

Trouble Ticket Submission/ Resolution

18-Jan-1996

Trouble Ticket (TT) Submission/ Resolution Summary



Overview - This scenario describes the life of a Trouble Ticket (TT) from submission through problem resolution and closure.

Assumptions:

- **A Science End-User has discovered a significant problem, such as the network running slow.**
- **The Science End-User is a registered ECS user.**

Scenario Steps:

- **Science End-User submits a TT**
- **Ops Supervisor assigned TT to a Technician**
- **Technician solves the problem and submits a solution**
- **TT Review Board and Chair approves solution**
- **Technician implements the solution**
- **TT Review Board and Chair approves the implementation**

Trouble Ticket (TT) Submission/ Resolution Summary

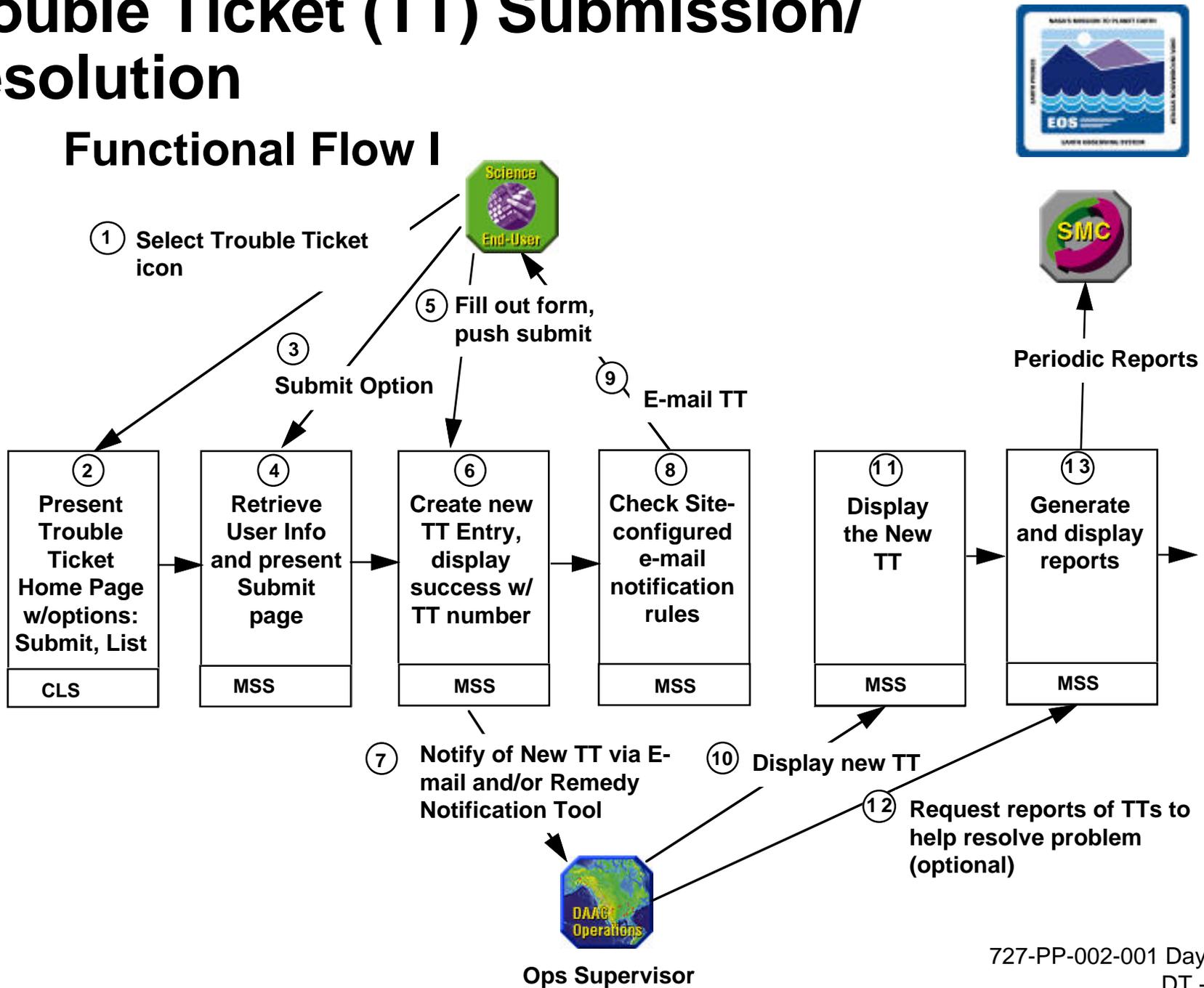


Heritage:

- **Operations Concept for the ECS Project:: Part 2B - ECS Release B (604-CD-002-002):**
 - Section 4.1.3.2, User Notes Performance Degradation Scenario
 - Section 4.2.6.5, Trouble Ticket Report Scenario
- **ECS Operations Concept for the ECS Project: Part 2A - ECS Release A (604-CD-003-002):**
 - Section 4.2.2, User Notes Performance Degradation Scenario
 - Section 4.13.5, Non-Conformance Report Scenario
 - Section 5.15, Trouble Ticketing Submission and Resolution Scenario
- **ECS Operations Scenarios for the ECS Project: ECS Release A (605-CD-001-002), Section 3.2.1, Trouble Ticket and Problem Tracking Scenario**

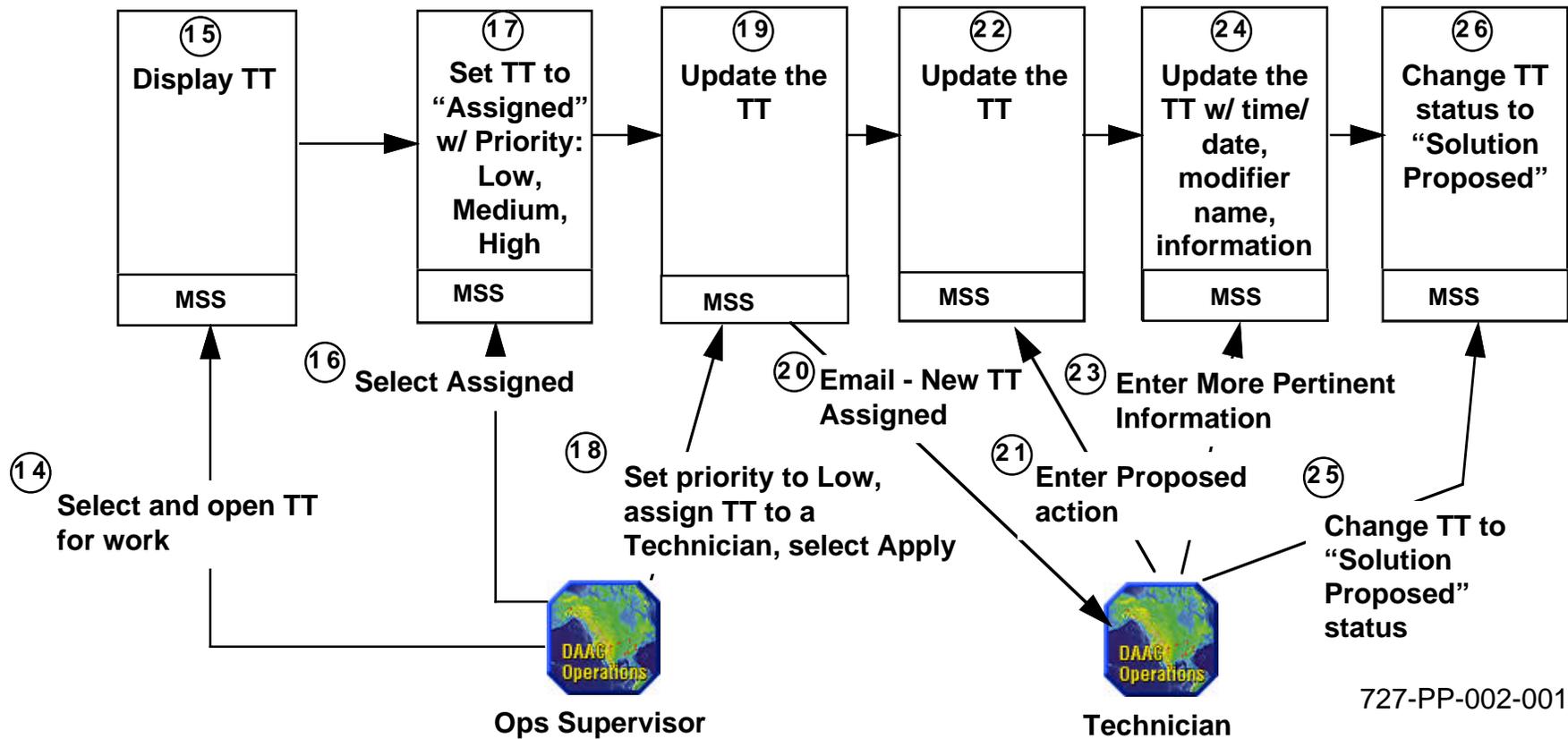
Trouble Ticket (TT) Submission/Resolution

