Guidebook for

SLT NOC Portal

V2.0

Your All-in-One Network Operations Companion

Introduction

Welcome to SLT NOC Portal V2.0!

Overview

SLT NOC Portal V2.0 is the latest iteration of our mobile app, designed to provide an enhanced user experience and new features to empower you in managing your network operations more efficiently. With a refreshed user interface boasting an eye-relaxing color palette and intuitive navigation, accessing and analyzing your data has never been easier.

What's New?

In this version, we've introduced several exciting features and improvements:

- Enhanced User Interface: Enjoy a visually pleasing experience with our redesigned interface, optimized for ease of use and accessibility.
- Quick Navigation: Navigate through the app effortlessly with improved menu layouts and intuitive gestures.
- Insightful Analytics: Gain valuable insights at a glance with the new dashboard, allowing you to make informed decisions quickly.

Purpose of the Guidebook

This guidebook is your comprehensive companion to SLT NOC Portal V2.0, providing you with step-by-step instructions, tips, and best practices to maximize your usage of the app. Whether you're a novice user or a seasoned expert, this guide will help you unlock the full potential of our app and streamline your network operations.

Installation Instructions

Download the App:

1. Visit the **SLT SOC & NM** portal from your device's web browser.
2. Locate the **APK** file for SLT NOC Portal V2.0 and initiate the download.
3. Once the download is complete, **open** the APK file to begin the installation process.

Requirements:

1. To ensure optimal performance, it is recommended to have a **stable internet connection**.
2. **Enable location permissions** for the app as it requires user location for some functions.

Login:

1. Upon launching the app, you will be prompted to log in with your credentials.
2. Use your **6-digit service number** as the username and enter your **password** to access your account.

App Interface Overview

Home Screen:

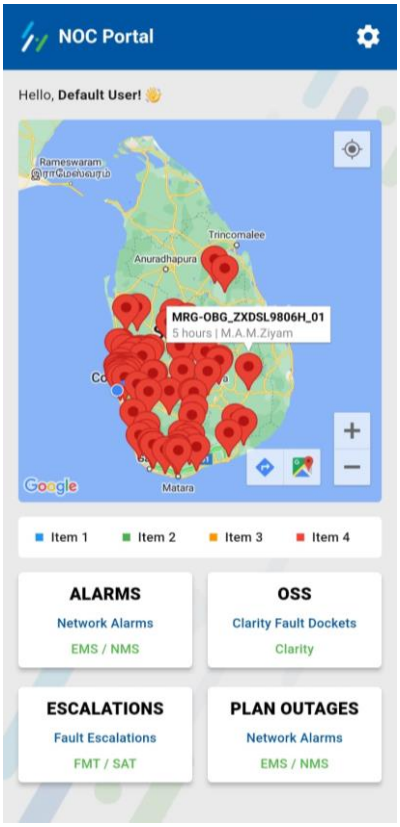

Figure 1 – Home Page

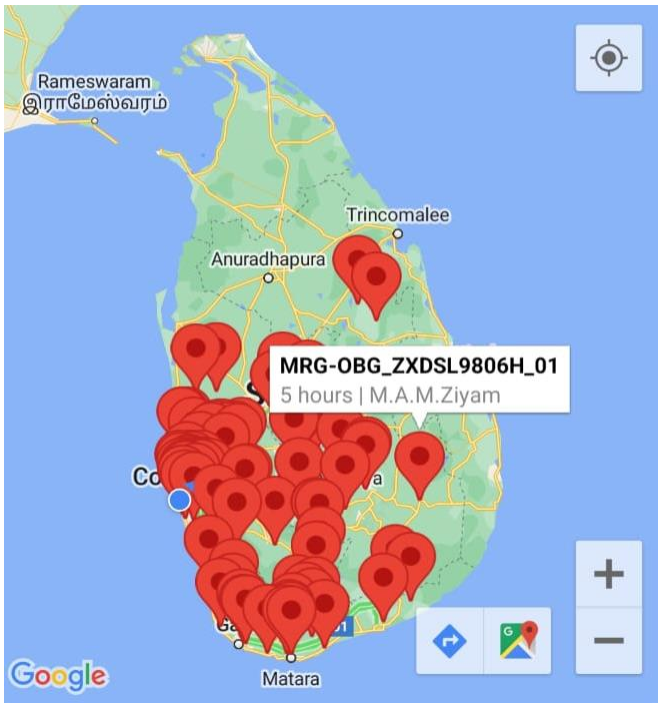

Figure 2 – Alarms Map

Figure 1 – Home Page

1. Logo – App name with logo
2. Settings button – Button to navigate to the Settings page
3. Name – Name of the logged in user
4. Alarms Map – A google map with alarms up to 4 days
5. Legacy Bar – Platforms with relevant colors
6. Navigation cards – Cards to access different functionalities

Figure 2 – Alarms Map

7. Current location – Current location of the user
8. Node location – Location of the alarm node
9. Node details – Details of the selected node
10. Zoom In – Zoom in the map
11. Zoom out – Zoom out the map
12. Open with Maps – Open the node location in Google Maps mobile app
13. Get directions – Get directions to the node location from the current location in google maps

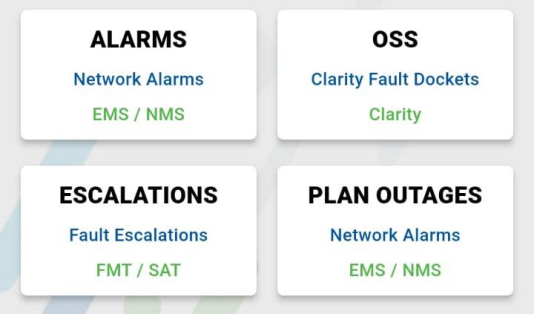

Figure 3 – Navigation Cards

Figure 3 – Navigation Cards

1. Alarms card – Navigate to the Alarms Page
2. OSS card – Navigate to the OSS page
3. Escalations card – Navigate to the Escalations page
4. Plan Outages card – Navigate to the Plan Outages page

