

# SnJ User Guide

*SNJ is the Scheduling and Job Ticket Tool which helps track all the job/activity requests that are made, the resources assigned to them and the job status at any point in time. The main purpose of this tool is to avoid conflicts with respect to node as well as resources. The tool keeps the users updated of all the activities they have scheduled or assigned to depending on the role of the users.*

# Table of Contents

Log In Page .....	3
My Page .....	4
My Tickets View .....	5
My tickets Features .....	5
Job View .....	6
Add Job .....	8
Ticket Information .....	8
Ticket Creator Information .....	8
Job Basic Information .....	9
Node Information .....	10
Start /End Date & Time .....	11
Node Confilct.....	12
Edit.....	13
Edit Ticket Page View .....	14
Search .....	15
Search Type .....	15
Email Distribution Interface .....	16

## Log In Page

User will be logged in to the system using his Signum and password . If you are a PQR user you can use the same credentials to log in. If you are not subscribed into this group you have to request the Admin to add your profile to SnJ system

**PQR - SnJ**

**Please login to view this page.**

» Login with your username and password

username

password

Remember me for 2 weeks ☐

Submit

Enter your Signum & Password

Forgot password?



You will be redirected to the following page. Click SnJ Icon to get into the SnJ system



## My Page

My page consists of the following functions will be available in the tool for the users.

- Add a new job ticket.
- Edit a job ticket – edit all fields, edit certain fields, update status depending on the role.
- Assign resources to a job ticket / self assignment.
- Search for a job ticket.
- Add yourself to the email distribution lists.
- User Guide.



## My Tickets View

My tickets will show you Job Id, Organization, Scope of Work , Conflicts , Resource Assigned, Child tickets and Action Columns are shown.

### My tickets Features

- Each column has **Sort** capability to sort the data.
- User can define **Entries** view of the rows default is 10. Can be incremented by multiples of 25 up to 100 rows.
- Search function on this page is limited to the view of the table shown in my tickets.

The screenshot displays the 'My Tickets View' interface. At the top, there's a header 'PQR - SnJ'. Below it, a navigation bar includes a 'Back' link and buttons for 'Copy', 'CSV', 'Excel', and 'PDF'. The main area features a table with columns: Job ID, Rev, Created By, Org, SoW, Conflict Status, Resources Assigned, Child Tickets, and Action. The table shows 10 entries, with Job ID 14 highlighted. Red circles and arrows point to Job ID 14 and the 'Edit' link in the Action column. Below the table, a status bar indicates 'Showing 1 to 10 of 76 entries' and navigation links like 'First', 'Previous', 'Next', and 'Last'.

Job ID	Rev	Created By	Org	SoW	Conflict Status	Resources Assigned	Child Tickets	Action
1	1	progmgr	RAN E&O Integration	Parameter Change - RNC	No Conflict	Yes	1	Edit
10	1	progmgr	LDO NIC	IUCS Activation - New RNC	Conflict	Yes	1	Edit
11	1	progmgr	LDO NIC	IUCS Activation - New RNC	No Conflict			Edit
12	1	progmgr	RAN E&O Integration	NodeB Virtual Rebalance	No Conflict			Edit
13	1	progmgr	LDO NIC	IUCS Activation - New RNC	No Conflict			Edit
14	1	progmgr	LDO NIC	New Integration (lub over ATM)	No Conflict	Yes	3	Edit
15	1	progmgr	LDO NIC	IUCS Activation - New RNC	No Conflict	Yes	3	Edit
16	1	progmgr	LDO NIC	IUCS Activation - New RNC	No Conflict	Yes	3	Edit
17	1	progmgr	LDO NIC	0	No Conflict			Edit
18	1	progmgr	LDO NIC	New Integration (lub over ATM)	No Conflict			Edit