Functional Flow I



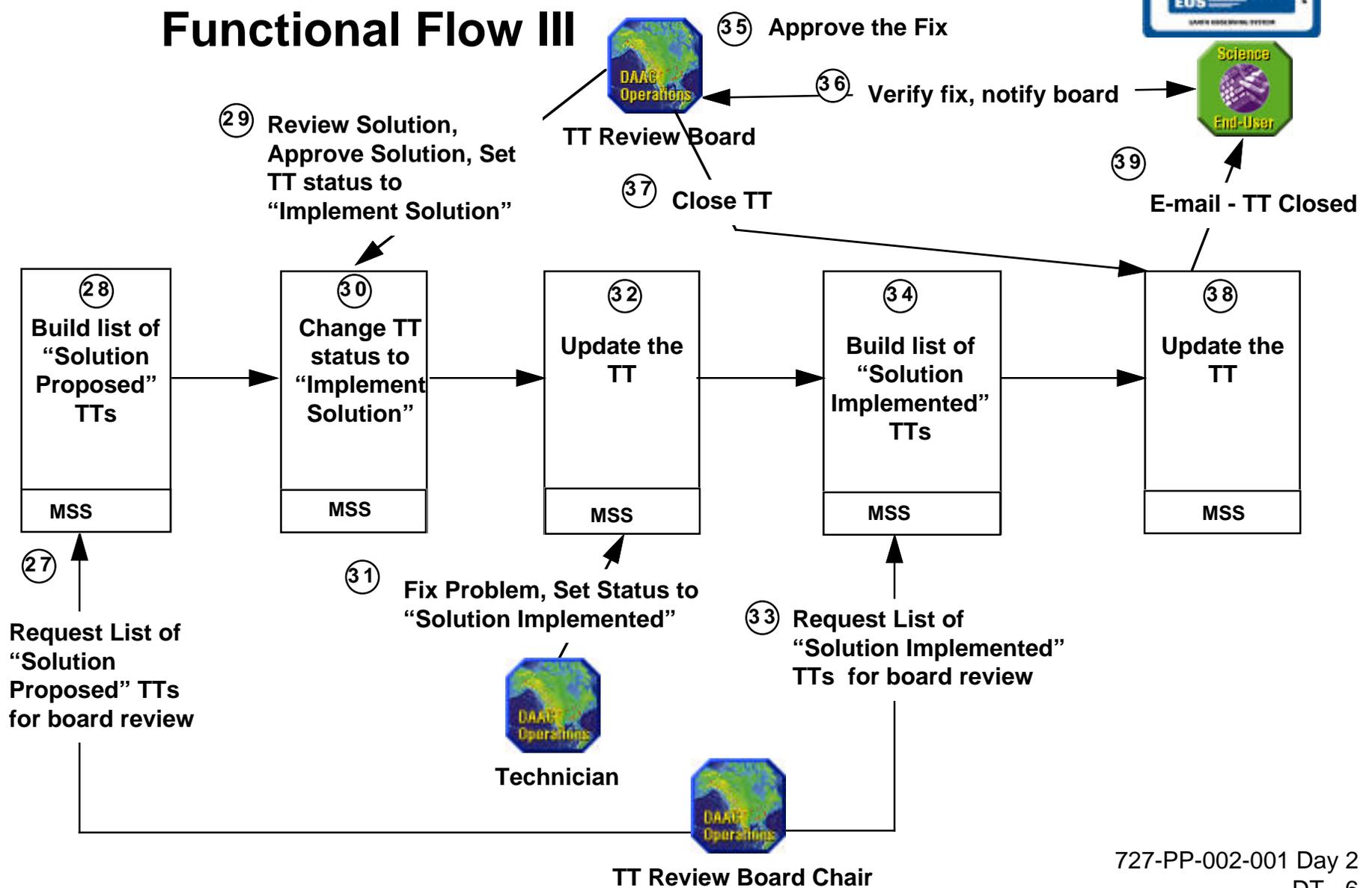
Trouble Ticket (TT) Submission/Resolution