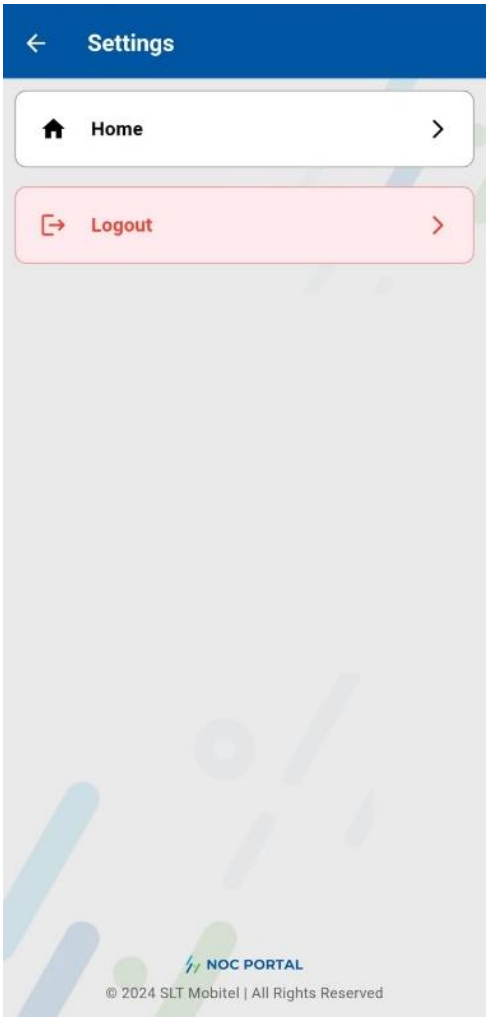

Figure 4 – Settings Page

Figure 4 – Settings Page

1. Home page card – To navigate to the Home page
2. Logout card – To logout from the app
3. Copyright Notice

Alarms Card

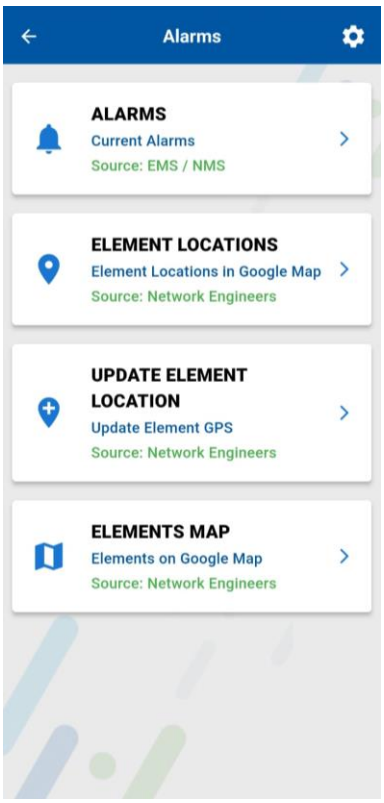

Figure 5 – Alarms Page

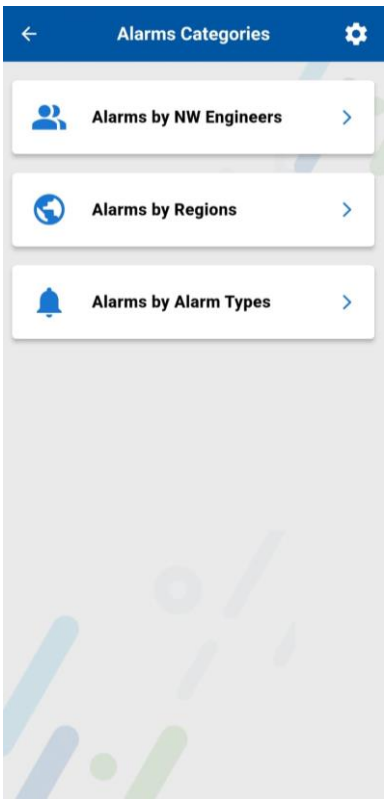

Figure 6 – Alarm Categories Page

Figure 7 – Current Alarms Page

Figure 5 – Alarms Page

1. Alarms card – Navigate to the **Alarm Categories** page.
2. Element Locations card – Navigate to **Element Locations** page
3. Update Element Location card – Navigate to **Update Element Location** page
4. Elements Map card – Navigate to **Elements Map** page

Figure 6 – Alarm Categories Page

1. Alarms by NW Engineers card – Navigate to **Current Alarms** page
2. Alarms by Regions card – Navigate to **Metro & Regions** page
3. Alarms by Alarm Types card – Navigate to **Alarm Types** page

Figure 7 – Current Alarms Page

This page displays the names of the NW engineers who have opened alarms and their relevant alarm counts. You can select ...ALL... to view all the alarm types for all the NW engineers or select any NW engineer to view the associated alarm types.