Showing 1 to 10 of 76 entries

First Previous 1 2 3 4 5 Next Last

Click to View JOB

Click to Edit JOB

## Job View

» Job 14

Date Created	2012-01-06 17:27:24
Signum	progmgr
Name	Program Manager
Organization	LDO NIC
Work Location	Unidentified ID
Customer	AT&T
Network Number	12345678
More ID	123
Request ID	
CCB Ticket Number	22222
Technology	WCDMA
Region	North East
Market	Chicago
Work Day Time	Week Day Time
Number of Engineers Needed	2
Request Type	Dedicated
Scope of Work	New Integration (lub over ATM)
MOP Link	ATT Sub over IP Node-B W11 Combo [Intra_Inter - MTSO] rehome
MOP Risk Level	High

» Job 14

Date Created	2012-01-06 17:27:24
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Name	Program Manager
Organization	LDO NIC
Work Location	Unidentified ID
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Network Number	12345678
More ID	123
Request ID	
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Work Day Time	Week Day Time
Number of Eng	2
Request Type	Dedicated
Scope of Work	New Integration (lub over ATM)
MOP Link	ATT Sub over IP Node-B W11 Combo [Intra_Inter - MTSO] rehome
MOP Risk Level	High

TASK INFORMATION

Job Id	Task Id	Rev	Start Date	End Date	Start Time	End Time
14	1	1	2012-01-07	2012-01-14	10:00:00	17:00:00
14	2	1	2012-01-07	2012-01-14	10:00:00	17:00:00
14	3	1	2012-01-07	2012-01-14	10:00:00	17:00:00

Showing 1 to 3 of 3 entries

First Previous 1 Next Last

NODE INFORMATION

Job Id	Task Id	Concerned Node	Node Type	Source Node	Target Node	Adjacent Nodes
14	1	SPU110PC08009	RNC			
14	1	ATT00000	OS			
14	1	1760000	NodeB			
14	2	RNC	RNC			
14	2	JAGUAR	OS			
14	2	88000	NodeB			
14	3					

Showing 1 to 7 of 7 entries

First Previous 1 Next Last

ADD ANOTHER JOB

Job View will give you details for the the following

1. Job info
2. Task info
3. Node info
4. Recourse info

## Job View Contd...

The diagram illustrates the workflow for viewing job details. It starts with a small thumbnail of a job list at the top left. A magnifying glass icon is positioned in the center, with a red arrow pointing from it to the 'TASK INFORMATION' section. Another red arrow points from the magnifying glass to the 'NODE INFORMATION' section. A third red arrow points from the 'NODE INFORMATION' section to a blue button labeled 'Click to add'. A fourth red arrow points from the 'Click to add' button to a red oval containing the text 'ADD ANOTHER JOB'. A fifth red arrow points from the 'Click to add' button to a blue box containing the text 'Concerned nodes with corresponding'.

**TASK INFORMATION**

Show 10 entries

Job Id	Task Id	Rev	Start Date	End Date	Start Time	End Time
14	1	1	2012-01-07	2012-01-14	10:00:00	17:00:00
14	2	1	2012-01-07	2012-01-14	10:00:00	17:00:00
14	3	1	2012-01-07	2012-01-14	10:00:00	17:00:00

Showing 1 to 3 of 3 entries

First Previous 1 Next Last

**NODE INFORMATION**

Show 10 entries

Job Id	Task Id	Concerned Node	Node Type	Source Node	Target Node	Adjacent Nodes
14	1	IPLYINPCRB09	RNC			
14	1	ATTOSS34	OSS			
14	1	INU2291	NodeB			
14	2	RNC5	RNC			
14	2	JAGUAR	OSS			
14	2	RBS26	NodeB			
14	3					

Showing 1 to 7 of 7 entries

First Previous 1 Next Last

**ADD ANOTHER JOB**

**Click to add**

**Concerned nodes with corresponding**

## Add Job

Click + sign icon button to create a job

It Depends on the organization limited to the following

- RAN E&O NDS.
- LDO.
- Utran Systems Engineering.
- CR.
- IBC.
- Customer Support Software Deployment.

Add job Consist of the following Sections

### Ticket Information

Date Created

### Ticket Creator Information

User Credentials

The form is divided into two main sections: **Ticket Information** and **Ticket Creator Information**.