Functional Flow II



Trouble Ticket (TT) Submission/Resolution

Functional Flow III



Trouble Ticket (TT) Submission/Resolution



Points of View I



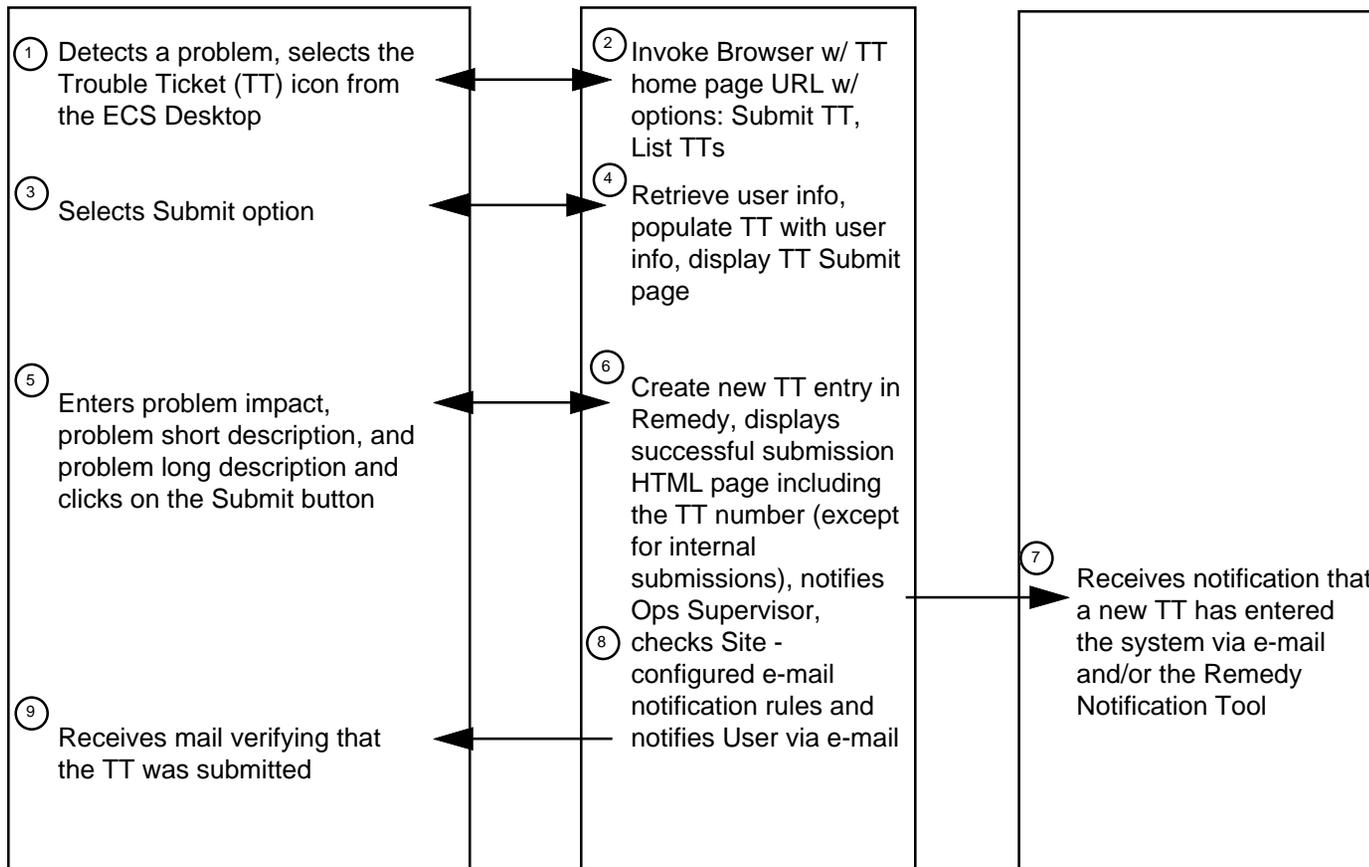
User



ECS Subsystems



Ops Supervisor



Trouble Ticket (TT) Submission/Resolution

Points of View II



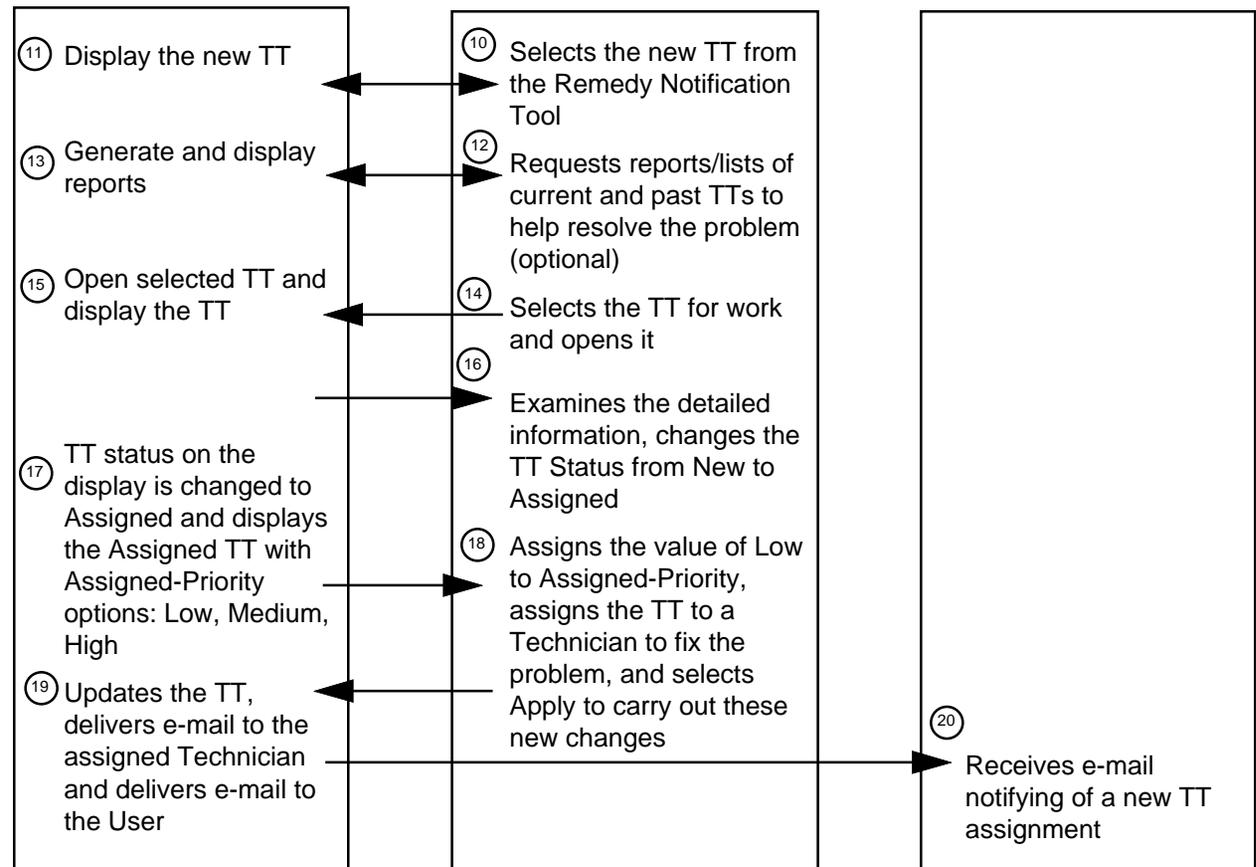
ECS Subsystems



Ops Supervisor

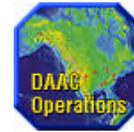


Technician



Trouble Ticket (TT) Submission/Resolution

Points of View III