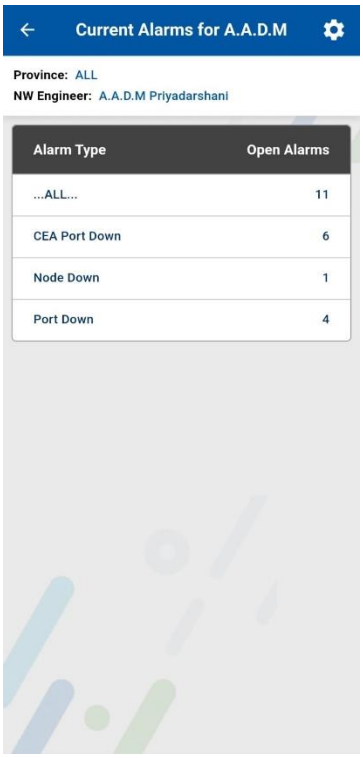

Figure 8 – Current Alarms for NW ENG Page

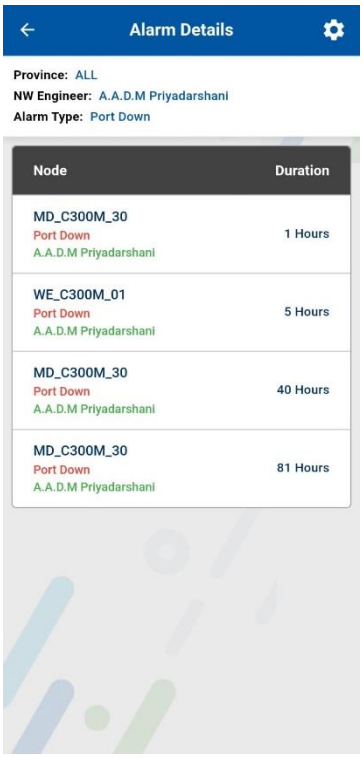

Figure 9 – Alarm Details Page

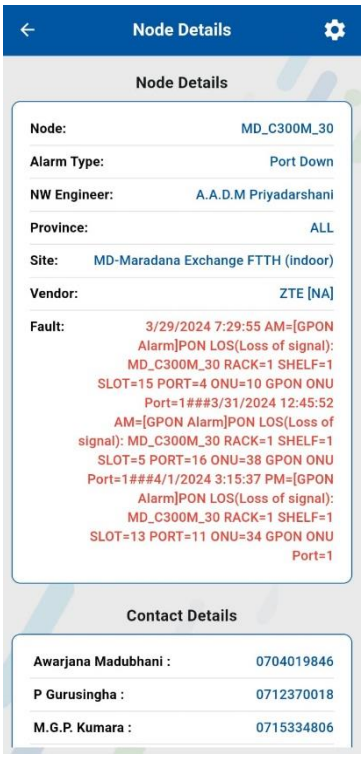

Figure 10 – Node Details Page 1

Figure 8 – Current Alarms for NW Eng Page

This page displays the alarm types for the selected NW engineer and related alarm counts. Above the table it shows the province and the selected NW engineer. You should select ALL or any alarm type to view the associated alarm nodes.

Figure 9 – Alarm Details Page

This page displays the Node names related to the alarm type selected from the Current Alarms for NW Eng page. One data record includes the node name, alarm type, associated NW engineer and the alarm duration in hours. You should select any node to view alarm details.

Figure 10 – Node Details Page 1

This page displays all the information about the selected node and the alarm where there are **no geo coordinates** of the node. Mainly it has two sections; Node Details and Contact Information.

Node Details section includes data such as Node Name, Alarm Type, NW Engineer, Province, Site, Vendor and Fault.

Contact Information section includes contact details of the NW engineers in the associated province.

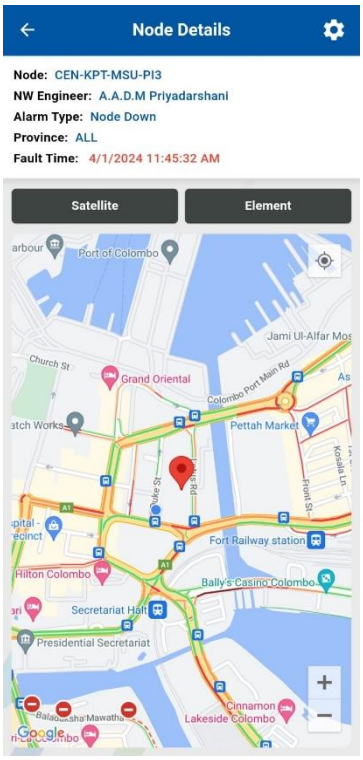

Figure 11 – Node Details Page 2

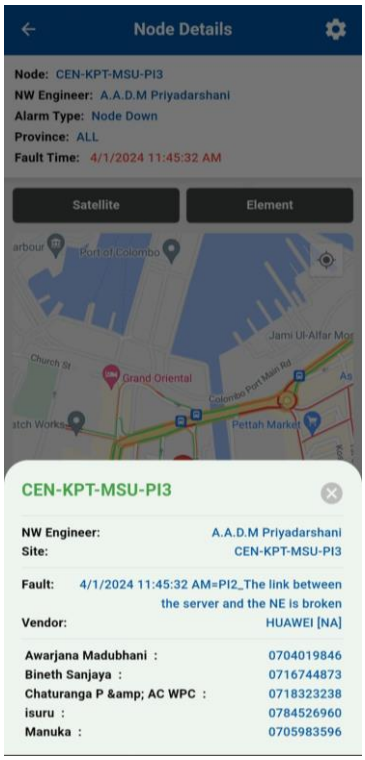

Figure 12 – Node Details Page 2 Info Popup

Figure 11 – Node Details Page 2

This page displays important information about the selected node and the alarm which **has geo coordinates** updated. Mainly it has three sections; Info Window, Buttons and Map.

Info Window includes a few information about the alarm and the node such as Node Name, NW Engineer, Alarm Type, Province and Fault Time.

There are two buttons; **Satellite button** to switch to the satellite mode in the map and **Element button** to navigate to the element's location.

The **Map** shows the geo location of the node with the traffic mode on. You can click the red marker to view more details about the node.

Figure 12 – Node Details Page 2 Info Popup

This popup displays some additional details of the node which were not displayed in **Node Details Page 2** such as NW Engineer, Site, Fault, Vendor and Contact details.