**Ticket Information** includes a field for **Date Created**, which is set to **Mon Jan 2012**.

**Ticket Creator Information** includes fields for **Signum** (set to **progmgr**), **Name** (set to **Program Manager**), **Organization**, and **Work Location**. Both **Organization** and **Work Location** are dropdown menus with a "--Select--" placeholder.

Red arrows point from the **Organization** and **Work Location** dropdowns to their respective selection lists:

- Organization Selection List:**
  - Select--
  - Select--
  - RNAM NIC Canada
  - RNAM NIC Plano
  - RNAM NDS Plano
  - RNAM RDC Brazil
  - RNAM RDC India
  - RNAM RDC Mexico
  - RNAM NIC Remote
  - RNAM NDS Remote
  - Other
- Work Location Selection List:**
  - Select--
  - Select--
  - RAN E&O Integration
  - RAN E&O NDS
  - LDO NIC
  - Utran Engineering Systems
  - CR



## Job Basic Information

The screenshot displays the 'Job Basic Information' form with several dropdown menus highlighted by red arrows. The form fields are as follows:

- Customer:** A dropdown menu with options: AT&T, T-Mobile, Rogers, Verizon, MetroPCS, Mobilicity, CBW, CCI Telecom, Other.
- Network Number:** A text input field.
- More ID:** A text input field.
- Request ID:** A text input field.
- CCB Ticket Number:** A text input field.
- Technology:** A dropdown menu with options: WCDMA, GSM, LTE, CDMA.
- Region:** A dropdown menu with options: North East, South East, North West, South West, North Central, South Central.
- Market:** A dropdown menu with options: Indy, Chicago, Texas, Oklahoma, Arkansas, Pittsburgh, Boston, BridgePort, Virginia, Middletown, Vermont, Westbrook, Atlanta, Alabama, Jackson, Louisiana, North Florida, Tennessee Kentucky, South Florida.
- Work Day Time:** A dropdown menu with options: Week Day Time, Week Maintenance Window Time, Weekend Day Time, Weekend Maintenance Window Time.
- No Of Eng Needed:** A text input field.
- Priority:** A dropdown menu with options: High, Medium, Low.
- Scope Of Work:** A dropdown menu with options: NodeB Rehome, NodeB Virtual Rebalance, Node Rip & Replace, RBS HW Changes, RNC Expansion, RNC Rehome, SGSN Rehome, Parameter Change - RNC, Parameter Change - RBS, Parameter Change - Other, Capacity Augmentation, ATM to IP Conversion, RNC - ACPS Activation, Post MW Checks, RBS - TMA DB Corruption Change, PCN408 - ISL Cable Replacement, IUCS Activation - New RNC, IUPS Activation - New RNC.
- Parallely Running Activity:** A checkbox.
- Mop Risk Level:** A dropdown menu with options: High, Medium, Low.

## Node Information

**NODE INFORMATION**

<b>Node Entry Type</b>	Text Area
<b>Node Reparenting</b>	<input checked="" type="checkbox"/>
<b>Node Granularity</b>	eNodeB
<b>Target Node</b>	Enter RNC Target Node info here
<b>Adjacent Nodes</b>	Enter RNC Adjacent Nodes Node info here
<b>Target Node</b>	Enter Target Node info here
<b>Adjacent Nodes</b>	Enter Adjacent Nodes Node info here
<b>Concerned Nodes</b>	

Check the Box for ReParenting : the Target and

--Select--  
--Select--  
Text Area  
Excel File Upload


--Select--  
--Select--  
eNodeB  
MME  
OSS

Technology WCDMA

--Select--  
--Select--  
NodeB  
RNC  
OSS  
MCW  
MSC Server  
HLR  
SCP  
STP  
MSN  
SGSN  
CGSN

The diagram illustrates the 'Node Information' form and its associated dropdown menus. The form contains several fields: 'Node Entry Type' (a dropdown menu), 'Node Reparenting' (a checkbox), 'Node Granularity' (a dropdown menu), 'Target Node' (a text area), 'Adjacent Nodes' (a text area), 'Target Node' (a text area), 'Adjacent Nodes' (a text area), and 'Concerned Nodes' (a text area). Red arrows indicate the flow of data from the form fields to the dropdown menus. A blue box highlights the 'Node Reparenting' checkbox and the 'Target and Adjacent Nodes' fields.

