SYSTEM OUTAGE MANAGEMENT

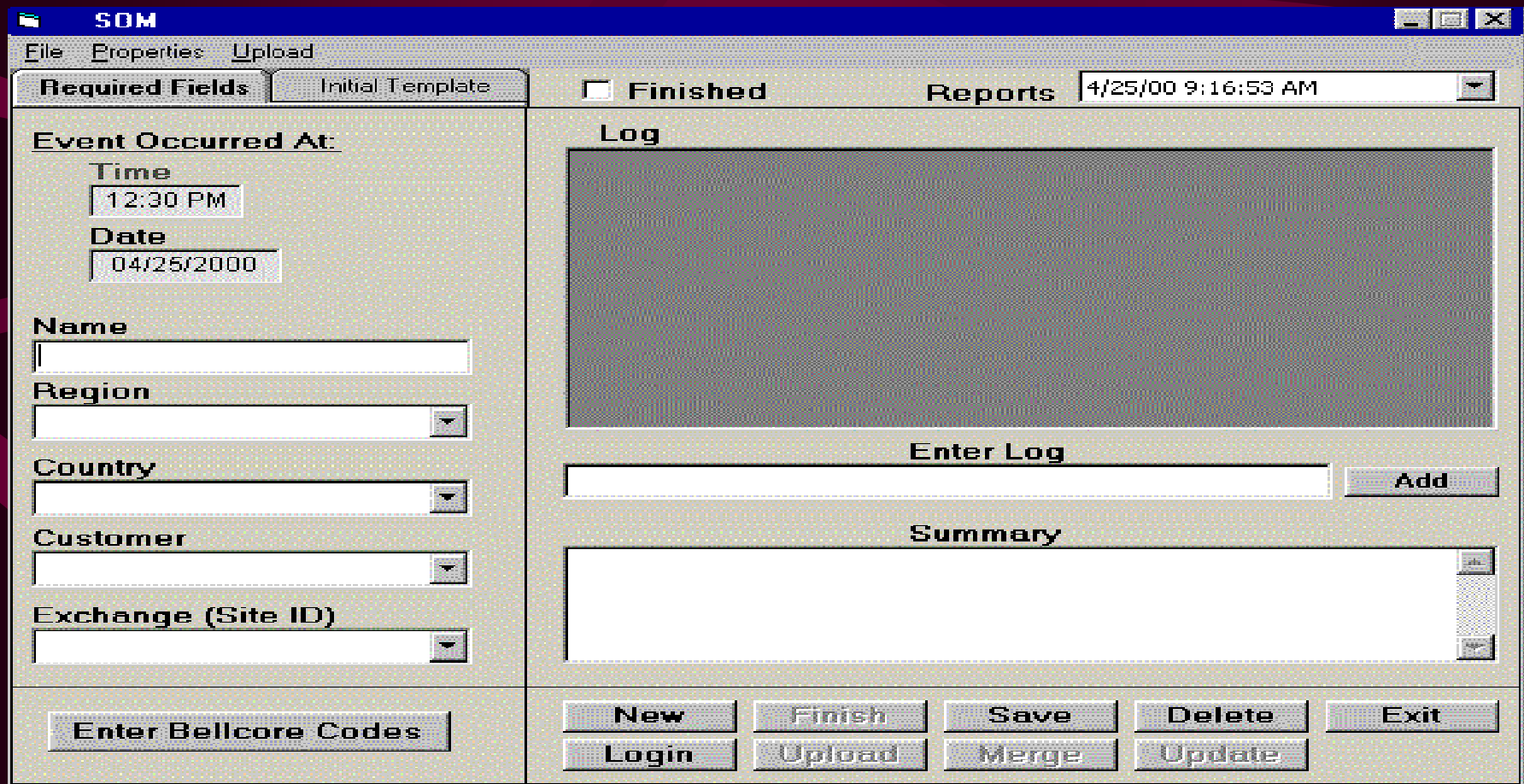
Overview Presentation

Initial Reporting

This is the main screen for the initial report.