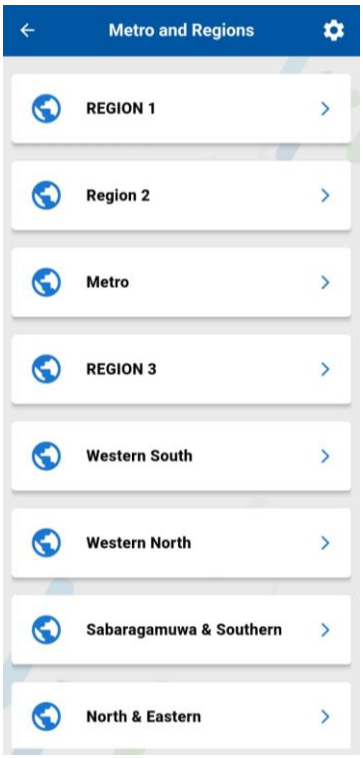

Figure 13 - Metro and Regions Page

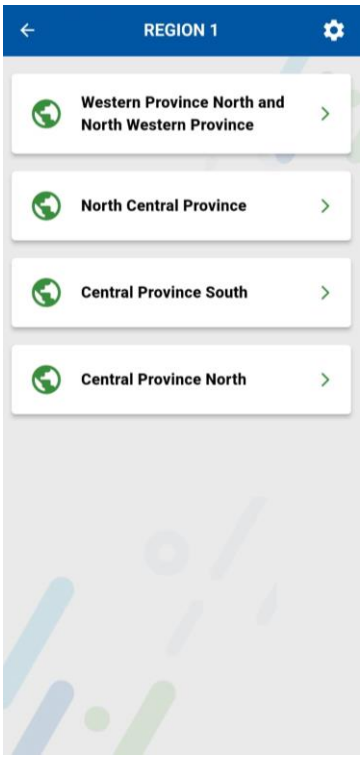

Figure 14 – Provinces Page

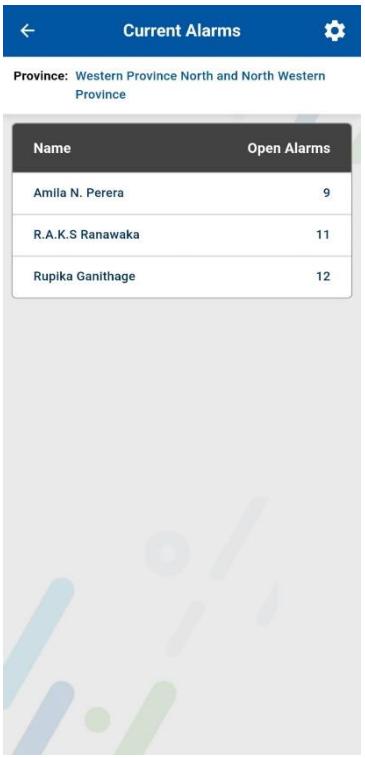

Figure 15 – Current Alarms Page

Figure 13 – Metro and Regions Page

This page displays all the regions where NW engineers are categorized into. You can select any region to view related provinces.

Figure 14 – Provinces Page

This page displays all the provinces associated with the selected region. A few of regions does not include any NW engineers to it.

Figure 15 – Current Alarms Page

This page displays the NW engineers associated with the selected province. For more info click here.

Figure 16 – Alarm Types Page

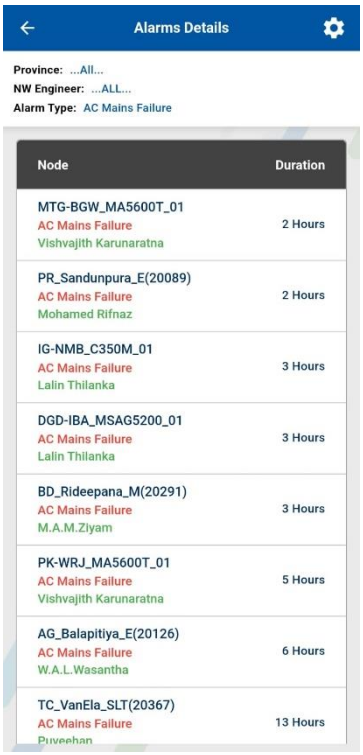

Figure 17 – Alarm Details Page

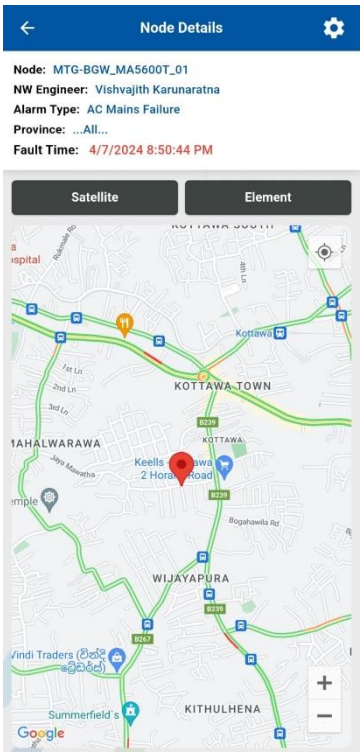

Figure 18 – Node Details Page

Figure 16 – Alarm Types Page

This page displays the alarm types with related open alarm counts for each alarm type. You can select …ALL… to view the alarm details of all the alarm types or select a specific alarm type to view associated alarm type details.

Figure 17 – Alarm Details Page

This page displays all the node names and other primary information categorized under the selected alarm type. You can select any node name to view additional details about the node and the alarm.

Figure 18 – Node Details Page

This page gives you a complete overview of the selected node including almost all the necessary details about the node and the alarm. For more info click here.

Element Locations Card

Figure 19 – Element Locations Page 1

Figure 20 –Element Locations Page 2

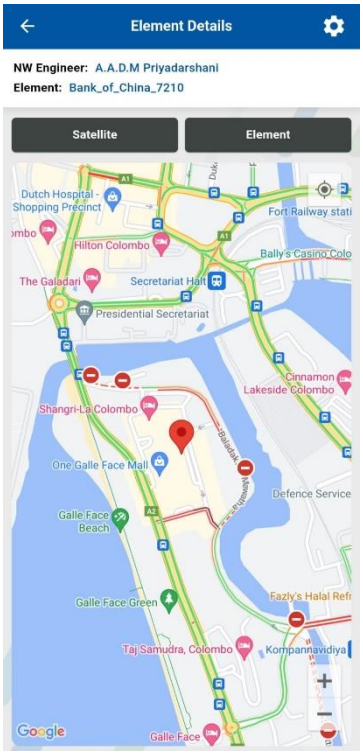

Figure 21 – Element Details Page

Figure 19 – Element Locations Page 1

This page shows all the NW engineers in all the regions and the element counts associated to them. In the elements count column, there are two values; **Number of all the elements assigned to the NW engineer** and **number of elements which have geo coordinates updated**. You can select any name to view the element names.

Example: If the element count is **10[1]**, 10 is the number of all the elements assigned and 1 is the number of elements which have geo coordinates updated in the system.

Figure 20 –Element Locations Page 2

In this page, you can see all the element names associated to the selected NW engineer. In the location column, it defines whether the element has geo location updated or not. If updated, it shows **OK** and if not, it shows **three asterisks (***)** in red color. You can select any element name to view details.