## Start /End Date & Time

Project Start Date	<input type="text"/>	
Project End Date	<input type="text"/>	
Start Time	<input type="text" value="12"/> : <input type="text" value="00"/> <input type="text" value="am"/>	
End Time	<input type="text" value="5"/> : <input type="text" value="00"/> <input type="text" value="am"/>	
Maintenance Window Start Date	<input type="text"/>	
Maintenance Window End Date	<input type="text"/>	
Maintenance Window Start Time	<input type="text" value="12"/> : <input type="text" value="00"/> <input type="text" value="am"/>	
Maintenance Window End Time	<input type="text" value="5"/> : <input type="text" value="00"/> <input type="text" value="am"/>	
Additional Notes	<div><div></div></div>	

**Enter Date & Time for the Job for both Day &**

**Enter Notes that were discussed with Peers**

**TICKET STATUS**

Job Status

**Save**

## TICKET STATUS

**Ticket Status**

*No Modifications*

*Modification to the Engineer Count as per agreement - by PM/IM*

*Modification to the Engineer Count as per agreement - by LM*

*Modification to the Start and End Date/Time as per agreement - by PM/IM*

*Modification to the Start and End Date/Time as per agreement - by LM*

## Node Conflict

Node conflict will pop when there is any conflict with Nodes assigned by PM/IM at the same time. Some of Scope of work can be run in parallel. The resolution can happen once the concerned PM/IM makes a decision.

1. Check if the Scope of Work can run in Parallel.
2. Change the Time or Node, which the ticket will be stored as Revised.
3. PM can still push the Ticket to submit mode, where as the LM can not assign the resources because the status of the Node in Conflict stage.

## Node Conflict

### » CONFLICT RESOLUTION PAGE

#### CONFLICTS DETECTED

Node Name	Job conflicting with	Created by	Scope of Work
RBS26	194		
INU2291	194		
RBS26	194	Program Manager	NodeB Rehome

