web based viewing tool is accessible via the Vendor intranet.

From the viewing portion, the user can wade through directories, pull up an individual case, or do a search.

All three cases ultimately give the user a viewable, printable version of the desired report.

The screenshot shows a web-based viewing tool interface for sUs TECH. The interface is divided into several sections:

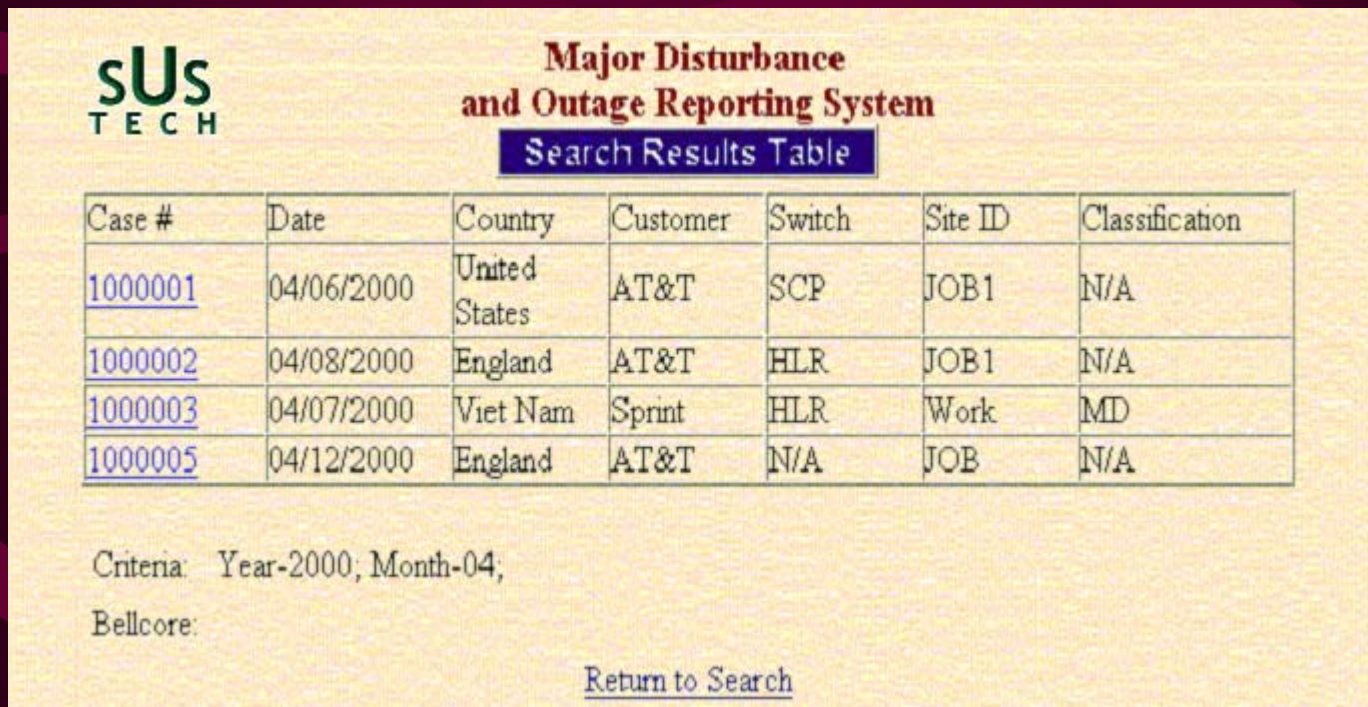
- Header:** The sUs TECH logo is on the left. On the right, there is a "Wade through options:" section with a dropdown menu set to "Americas" and a "Submit" button.
- Case Search:** A "Case no:" label is followed by an empty text input field and a "Get Case" button.
- Search by:** A "Search by:" label is followed by a "Search!" button.
- Search Criteria:** There are two columns of search criteria:
  - Left Column:** Year (dropdown set to 2000), Month (dropdown set to not specified), Customer (text input), Application System (text input), Switch Type (text input set to SCP), Site Name (text input), and Bellcore (dropdown set to Not Specified).
  - Right Column:** Region (text input), Country (text input), System (text input), Classification (text input), and Site ID (text input).
- Logic and Results:** Below the search criteria, there are "AND" and "OR" buttons. To the right of the "OR" button is a text input field containing "SCH-1 or SCH-2".
- Footer:** A link labeled "Return to Main Menu" is centered at the bottom.



# Results of Search

The results of the search will appear in a table giving a brief description of each item along with the search criteria.

To access the reports for each case, simply click on the case number.



The screenshot shows a web interface for the 'Major Disturbance and Outage Reporting System'. In the top left corner is the 'sUs TECH' logo. The main title is 'Major Disturbance and Outage Reporting System' in red, with a blue box below it containing the text 'Search Results Table'. Below this is a table with 7 columns: Case #, Date, Country, Customer, Switch, Site ID, and Classification. The table contains four rows of data. Below the table, the search criteria are listed as 'Year-2000, Month-04, Bellcore:'. At the bottom center is a blue underlined link that says 'Return to Search'.