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

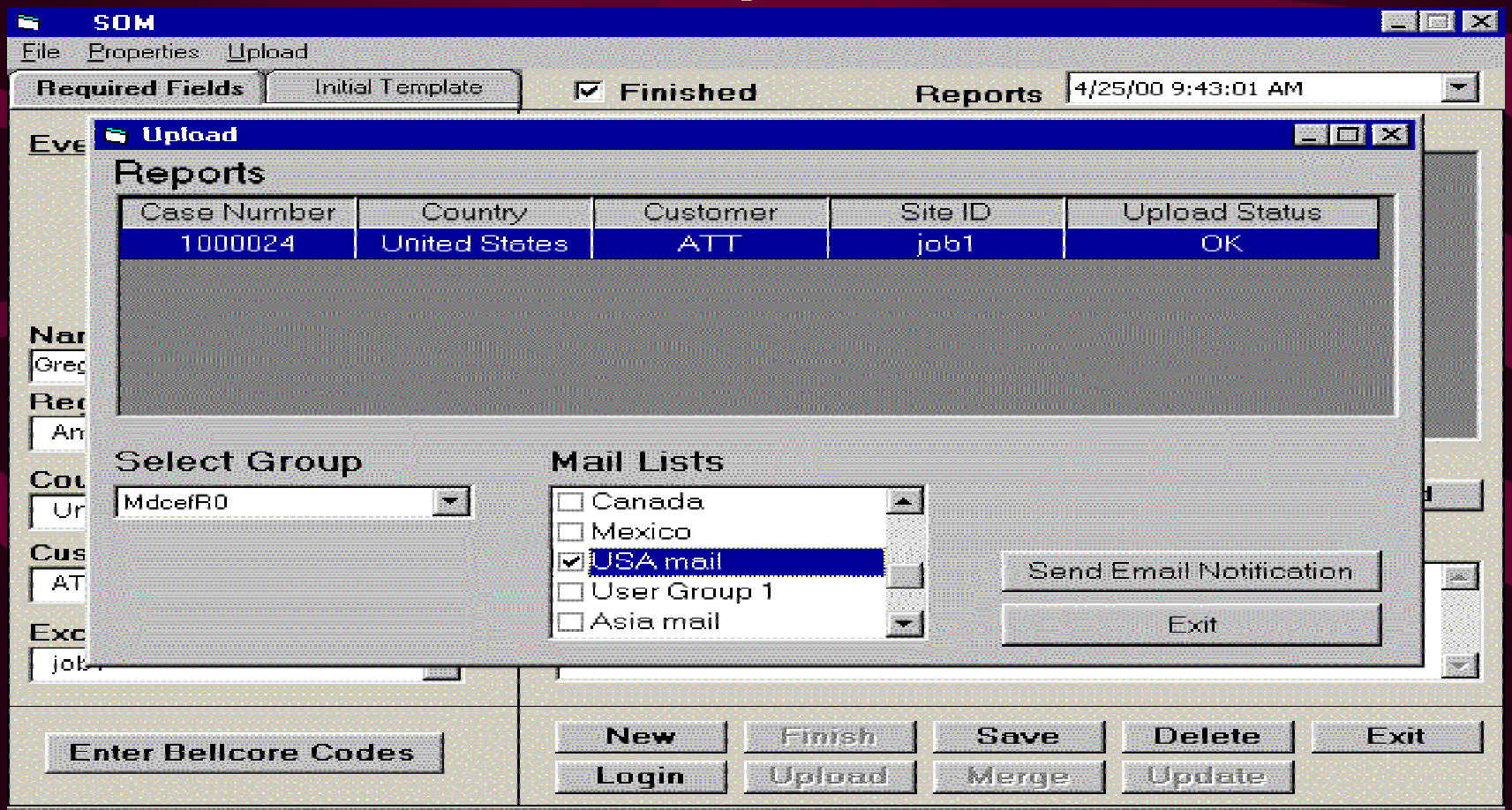
It provides an area to log events, an area for a summary, and additional fields that can be completed using drop down boxes.



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.