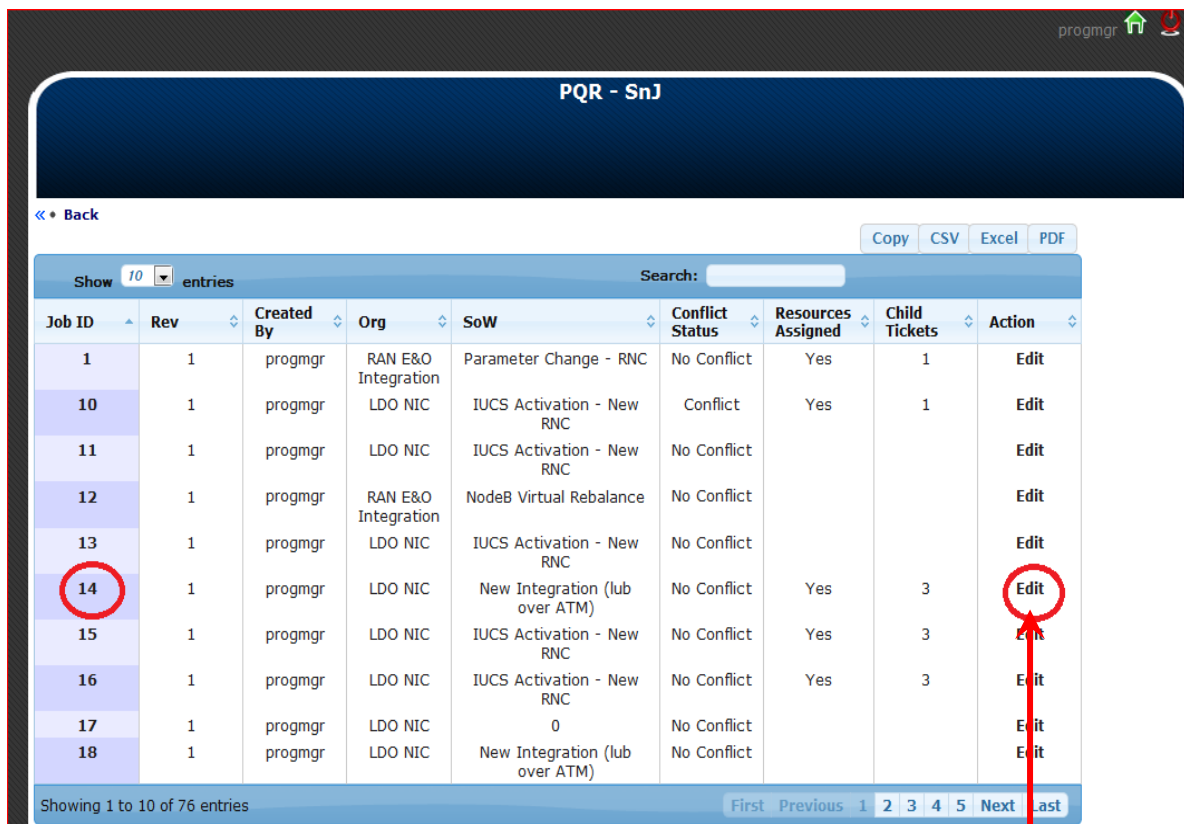
#### Approval Comments

PM/IM - input the details of their communication and resolution details

Submit Ticket

## Edit

This is a hyperlink found in the My Tickets view of PM for every Job ID.



The screenshot shows a web application interface for 'PQR - SnJ'. At the top, there's a header with 'progmgr' and a home icon. Below the header is a dark blue bar with the text 'PQR - SnJ'. Underneath, there's a navigation bar with '<< Back' and buttons for 'Copy', 'CSV', 'Excel', and 'PDF'. A search bar is also present. The main content is a table with columns: Job ID, Rev, Created By, Org, SoW, Conflict Status, Resources Assigned, Child Tickets, and Action. The table contains 10 entries, with Job ID 14 circled in red. The 'Edit' link in the Action column for Job ID 14 is also circled in red. A red arrow points from a blue callout box below the table to this 'Edit' link. The footer of the table shows 'Showing 1 to 10 of 76 entries' and pagination controls.

Job ID	Rev	Created By	Org	SoW	Conflict Status	Resources Assigned	Child Tickets	Action
1	1	progmgr	RAN E&O Integration	Parameter Change - RNC	No Conflict	Yes	1	Edit
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13	1	progmgr	LDO NIC	IUCS Activation - New RNC	No Conflict			Edit
14	1	progmgr	LDO NIC	New Integration (lub over ATM)	No Conflict	Yes	3	Edit
15	1	progmgr	LDO NIC	IUCS Activation - New RNC	No Conflict	Yes	3	Edit
16	1	progmgr	LDO NIC	IUCS Activation - New RNC	No Conflict	Yes	3	Edit
17	1	progmgr	LDO NIC	0	No Conflict			Edit
18	1	progmgr	LDO NIC	New Integration (lub over ATM)	No Conflict			Edit

Click to  
Edit JOB

PM/IM – Most fields modifiable **except**

- Scope of Work.
- Any node information.
- Job Status.