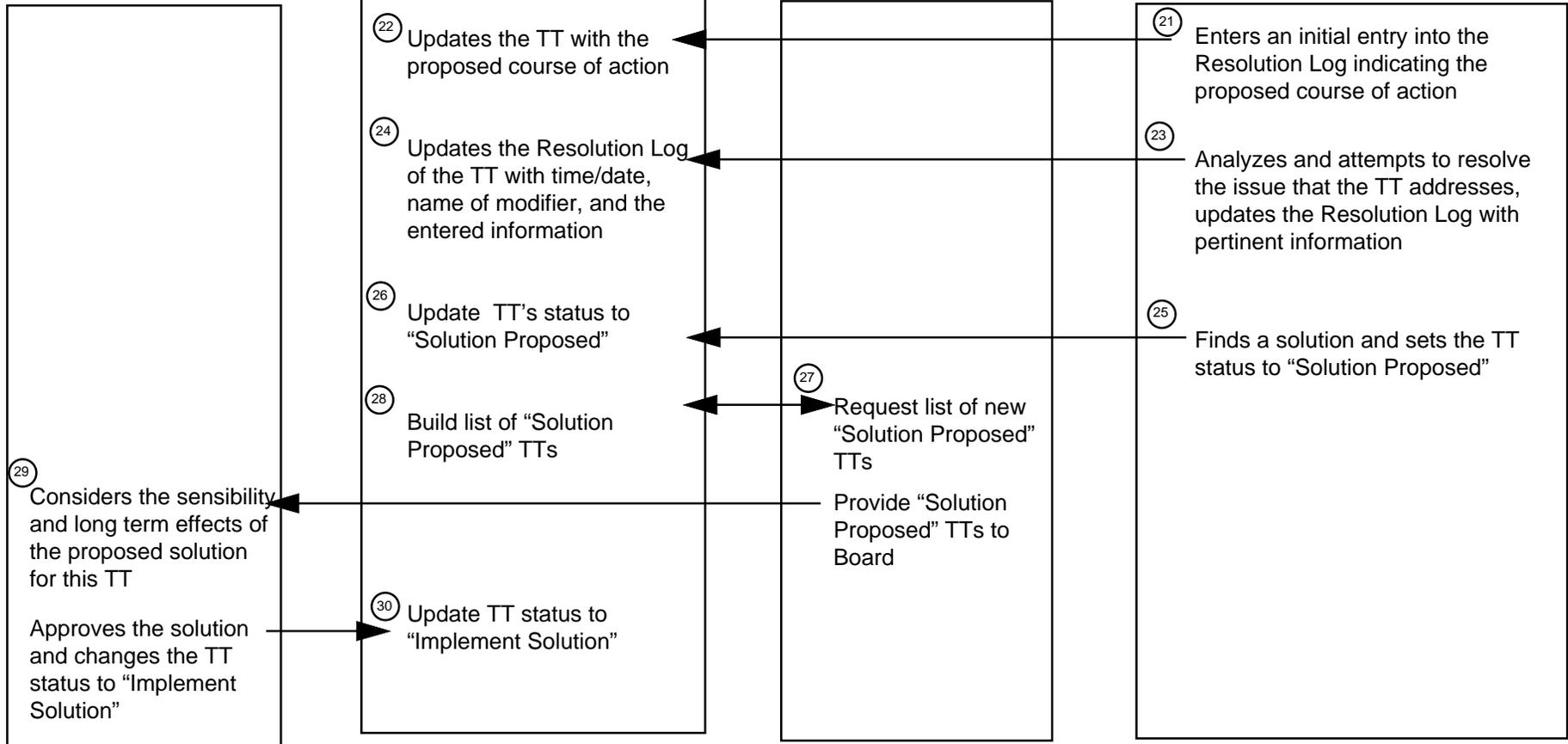


TT Review Board

ECS Subsystems

TT Review Board
Chairman

Technician



Trouble Ticket (TT) Submission/Resolution

Points of View IV



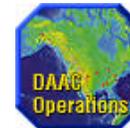
User



TT Review Board



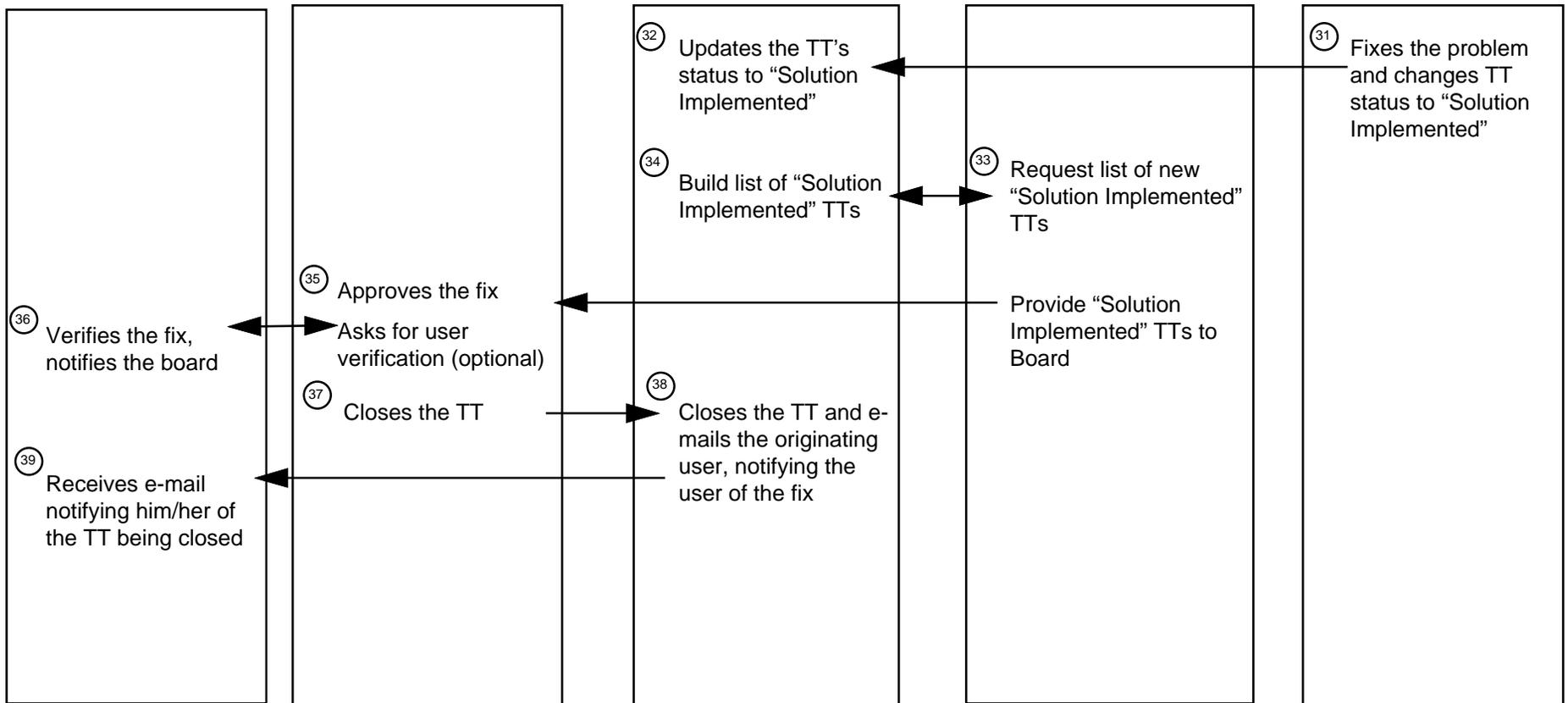
ECS Subsystems



TT Review Board Chairman



Technician

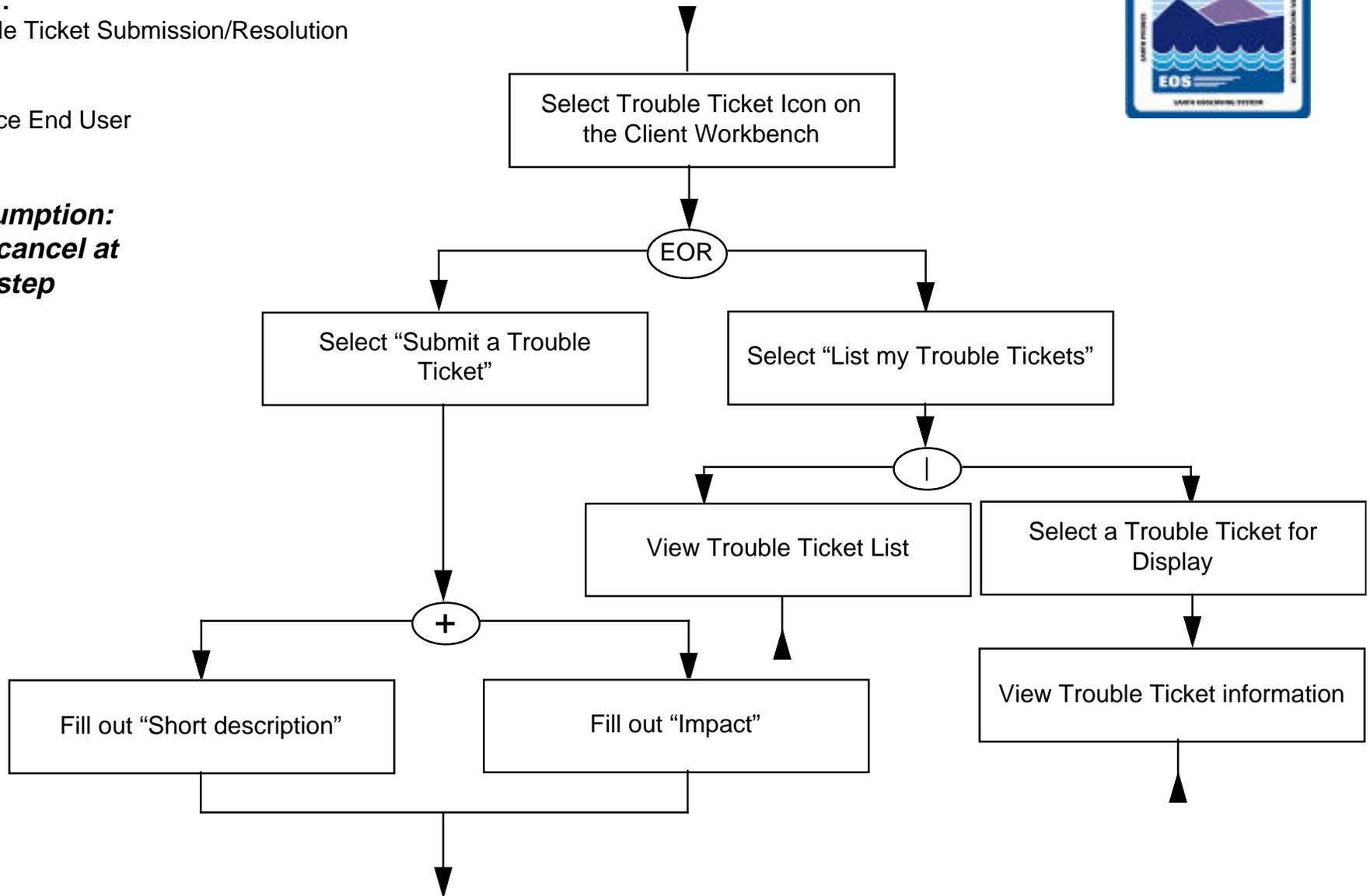


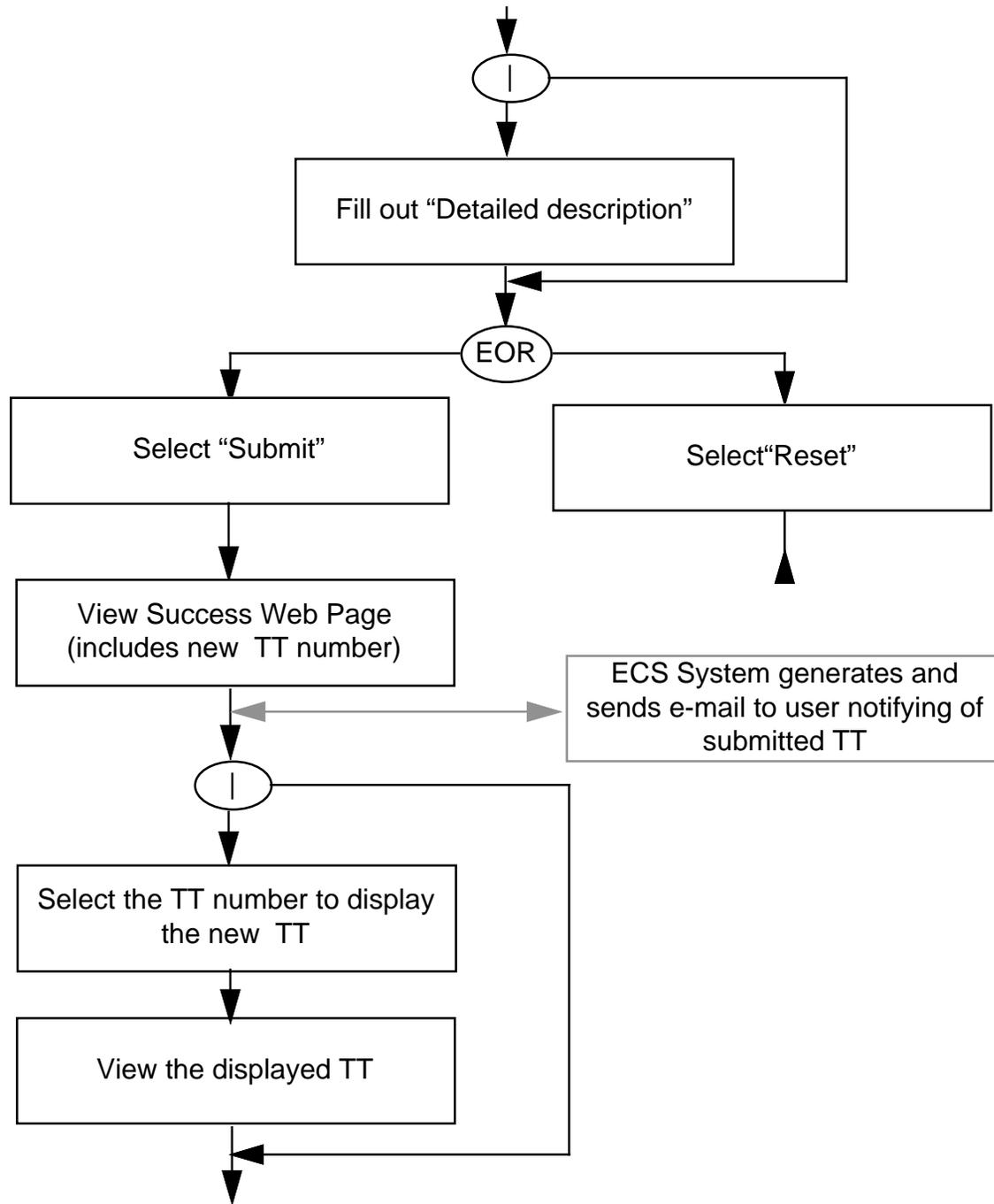


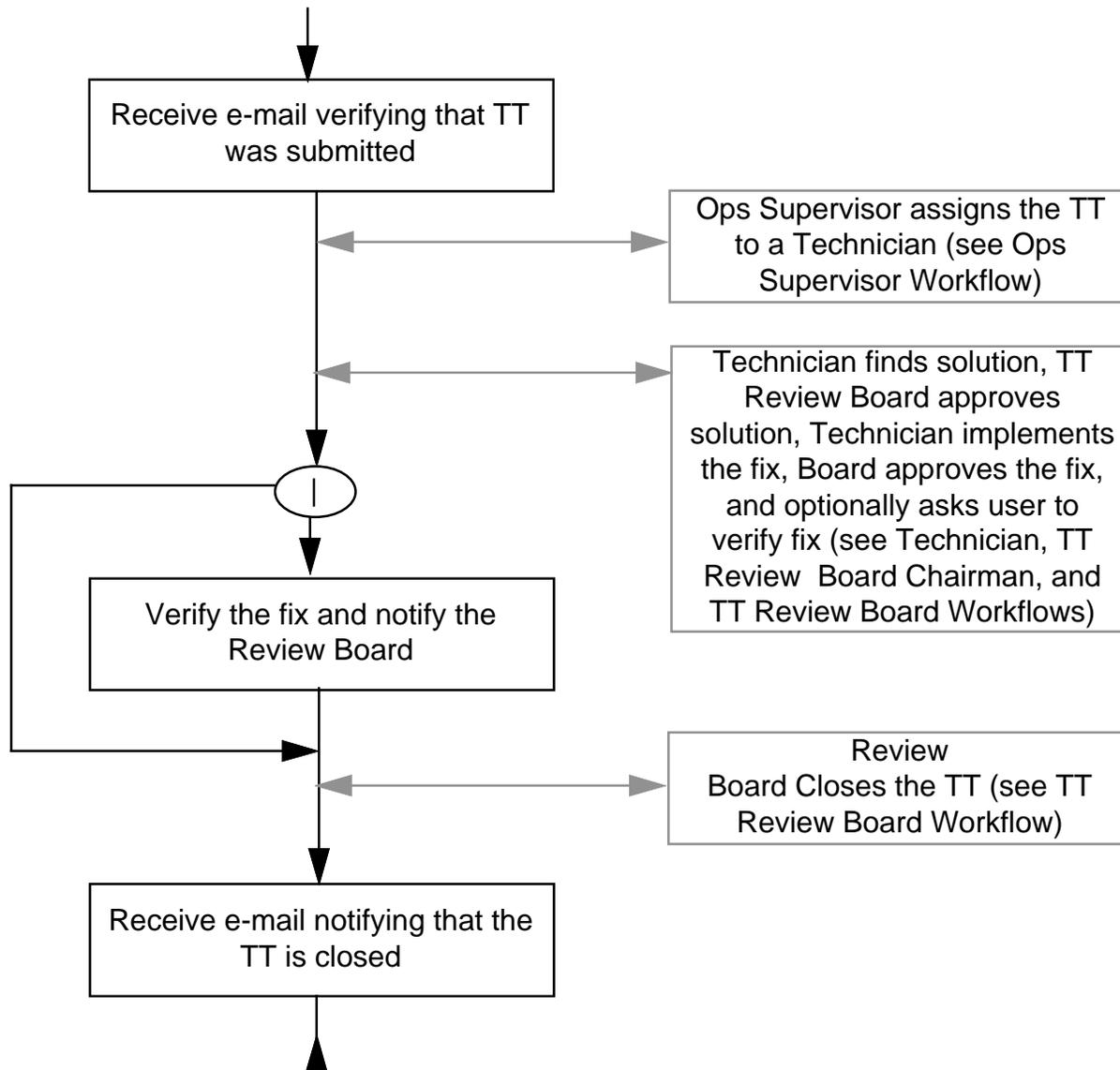
Activity:
Trouble Ticket Submission/Resolution