Case #	Date	Country	Customer	Switch	Site ID	Classification
<a href="#">1000001</a>	04/06/2000	United States	AT&T	SCP	JOB1	N/A
<a href="#">1000002</a>	04/08/2000	England	AT&T	HLR	JOB1	N/A
<a href="#">1000003</a>	04/07/2000	Viet Nam	Sprint	HLR	Work	MD
<a href="#">1000005</a>	04/12/2000	England	AT&T	N/A	JOB	N/A

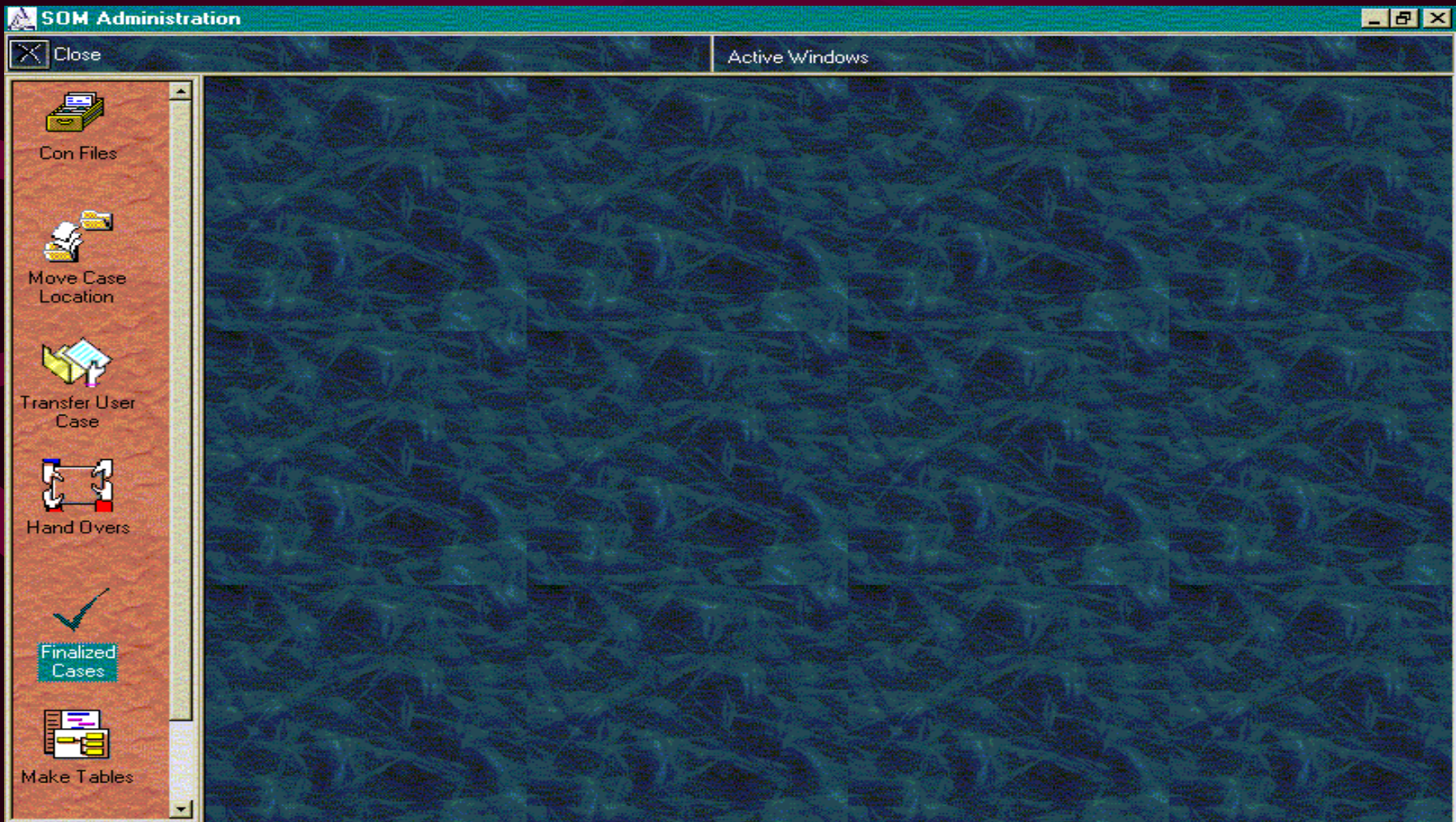
Criteria: Year-2000, Month-04,  
Bellcore:

[Return to Search](#)

# Administration

The administration tool is used for set up of the system as well as maintenance.

From this tool you have the option to update CON files, move case location, transfer user cases, view handovers and finalizations, and make new tables.





# Using Administration Tool

Each option can be selected using the menu bar on the left. One or more options can be open at the same time.

The smaller menu bar at the top can be used to bring the appropriate window to the top.