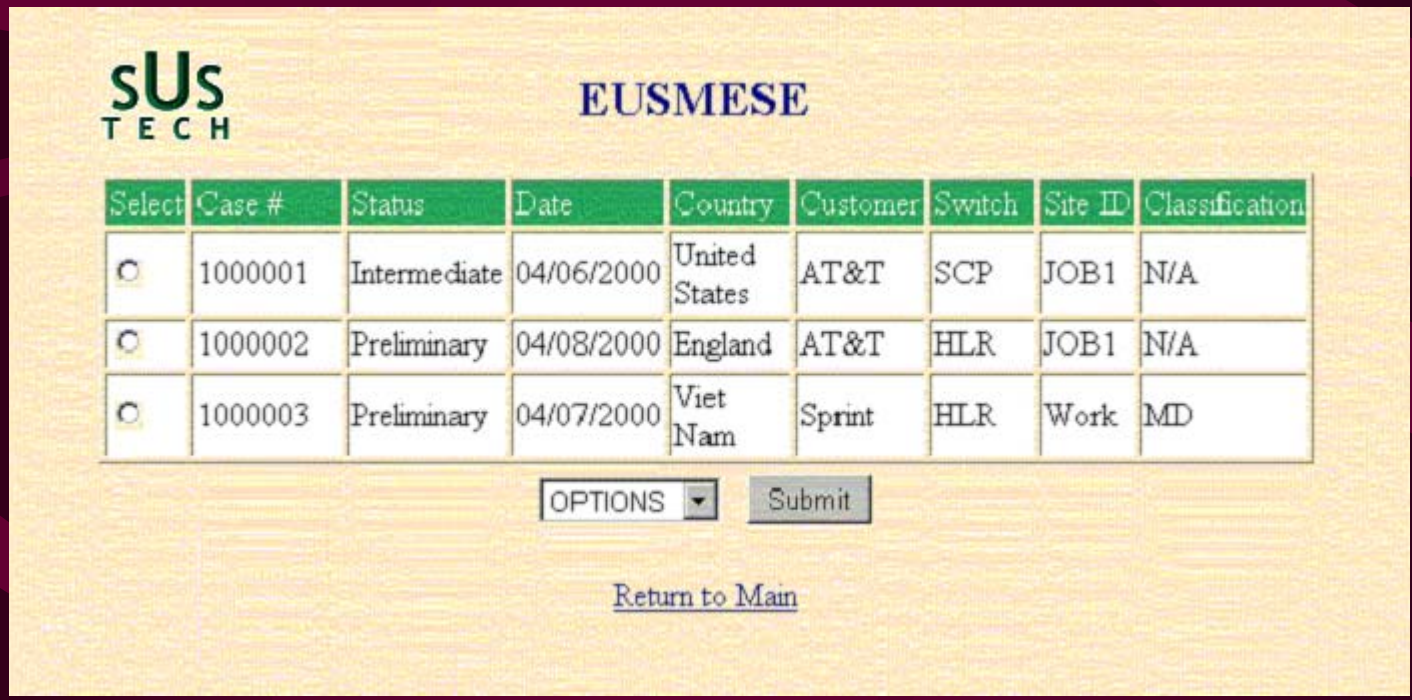


Web based Reporting

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.