Role:
Science End User

Assumption:
can cancel at any step





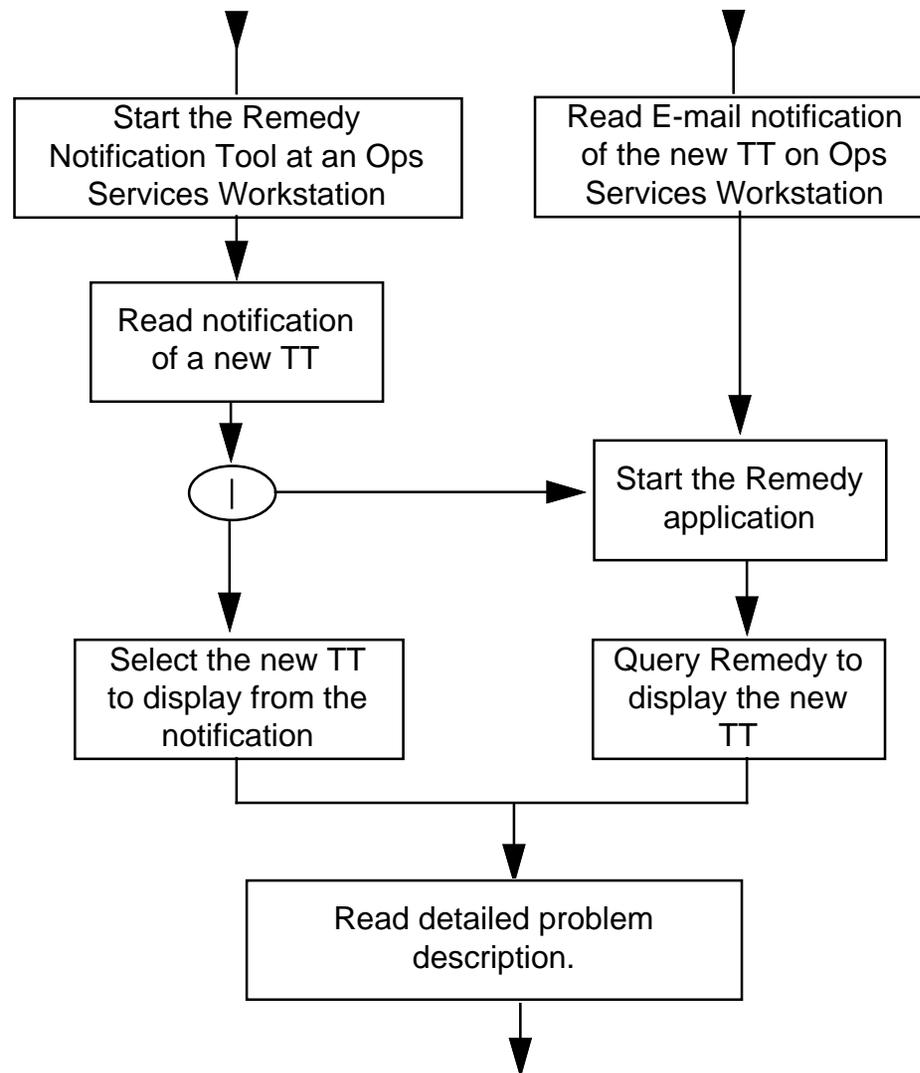


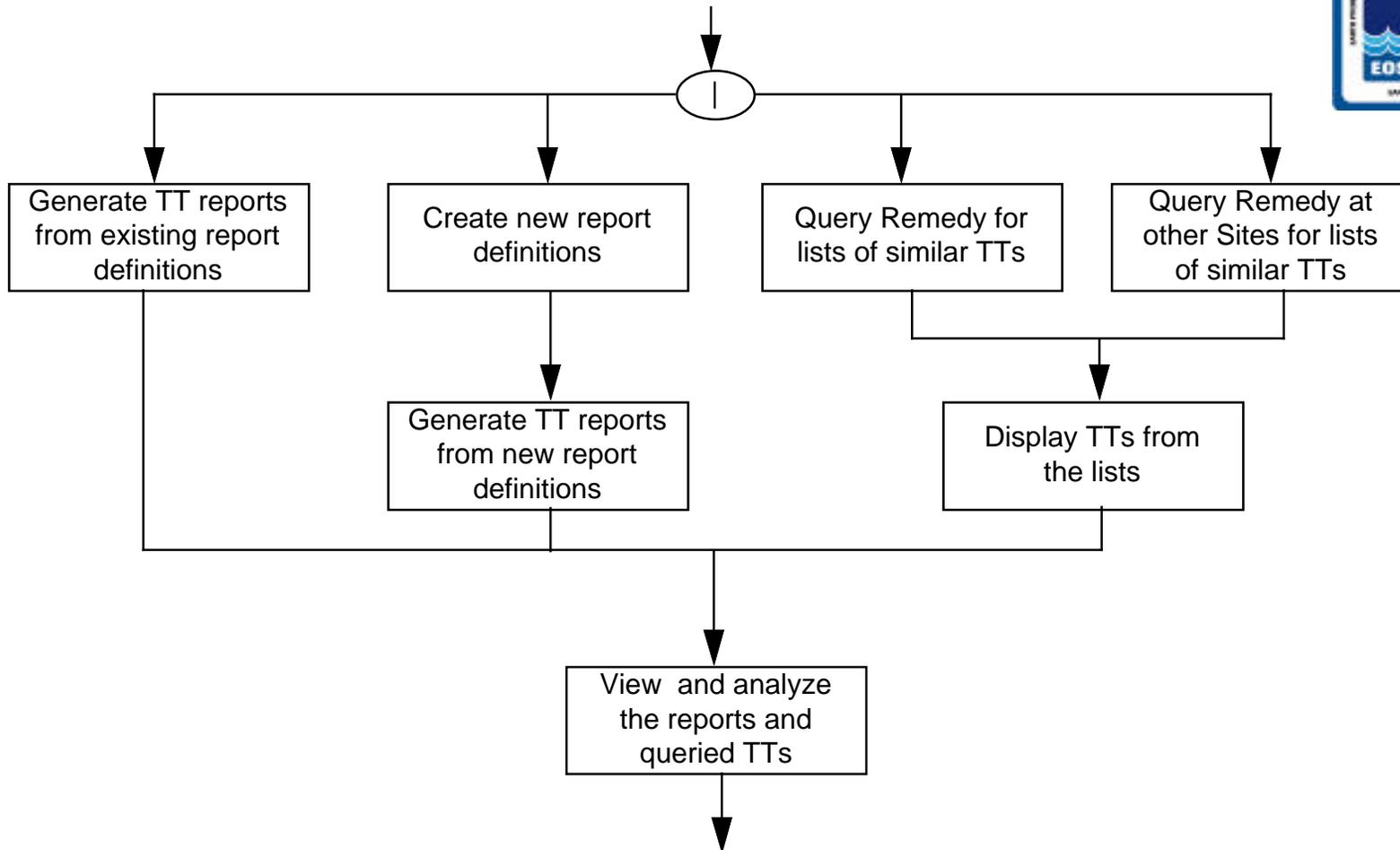


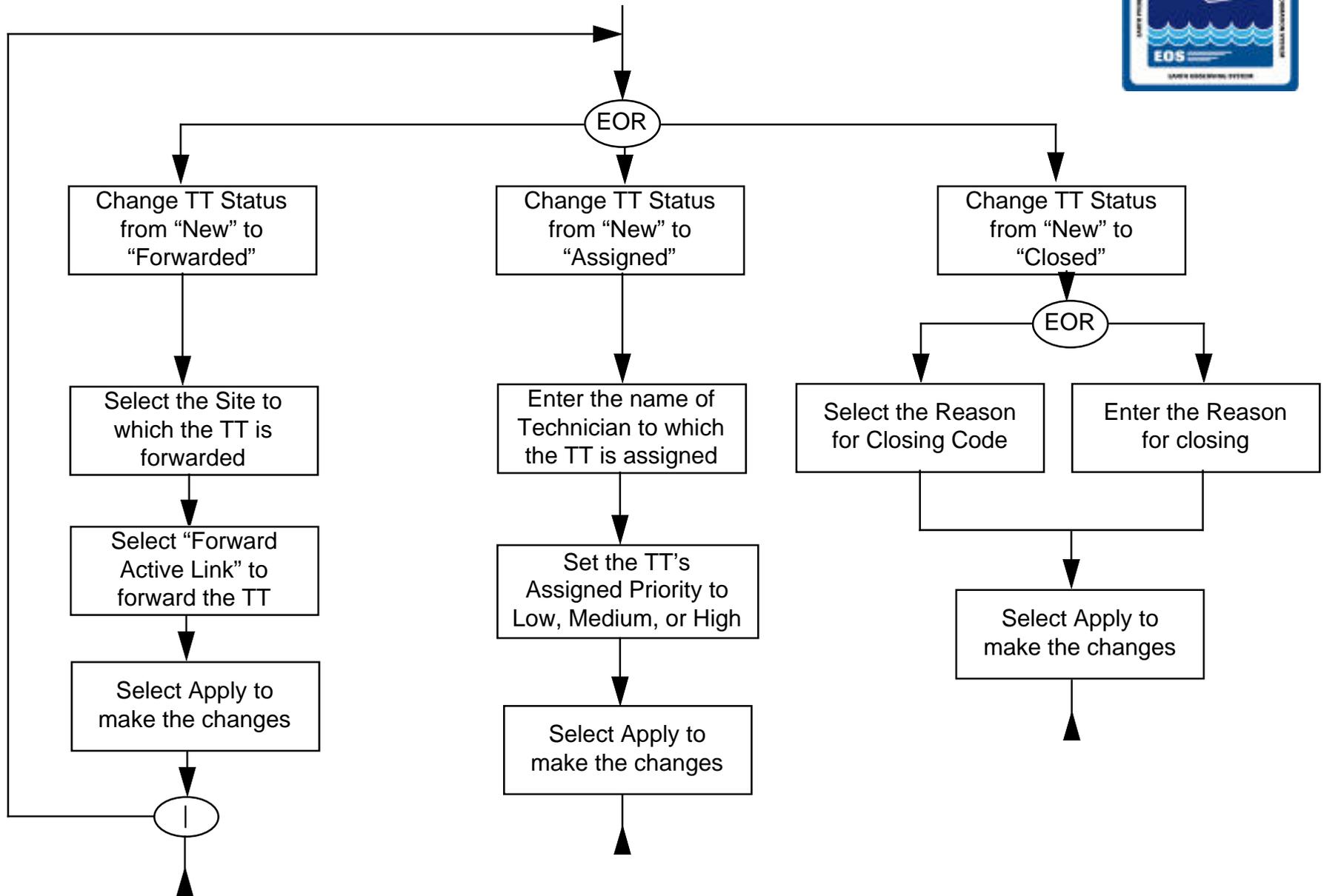
Activity:
Trouble Ticket Submission/Resolution