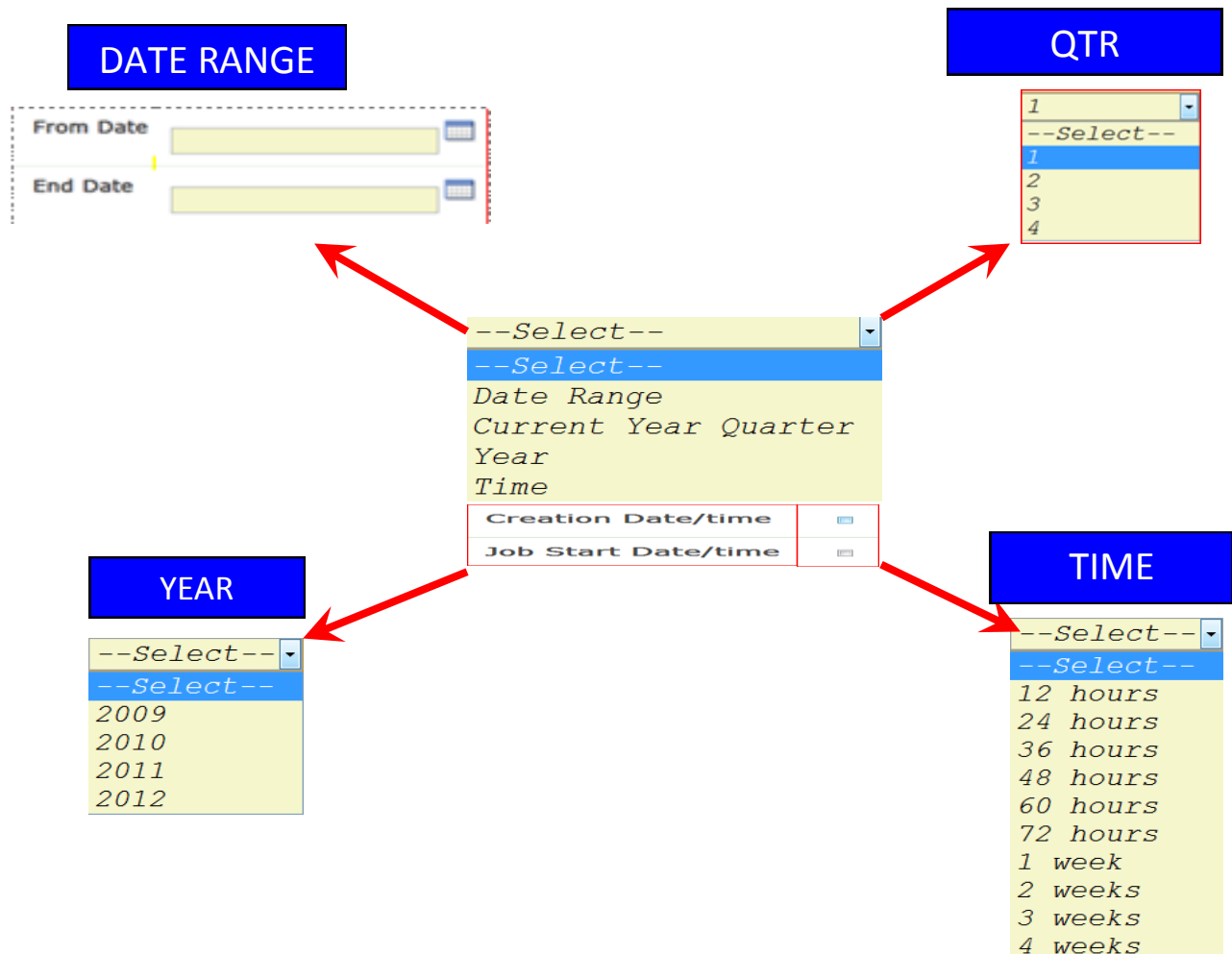
## Edit Ticket Page View

A Ticket Information	
Date Created: Tue Jan 2012	
Ticket Creator Information	
Signature	pragade
Name	Program Manager
Organization	LOD NYC
Work Location	--select--
Job Basic Information	
Customer	AT&T
Network Number	12345678
Work ID	123
Request ID	
CCB Ticket Number	22222
Technology	--select--
Region	North East
Market	--select--
Work Day Time	Week day time
No Of Eng Needed	2
Priority	--select--
Scope Of Work	--select--
Parallelly Running Activity	<input type="checkbox"/>
W O P Link	--select--
Max Risk Level	High
Node Information	
Node Entry Type	--select--
Node Granularity	--select--
Project Start Date	
Project End Date	
Start Time	12 00 AM
End Time	5 00 AM
Additional Notes	
Ticket Status	
Job Status	new ticket
Submit	

## Search

Search can be done on any filed of the Add job page and also by search type

### Search Type



## **Email Distribution Interface**

Screens to be attached