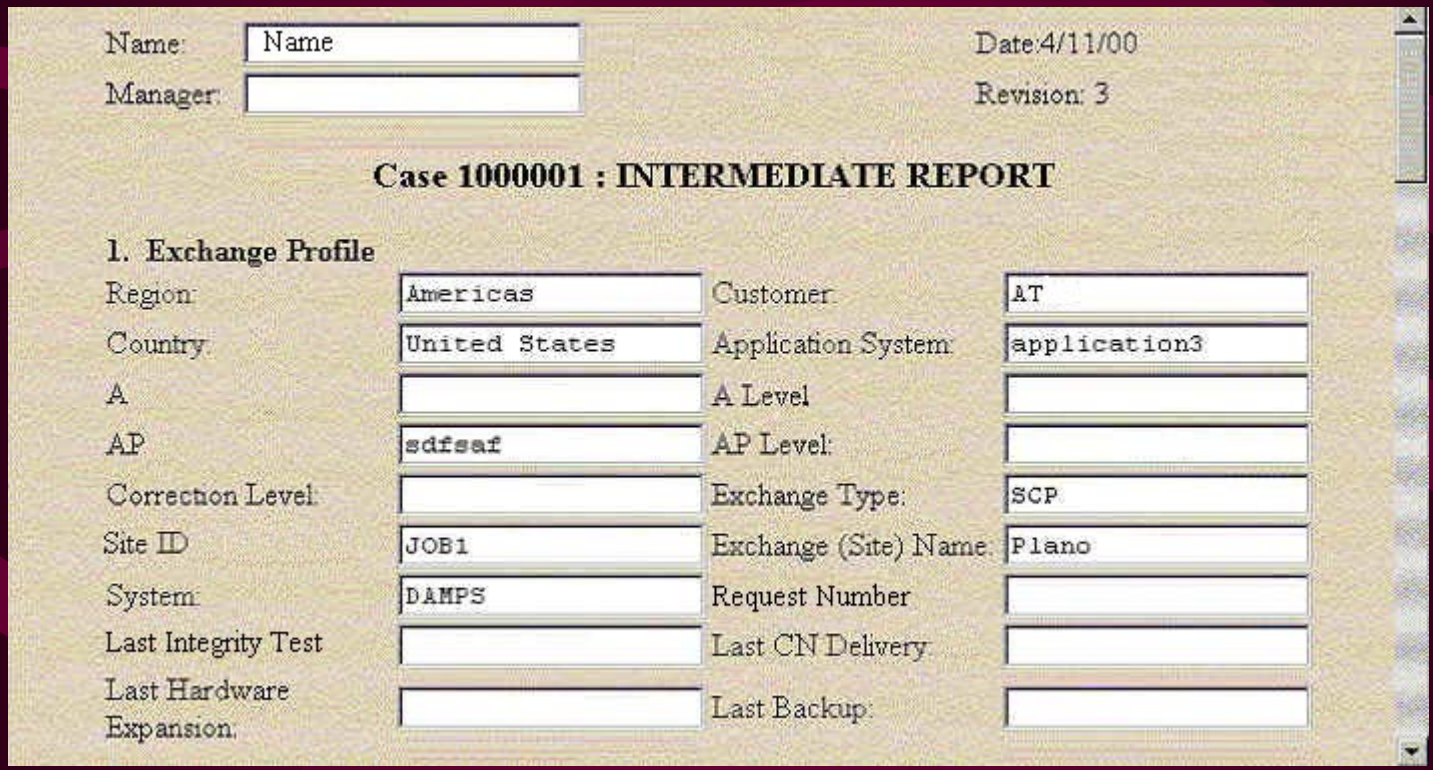


Revising Reports

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: Name

Manager:

Date:4/11/00

Revision: 3

Case 1000001 : INTERMEDIATE REPORT

1. Exchange Profile

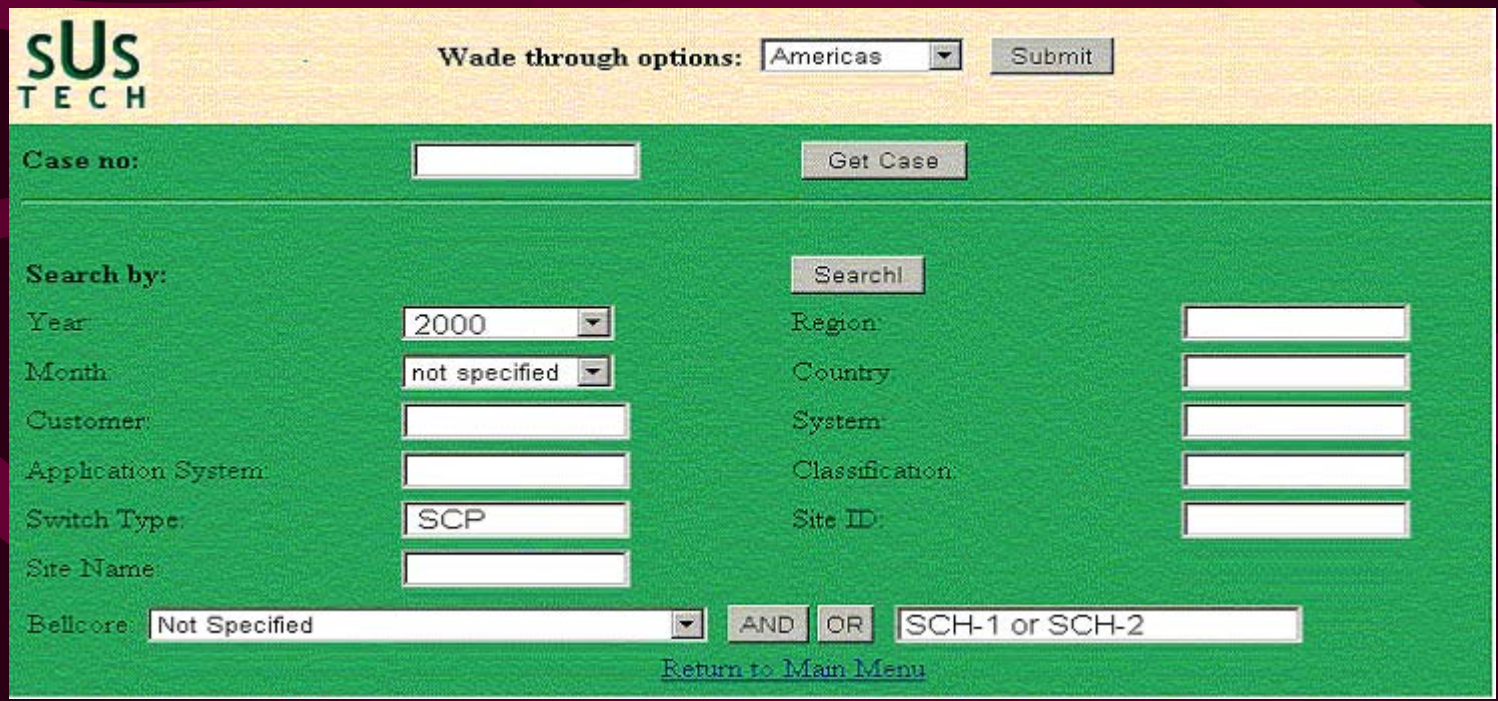
Region:	Americas	Customer:	AT
Country:	United States	Application System:	application3
A:		A Level:	
AP:	sdfsaf	AP Level:	
Correction Level:		Exchange Type:	SCP
Site ID:	JOB1	Exchange (Site) Name:	Plano
System:	DAMPS	Request Number:	
Last Integrity Test:		Last CN Delivery:	
Last Hardware Expansion:		Last Backup:	