Role:
Ops Supervisor

Assumption:
can cancel at any step





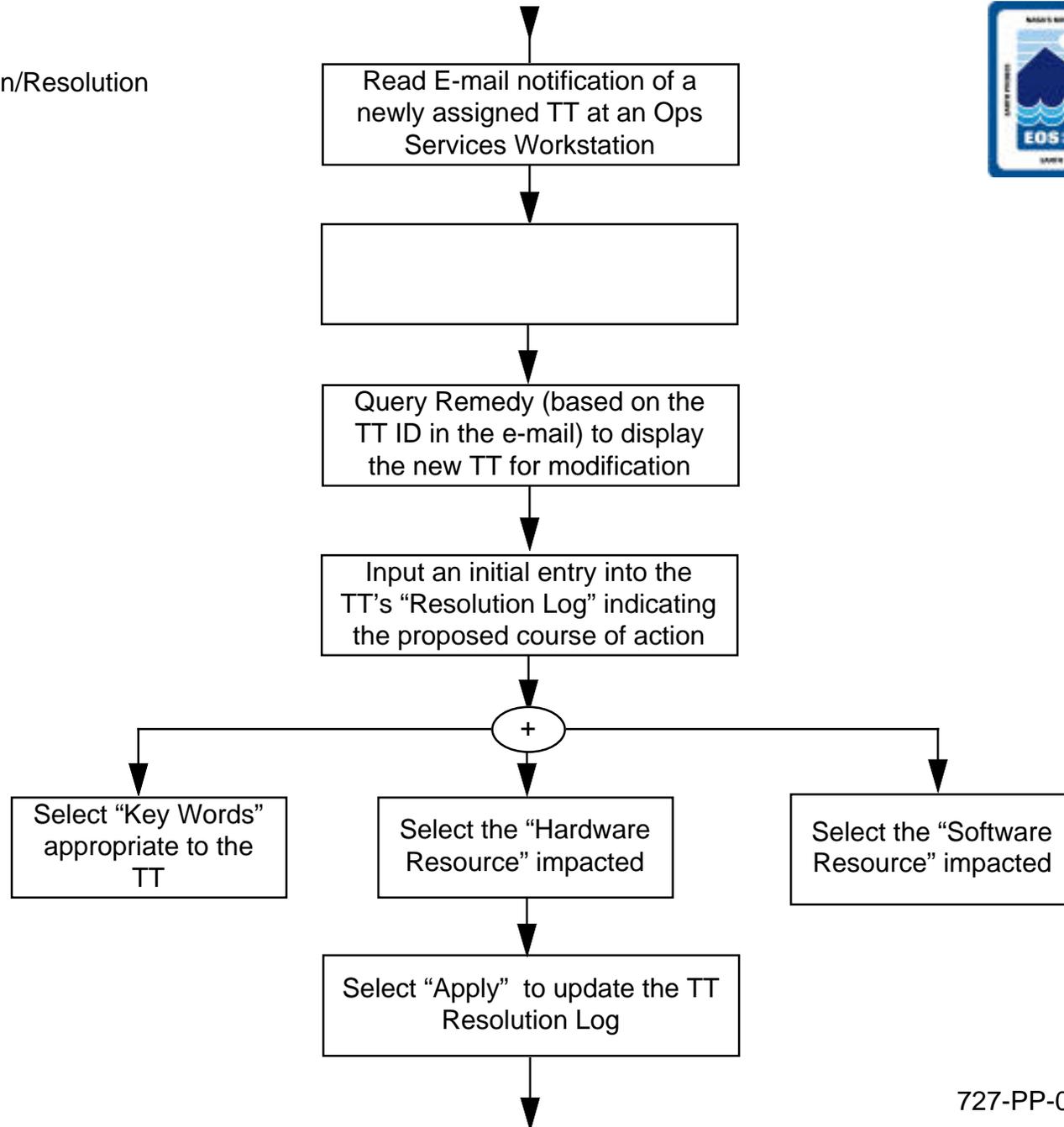




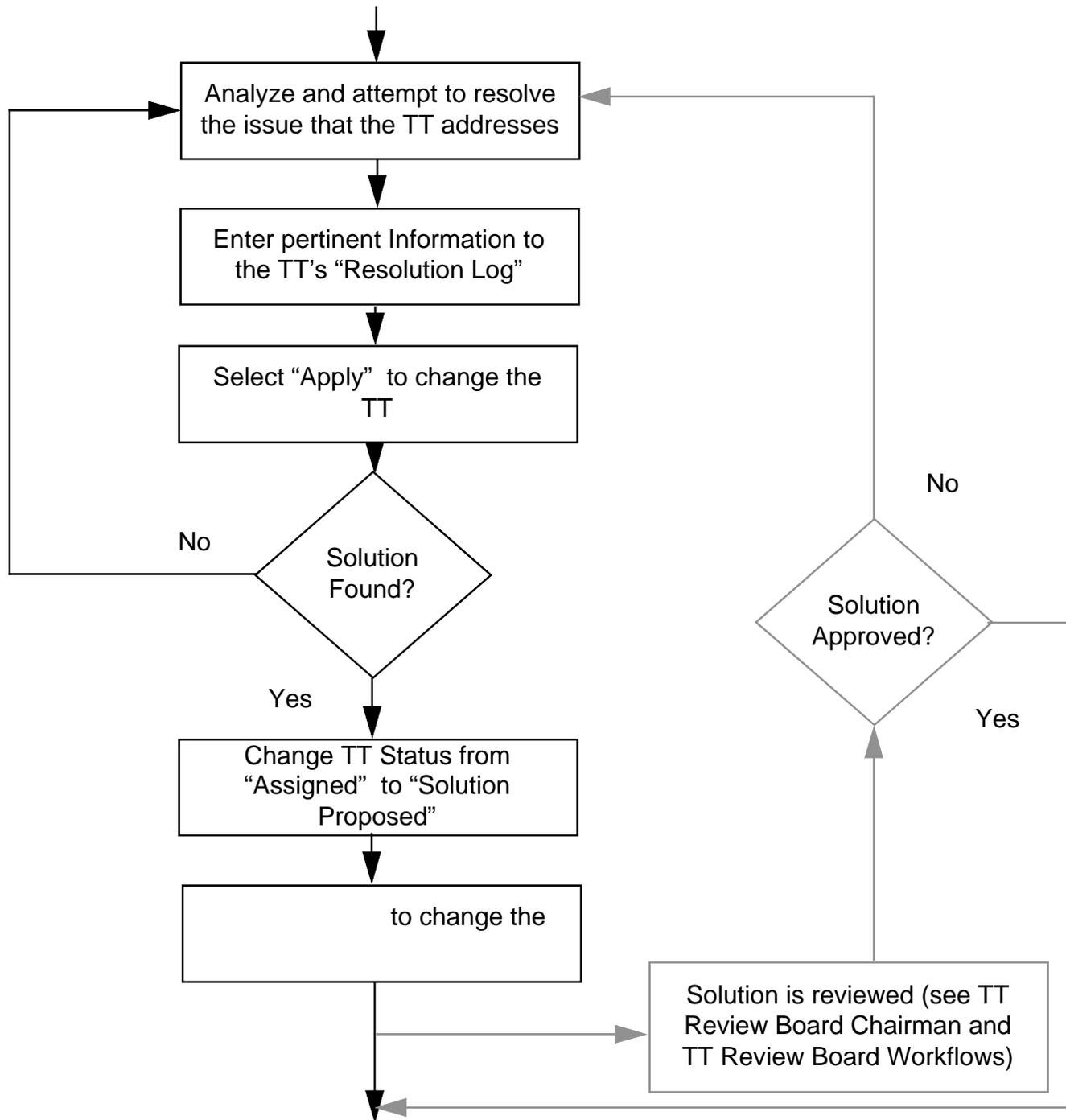
Activity:
Trouble Ticket Submission/Resolution