Figure 21 – Element Details Page

This page displays the element location in a Google Map. As in the Node Details page, there are two buttons; Satellite and Element and in the map, you can click the red marker to view more details.

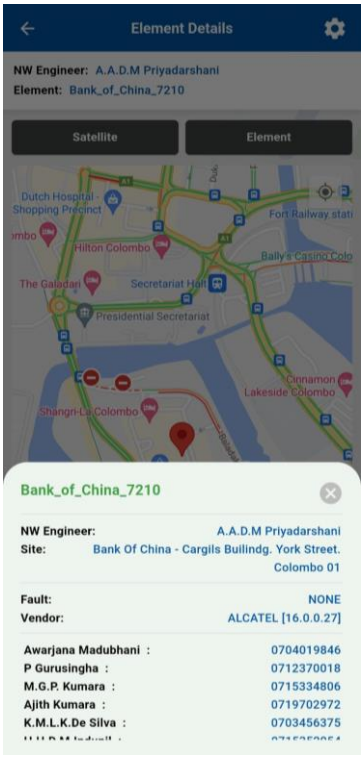

Figure 22 – Element Details Page Info Popup

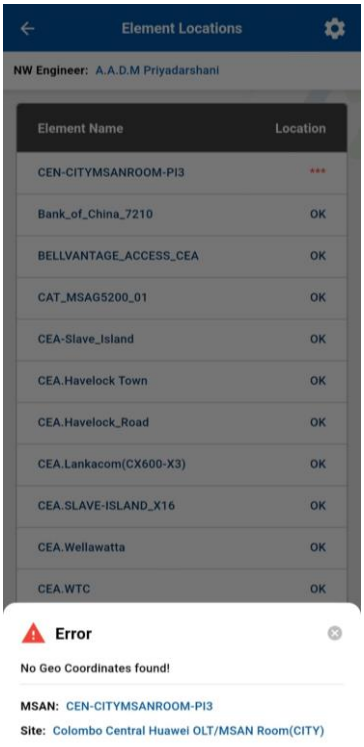

Figure 23 – Element Details Page Error Popup

Figure 22 – Element Details Page Info Popup

You will see this popup when you select an element which has geo coordinates updated (Value = Ok in the Location column). In this popup, you can see important data about the element such as Element name, NW engineer, Site, Fault, Vendor and some contact details.

Figure 23 – Element Details Page Error Popup

If you select an element which don't have geo coordinated updated, you will see this error popup indicating there is no geo coordinates found for the selected element.

Update Element Locations Card

Figure 22 – Update Element Locations Page 1

Figure 23 – Update Element Locations Page 2

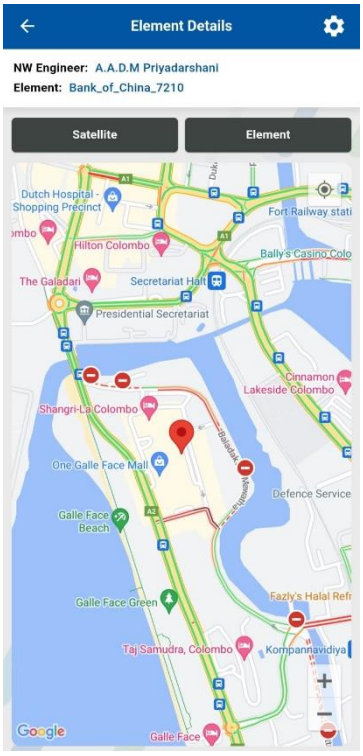

Figure 24 – Update Element Locations Page 3

Figure 22 – Update Element Locations Page 1

Same as in the Element Locations Page 1, this page shows all the NW engineers in all the regions and the element counts associated to them. **If you are a Network Engineer who has admin privileges**, you can update the location of any element that is only assigned to you. Firstly, you can choose your name from the table to view the element names.

Figure 23 – Update Element Locations Page 2

Same as in the Element Locations Page 2, you can see all the element names associated to the selected NW engineer. **If you are a NW engineer with admin privileges**, you can select any element name to update the location of it.

Figure 24 – Update Element Locations Page 3

If you are a **NW engineer with admin privileges**, this page allows you to set the coordinates by choosing the element location on the given map. Initially, it will show your current location on the map. If you are at the element's location, you can click the '**Set'** button to update the coordinates. If you are not at the element's location and you know the location in the map, you can move the marker to that place and click the '**Set'** button. '**Satellite'** button will switch the map mode to satellite view and '**My'** button will go to the current location. If you have NO ADMIN PRIVILEGES, you will get an error message when placing the marker on the map.

Elements Map Card

Figure 25 – Elements Map Page 1

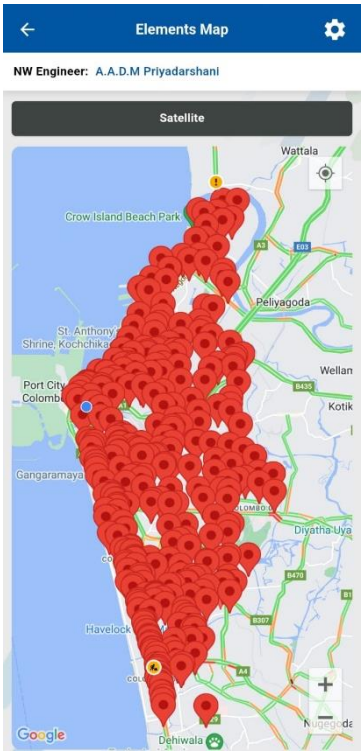

Figure 26 – Elements Map Page 2

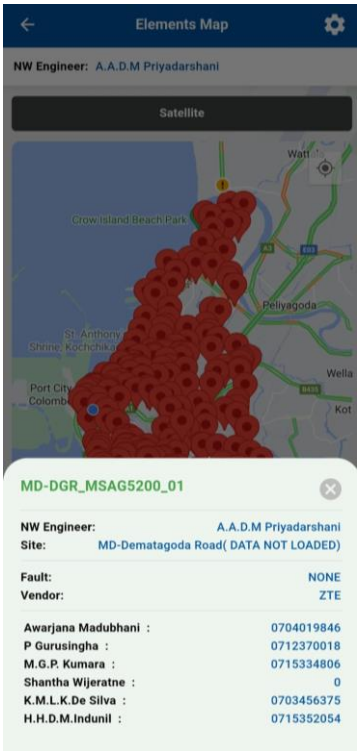

Figure 27 – Elements Map Info Popup Page

Figure 25 – Elements Map Page 1

Same as in the Element Locations Page 1, this page shows all the NW engineers in all the regions and the element counts associated to them. You can select any NW engineer name to view the locations of all the elements.