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.

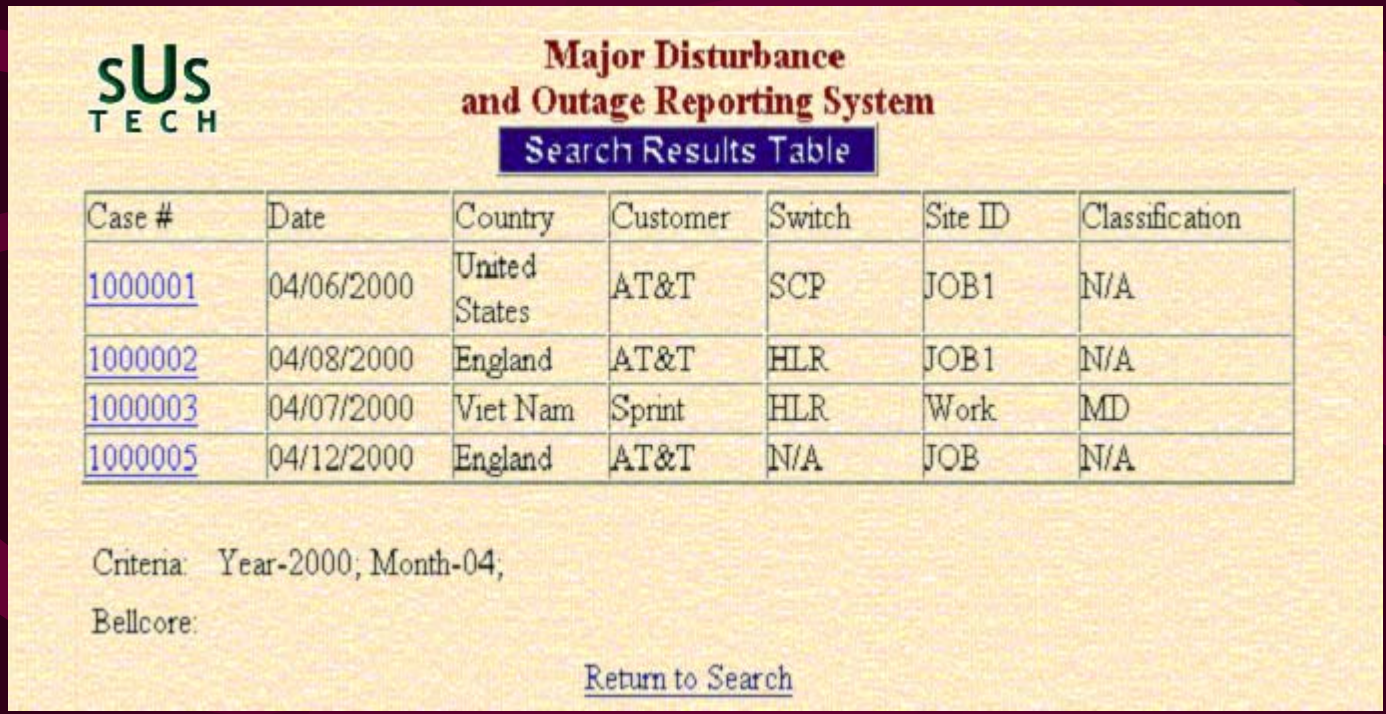
All three cases ultimately give the user a viewable, printable version of the desired report.