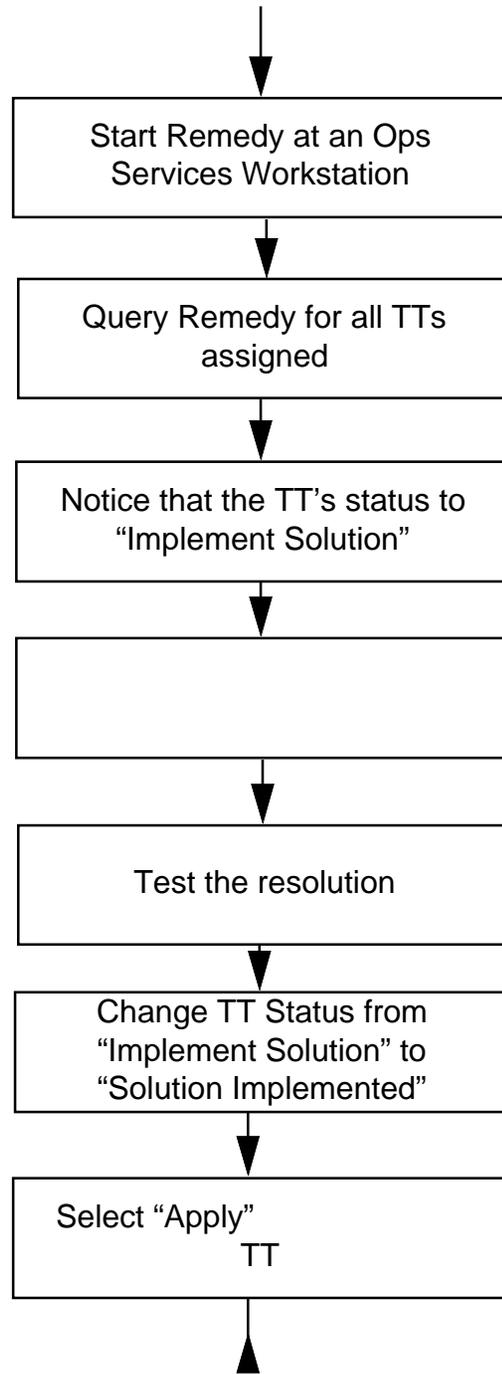
Role:
Technician

Assumption:
can cancel at any step



Note: *This information should be updated through the entire process.*



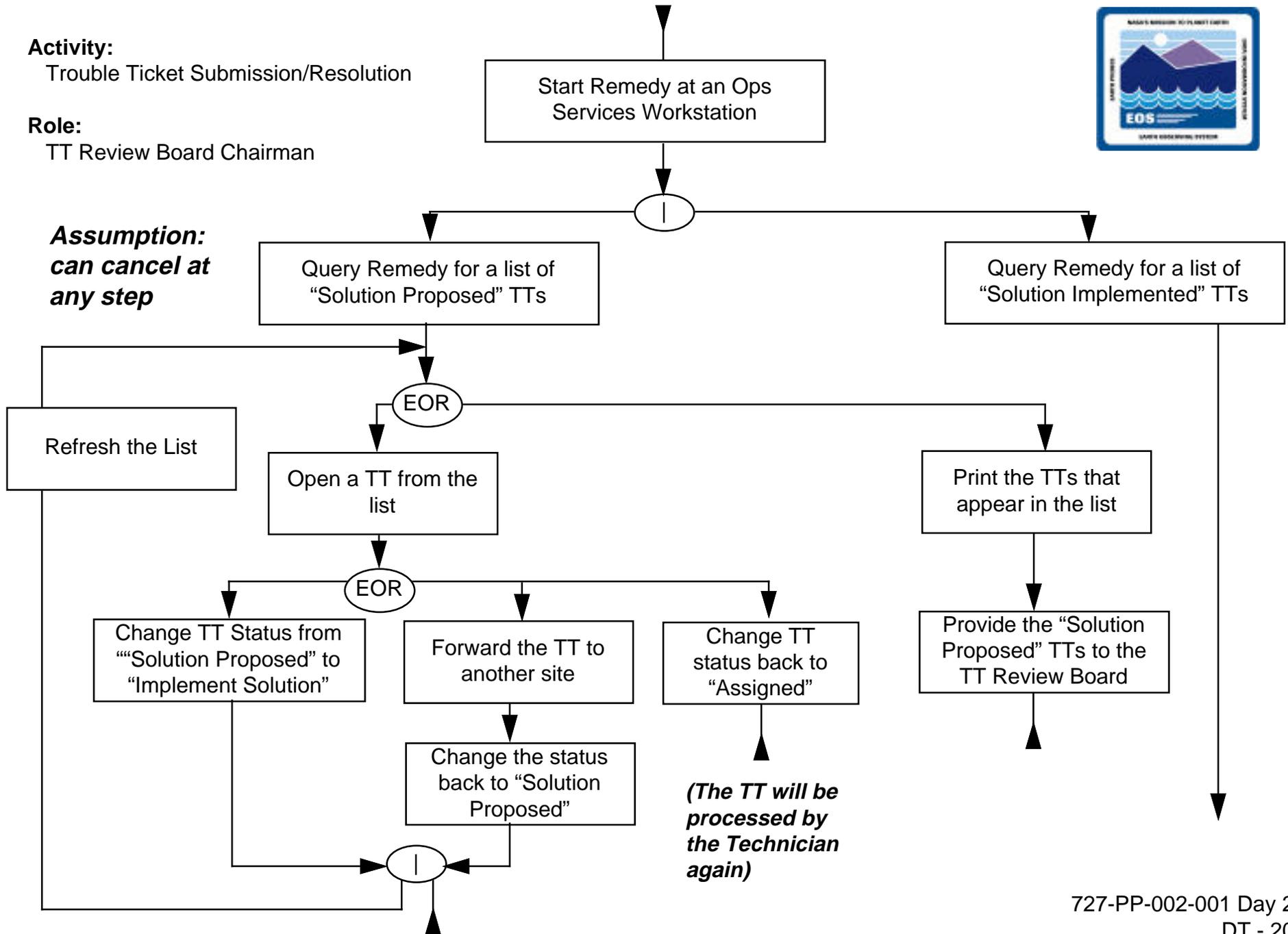




Activity:
Trouble Ticket Submission/Resolution

Role:
TT Review Board Chairman

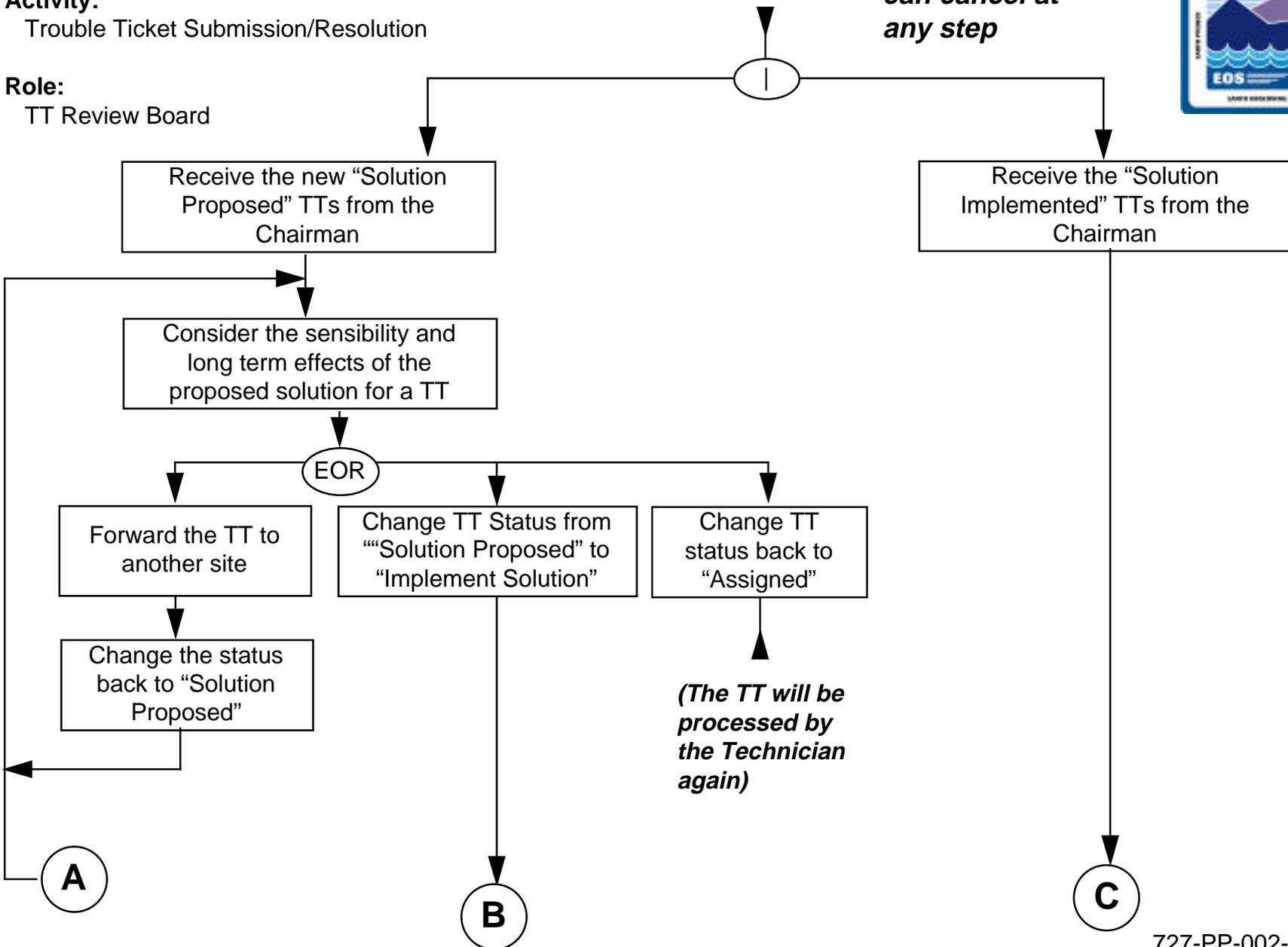
Assumption:
can cancel at any step

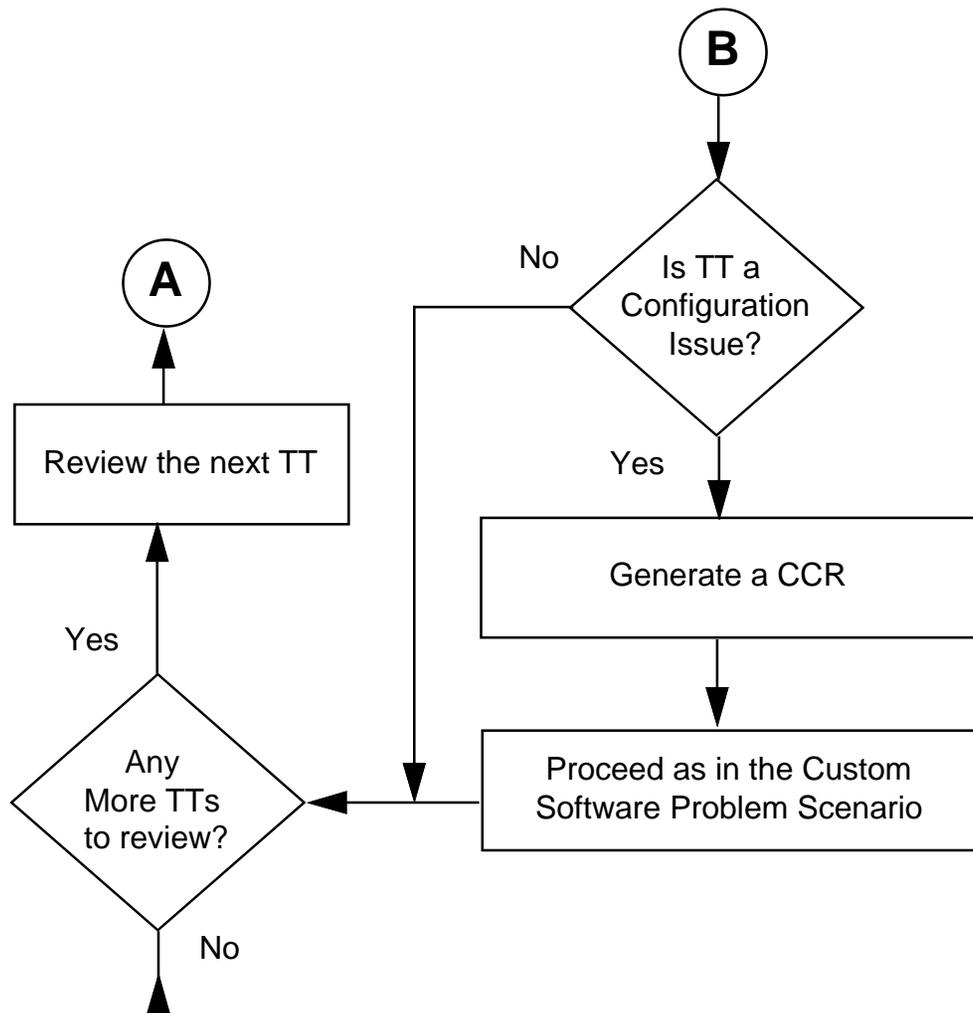


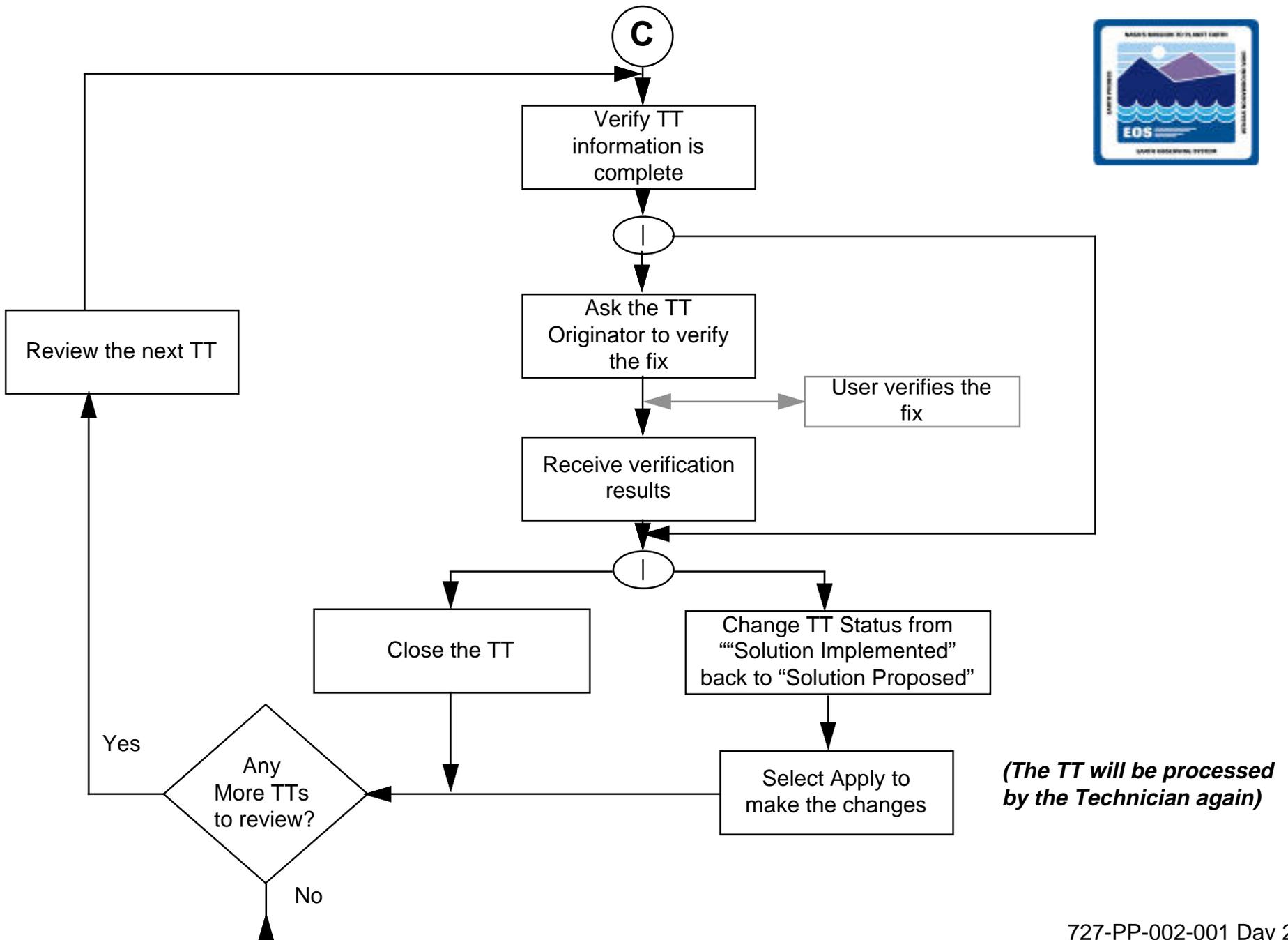
Activity:
Trouble Ticket Submission/Resolution

Role:
TT Review Board

Assumption:
can cancel at any step







(The TT will be processed by the Technician again)

Trouble Ticket (TT) Submission/Resolution

Data Activity I



Operator Function	Data Element	Operator Interactions (Edit, Input, Display)
1. TT Entry via Web Page	Short Problem Description Long Problem Description Submitter Impact Submitter's User ID Submitter's Name Submitter's Phone # Submitter's eMail Addr	Input Input Input Display Display Display Display
2. TT Success Response via Web Page	TT Number Submitter's User ID Submitter's eMail Addr	Display Display Display
3. List my TT's via Web Page	TT Number TT Status Short Problem Description	Display Display Display

Trouble Ticket (TT) Submission/Resolution

Data Activity II



Operator Function	Data Element	Operator Interactions (Edit, Input, Display)
4. View TT via Web Page	TT Number TT Status Short Problem Description Long Problem Description Submitter Impact Submitter's User ID Submitter's Name Submitter's Phone # Submitter's eMail Addr Resolution Log	Display Display Display Display Display Display Display Display Display Display
5. Receive Notifications via Remedy Notification Tool	TT Number TT Creation Date	Display Display

Trouble Ticket (TT) Submission/Resolution

Data Activity III



Operator Function	Data Element	Operator Interactions (Edit, Input, Display)
6. Submit a TT via Remedy User Tool (cont on next page)	TT Status TT Assigned Priority Short Problem Description Long Problem Description Submitter Impact Submitter's User ID Submitter's Name Submitter's Phone # Submitter's eMail Addr Submitter's Home Site Resolution Log Assigned Technician's User ID Related CCR Keywords Assigned	Input Input Input Input Input Input Input Input Input Input Input Input Input Input

Trouble Ticket (TT) Submission/Resolution

Data Activity IV



Operator Function	Data Element	Operator Interactions (Edit, Input, Display)
6. Submit a TT via Remedy User Tool (cont)	Closing Code Software Resource Affected Hardware Resource Affected Forwarded Site Names	Input Input Input Input
7. Query for TTs via Remedy User Tool	Any combination of TT fields	Input
8. View Lists of TTs via Remedy User Tool	TT Number Short Problem Description	Display Display

Trouble Ticket (TT) Submission/Resolution

Data Activity V



Operator Function	Data Element	Operator Interactions (Edit, Input, Display)
9. Display TT via Remedy User Tool (cont on next page)	TT Number TT Status TT Assigned Priority Short Problem Description Long Problem Description Submitter Impact Submitter's User ID Submitter's Name Submitter's Phone # Submitter's eMail Addr Submitter's Home Site Resolution Log History Log Assigned Technician's User ID	Display Display Display Display Display Display Display Display Display Display Display Display Display Display

Trouble Ticket (TT) Submission/Resolution

Data Activity VI



Operator Function	Data Element	Operator Interactions (Edit, Input, Display)
9. Display TT via Remedy User Tool (cont)	TT Creation Date TT Last Modified Date Related CCR Keywords Assigned Closing Code Closed-by (User ID) Close Date Software Resource Affected Hardware Resource Affected Forwarded from Forwarded date Original TT Number Forwarded Site Names	Display Display Display Display Display Display Display Display Display Display Display Display Display Display Display