Figure 26 – Elements Map Page 2

This page will display the **locations of all the elements** assigned to the selected NW engineer in the provided Google Map. But it will show you **only** the elements which have **geo coordinates updated**. So, it is the responsibility of the NW engineers to update their element's locations.

Figure 27 – Elements Map Info Popup Page

You can see this popup when you click any red marker (element) on the Google Map. It will show you some **general information** about the element you selected including element name, Site, Fault (If any), Vendor and Contact Details of associated engineers.

OSS Card

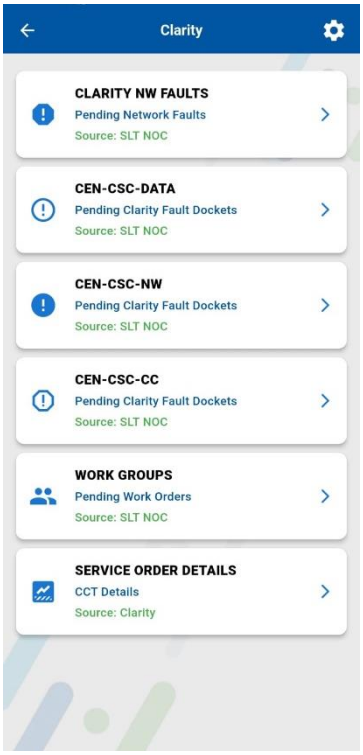

Figure 28 – OSS Options Page

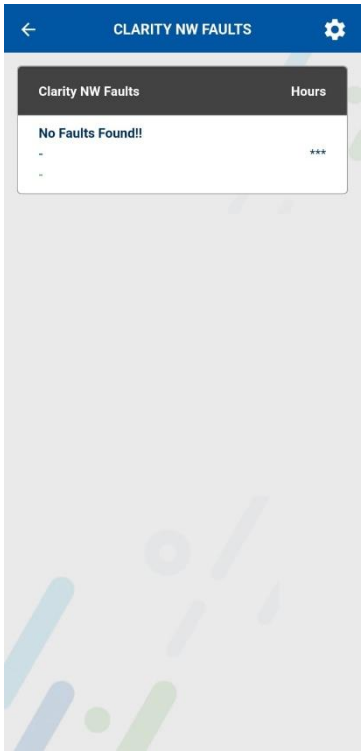

Figure 29 – Clarity NW Faults Page

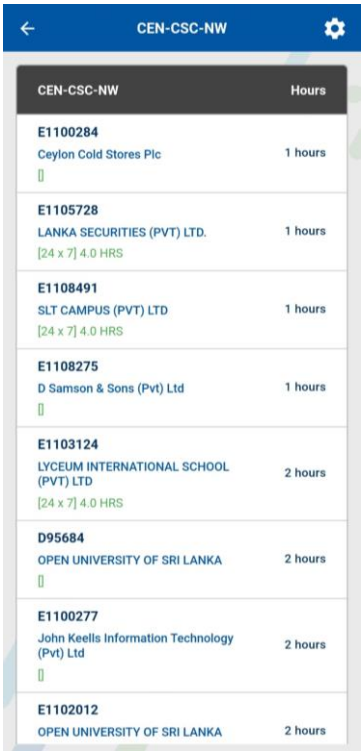

Figure 30 – CEN-CSC-NW page

Figure 28 – OSS Options Page

This page shows you the functions related to Operational Support System (OSS). You can access each function via clicking the relevant card; **Clarity NW Faults**, **CEN-CSC-DATA**, **CEN-CSC-NW**, **CEN-CSC-CC**, **Work Groups** and **Service Order Details**.

Figure 29 – Clarity NW Faults Page

Here you will see the Clarity Network Fault details if there are any. If there are no faults, you will see the **'No Faults Found'** message on the table.

Figure 30 – CEN-CSC-NW Page

In this page, you will see any pending clarity fault dockets related to CEN-CSC-NW. Each fault includes Circuit ID, Customer name, Time period which the work group must attend within and Elapsed time in hours. If there are no faults, it will display **'No Faults Found'** message on the table.

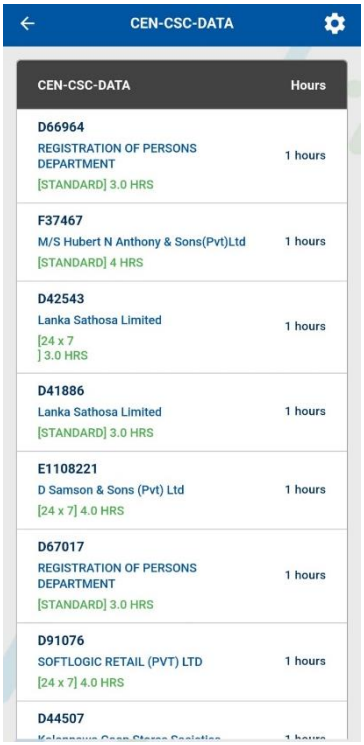

Figure 31 – CEN-CSC-DATA Page

Figure 32 – Work Groups Page 1

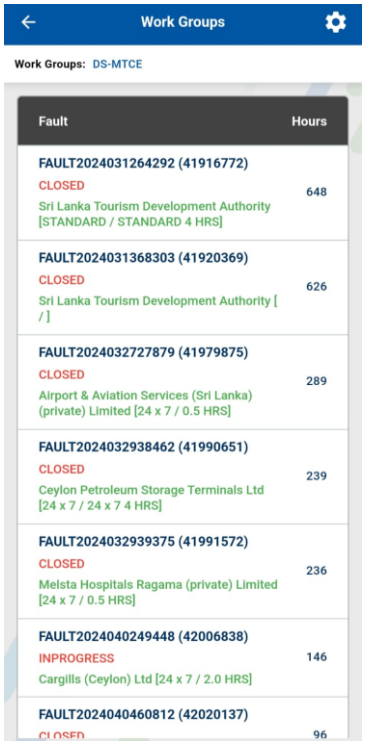

Figure 33 – Work Groups Page 2

Figure 31 – CEN-CSC-DATA Page

In this page, you will see any pending clarity fault dockets related to CEN-CSC-DATA. Each fault includes Circuit ID, Customer name, Time period which the work group must attend within and Elapsed time in hours. If there are no faults, it will display **'No Faults Found'** message on the table.