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.



sUs TECH

Major Disturbance and Outage Reporting System

Search Results Table

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

Criteria: Year-2000; Month-04;

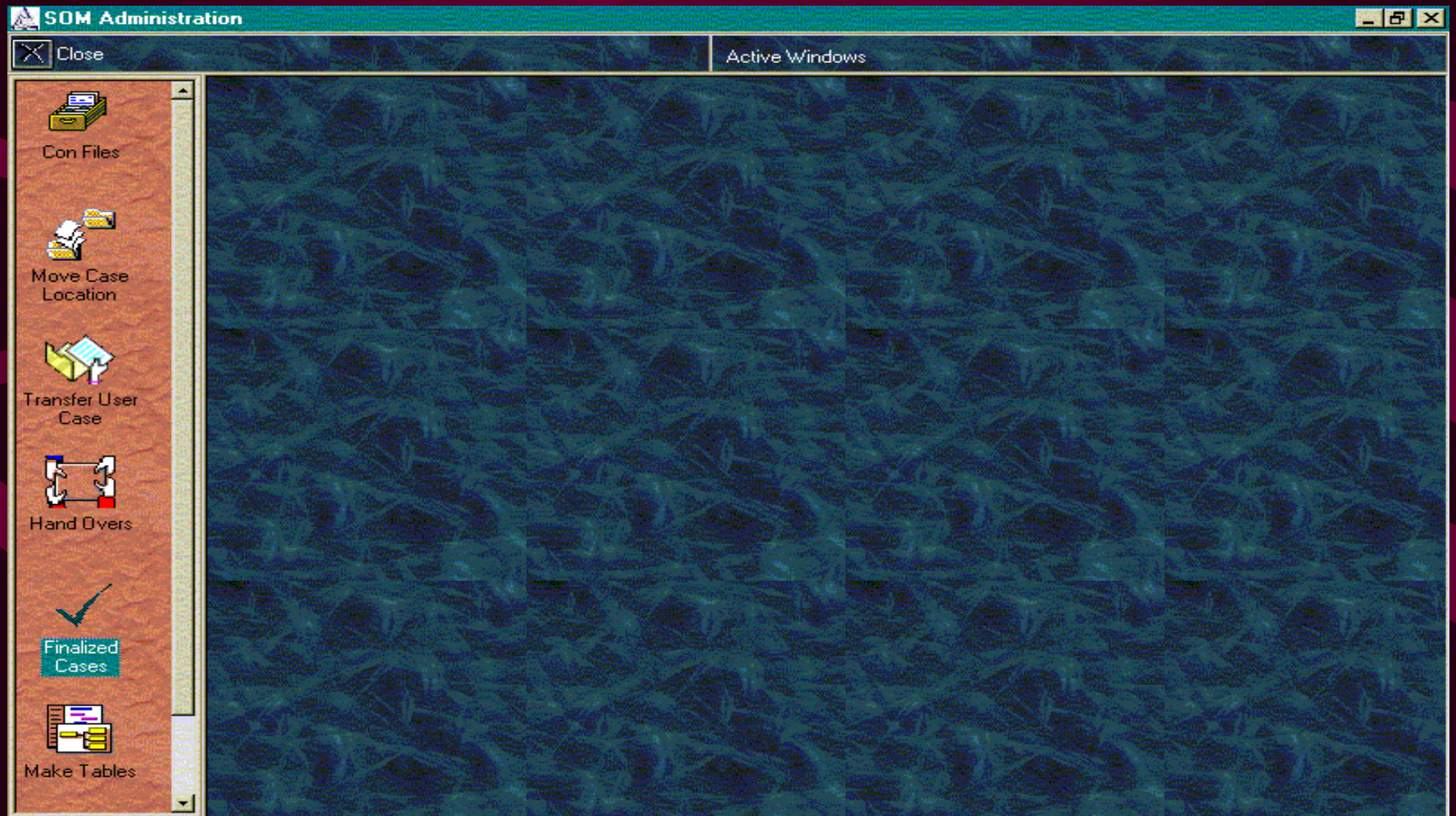
Bellcore:

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.