Trouble Ticket (TT) Submission/Resolution

Data Activity VII



Operator Function	Data Element	Operator Interactions (Edit, Input, Display)
10. Modify TT via Remedy User Tool (cont on next page)	TT Number TT Status TT Assigned Priority Short Problem Description Long Problem Description Submitter Impact Submitter's User ID Submitter's Name Submitter's Phone # Submitter's eMail Addr Submitter's Home Site Resolution Log History Log Assigned Technician's User ID	Display Edit * Input, Edit * Edit * Edit * Display Display Display Display Display Display Input, Edit * Display Input, Edit *

* These fields can be only modified by particular types of Remedy users (see the privilege table after this section) 727-PP-002-001 Day 2 DT - 31

Trouble Ticket (TT) Submission/Resolution

Data Activity VIII



Operator Function	Data Element	Operator Interactions (Edit, Input, Display)
10. Modify TT via Remedy User Tool (cont)	TT Creation Date TT Last Modified Date Related CCR Keywords Assigned Closing Code Closed-by (User ID) Close Date Software Resource Affected Hardware Resource Affected Forwarded from Forwarded date Original TT Number Forwarded Site Names	Display Display Input, Edit * Input, Edit * Input, Edit * Display Display Input, Edit * Input, Edit * Display Display Display Input, Edit *

* These fields can be only modified by particular types of Remedy users (see the privilege table after this section) 727-PP-002-001 Day 2 DT - 32

Trouble Ticket (TT) Submission/Resolution

Data Activity IX



Operator Function	Data Element	Operator Interactions (Edit, Input, Display)
11. Create a Report Definitions via Remedy User Tool	Report Fields Any field in a TT Report Preferences Report Sort Options Report Statistical Fields	Input Input Input Input
12. Generate/View a Report from a Report Definition via Remedy User Tool	TT fields as defined by report Statistical values as defined	Display Display

Trouble Ticket (TT) Submission/Resolution

Data Activity X



Operator Function	Data Element	Operator Interactions (Edit, Input, Display)
13. Customize Remedy via Remedy User Tool	Assigned Technician's User ID Selectable Values Keywords Assigned Selectable Values Closing Code Selectable Values Software Resource Affected Selectable Values Hardware Resource Affected Selectable Values Forwarded Site Names Selectable Values	Input * Input * Input * Input * Input * Input *

* These fields can be only modified by particular types of Remedy users (see the privilege table after this section) 727-PP-002-001 Day 2 DT - 34

Trouble Ticket (TT) Submission/Resolution

Remedy User Privileges I



TT Field \ User Type	Public (guest)	Remedy Administrator	Ops Supervisor	Resource Manager	Resolution Technician	TT Review Board Chair	User Services
TT Status		M	M	M	M	M	M
TT Assigned Priority		M	M	M		M	
Short Problem Description		M	M	M		M	
Long Problem Description		M	M	M		M	
Resolution Log		M	M	M	M	M	M
Assigned Technician's User ID		M	M	M		M	M
Related CCR		M	M	M	M	M	M
Keywords Assigned		M	M	M	M	M	M
Closing Code		M	M	M		M	M
Software Resource Affected		M	M	M	M	M	M
Hardware Resource Affected		M	M	M	M	M	M
Forwarded Site Names		M	M	M		M	M

M = Field can be modified by the corresponding User Type

Trouble Ticket (TT) Submission/Resolution



Remedy User Privileges II

TT Field \ User Type	Public (guest)	Remedy Administrator	Ops Supervisor	Resource Manager	Resolution Technician	TT Review Board Chair	User Services
Assigned Technician's User ID Selectable Values		M	M	M		M	
Keywords Assigned Selectable Values		M	M	M		M	
Closing Code Selectable Values		M	M	M		M	
Software Resource Affected Selectable Values		M	M	M		M	
Hardware Resource Affected Selectable Values		M	M	M		M	
Forwarded Site Names Selectable Values		M	M	M		M	

M = Field can be modified by the corresponding User Type