Figure 32 – Work Groups Page 1

Here you will see a list of work groups and a count of pending work orders for each of them. You can select the work group you need to view the details of the pending work orders.

Figure 33 – Work Groups Page 2

This page will show you all the pending work orders associated with the selected work group. In each work order, you can see the Fault ID, the status (In progress or closed), customer name and the time period which the work group must attend the work order within. In the Hours column, you can see the elapsed time in hours.

Figure 34 – Service Order Details Page 1

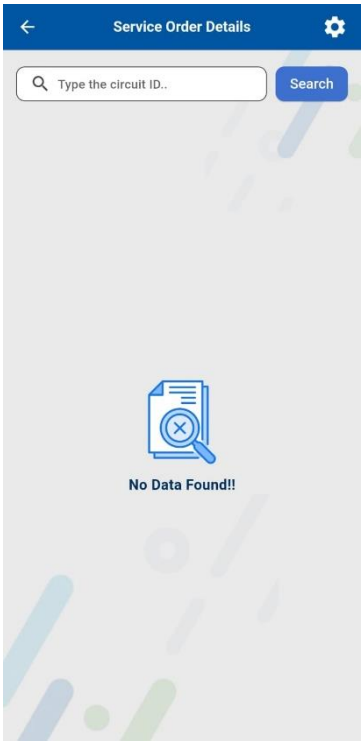

Figure 35 – Service Order Details Page 1

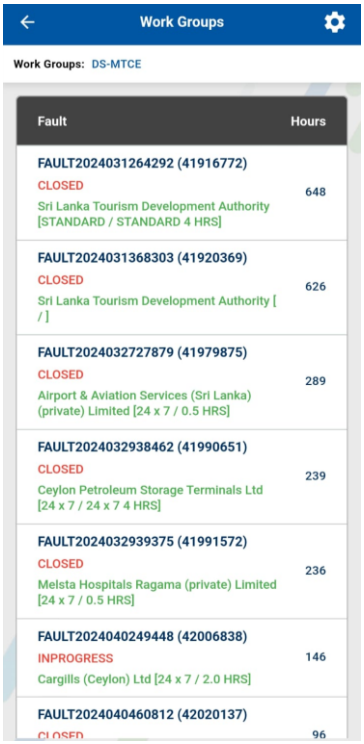

Figure 36 – Service Order Details Page 2

Figure 34 – CEN-CSC-CC Page

In this page, you will see any pending clarity fault dockets related to CEN-CSC-CC. Each fault includes Circuit ID, Customer name, Time period which the work group must attend within and Elapsed time in hours. If there are no faults, it will display **'No Faults Found'** message on the table.

Figure 35 – Service Order Details Page 1

This page allows you to view service order details by searching with the Circuit ID. You can type the **Circuit ID** in the search box and click on the **Search** button to view the service order details.

Figure 36 – Service Order Details Page 2

This page displays the service order details associated with the entered Circuit ID. If there are no details, it will display **'No Data Found'** message on the page.

Escalations Card

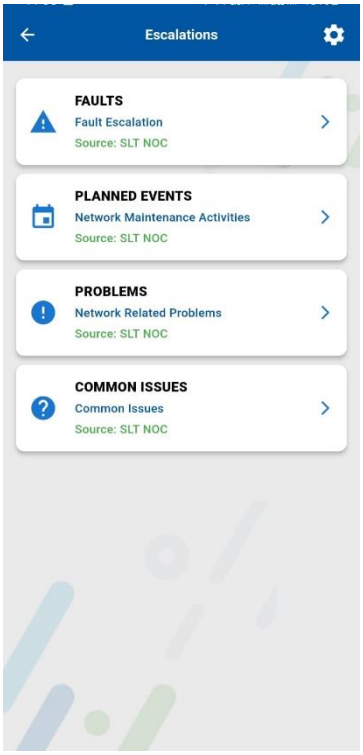

Figure 37 – Escalations Options Page

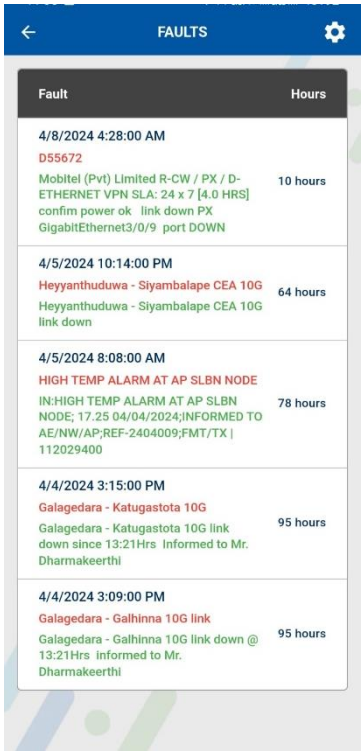

Figure 38 – Faults Page

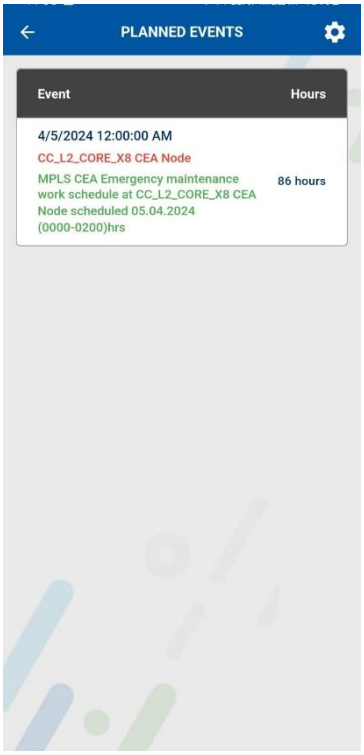

Figure 39 – Planned Events Page

Figure 37 – Escalations Options Page

This page shows you the functions related to Escalations. You can access each function via clicking the relevant card; **FAULTS**, **PLANNED EVENTS**, **PROBLEMS** and **COMMON ISSUES**.

Figure 38 – Faults Page

Here you will see any faults reported to the system. Each fault has the Fault submitted date and time, Fault heading, A brief description of the fault and Elapsed time in hours. When there are no faults, this page displays **'No Faults Found'** message.

Figure 39 – Planned Events Page

In this page, you will see any events such as node maintenances, etc. planned to perform in future. Each event has the Date and time which the event is scheduled to be performed, Event heading, A brief description about the event and a countdown in hours. If there are no planned events, it will display **'No Planned Events Found'** message on the table.

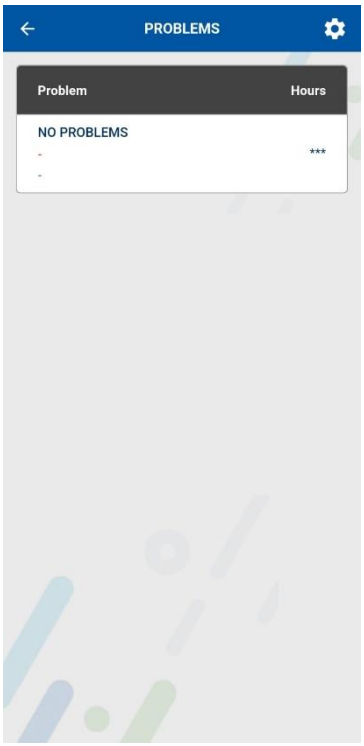

Figure 40 - Problems Page

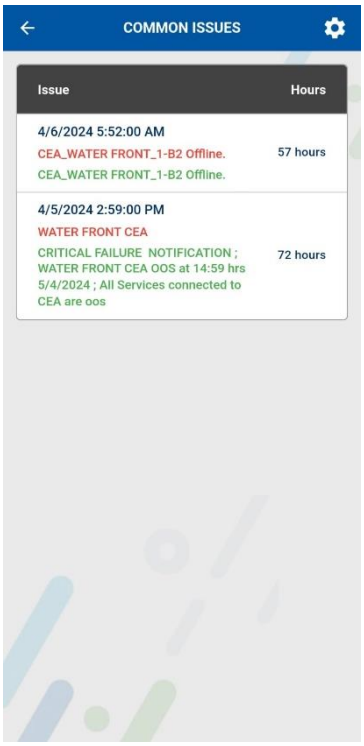

Figure 41 – Common Issues Page

Figure 40 – Problems Page

In this page, you will see any reported problems in the system. Each problem includes data such as the Problem heading, Elapsed time and a brief description about the problem. When there are no problems, this page displays **'No Problems Found'** message on the table.

Figure 41 – Common Issues Page

Here you will see a list of common issues submitted to the system. Each issue includes data such as Date and time of the issue submission, Issue heading and a brief description about the issue. In the Hours column, it specifies the Elapsed time of the issue submission. When there are no issues, it will display **'No Common Issues Found'** message on the table.

Planned Outages Card

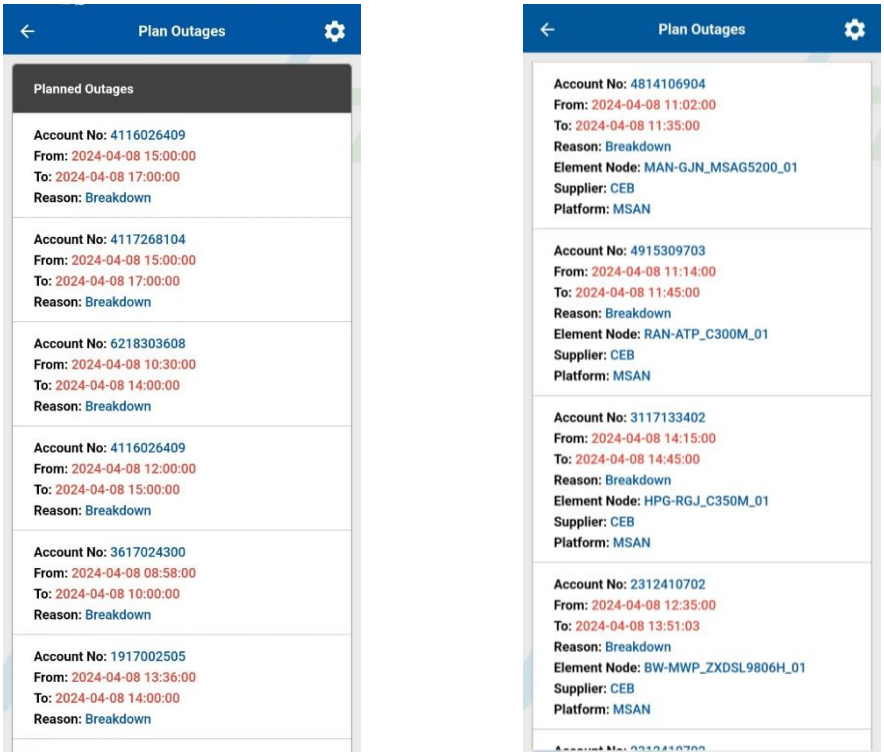

Figure 42 – Planned Outages Page

Figure 42 – Planned Outages Page

This page shows you the power outages scheduled to be performed in all the regions. Each power outage includes data such as Account number, Power outage starting date and time, Power outage ending date and time, Reason for the power outage, Element node which will be affected by the outage, Power supplier and the Platform of the node.

Note:

1. For **general users**, **all the outages** will be displayed. For the **NW Engineers**, only the **relevant outages** will be displayed.

2. For some power outages, data such as **Element Node**, **Supplier** and the **Platform** will **NOT** be displayed.

***** End of the file *****