



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.

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Log In Page

User will be logged in to the system using their 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

Forgot password?



Enter your Signum & Password

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

Welcome progmgr!


Add User


Manage Users


Edit Personal Information


Change Password

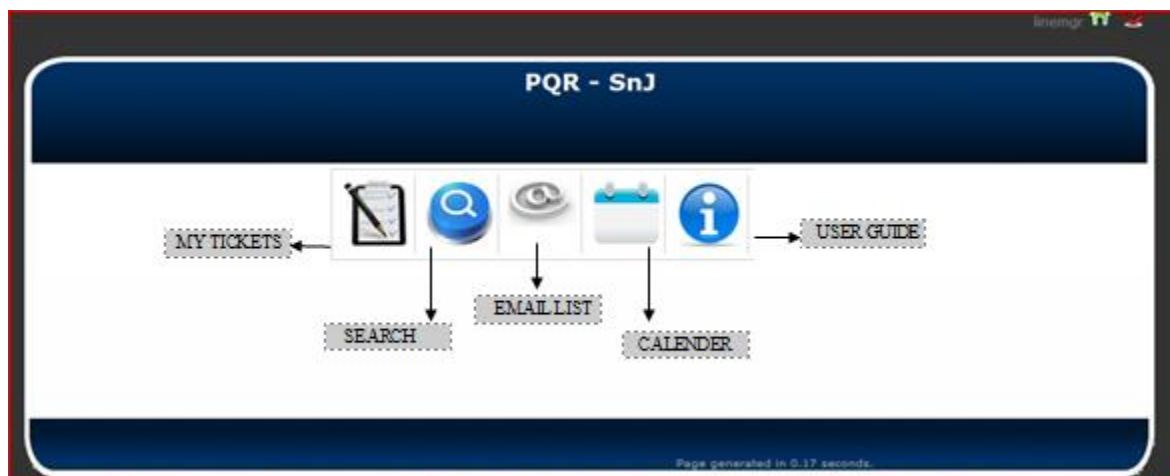

Logout


SNJ

My Page

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

- 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.

My Tickets

[« Back](#)

Copy CSV Excel PDF

<div> Show 10 entries <div>Search:</div> </div>								
Job ID	Rev	Created By	Org	SoW	Conflict	Resources Assigned	Child Tickets	Action
10	1	progmgr	RAN E&O Integration	NodeB Virtual Rebalance	No	No	2	Edit
11	1	progmgr	RAN E&O Integration	NodeB Virtual Rebalance	No	No	2	Edit
12	1	progmgr	RAN E&O Integration	NodeB Virtual Rebalance	No	Yes (4 of 3)	2	Edit
13	2	progmgr	RAN E&O Integration	NodeB Rehome	No	No	3	Edit
14	1	progmgr	RAN E&O Integration	NodeB Rehome	No	No	1	Edit
15	2	linemgr1	RAN E&O Integration	NodeB Rehome	No	Yes (3 of 2)	1	Edit
16	1	progmgr	RAN E&O Integration	Node Rip & Replace	No	Yes	1	Edit
17	1	progmgr	RAN E&O Integration	NodeB Virtual Rebalance	No	No	2	Edit
5	1	progmgr	RAN E&O Integration	NodeB Virtual Rebalance	No	Yes	2	Edit
6	3	progmgr	RAN E&O Integration	NodeB Virtual Rebalance	No	Yes (4 of 2)	2	Edit

Showing 1 to 10 of 12 entries

First
Previous
1
2
Next
Last

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
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 Num	22222
Technology	WCDMA
Region	North East
Market	Chicago
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...

» Job 1

Date Created	2012-01-23 20:51:57
Signum	progmgr
Name	Program Manager
Organization	LDO NIC
Work Location	RNAM NIC Plano
Customer	AT&T
Network Number	32584911
More ID	8684569
Request ID	12123213
CCB Ticket Number	12489572
Technology	WCDMA
Region	North East
Market	Texas
Work Day Time	Week Day Time
Number of Engineers Needed	2
Request Type	HotLine
Scope of Work	New Integration (lub over ATM)
MOP Link	METHOD OF PROCEDURE - AT&T Generic W11 NodeB Rehome with MSN
MOP Risk Level	Medium

» Job 1	
Date Created	2012-01-23 20:51:57
Signum	progmgr
Name	
Organization	
Work Location	
Customer	
Network Number	
More ID	
Request ID	
CCB Ticket Number	
Technology	
Region	
Market	
Work Day Time	
Number of Engineers Needed	2
Request Type	HotLine
Scope of Work	New Integration (lub over ATM)
MOP Link	METHOD OF PROCEDURE - AT&T Generic W11 NodeB Rehome with MSN
MOP Risk Level	Medium

TASK INFORMATION							
Job ID	Task ID	Seq	Start Date	End Date	Start Time	End Time	
1	1	1	2012-01-23	2012-01-23	20:00:00	20:00:00	
1	2	2	2012-01-23	2012-01-23	21:00:00	22:00:00	

NODE INFORMATION					
Job ID	Task ID	Node ID	Node Name	Node Type	Action
1	1	1	W11	NodeB	Get Node Code
1	2	2	W11	NodeB	Get Node Code

Task Information

Click Add Resource Link to assign a resource Except for **LDO**. In LDO the resource will nbe

It Depends on the organization limited to the following

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

TASK INFORMATION							
Show 10 entries							
Job Id	Task Id	Rev	Start Date	End Date	Start Time	End Time	Action
10	1	1	2012-01-26	2012-01-26	06:00:00	07:00:00	Add-Resource
10	2	1	2012-01-26	2012-01-26	06:00:00	07:00:00	Add-Resource
Showing 1 to 2 of 2 entries						First Previous 1 Next Last	

Add Resource

Date Created: Tue Jan 2012
Job I D: 10

Task I D: 1

RESOURCES

Add Resource

User Signum

Resource Name:

Resource Designation:

Start Date

2012-01-26

End Date

2012-01-26

Start Time

6

:00

am

End Time

7

:00

am

Flexible

☒

Availability

100

Location

Onsite

Add Resource

Job Id	Task Id	User Signum	designation	start date	start time	end date	end time	location	availability
--------	---------	-------------	-------------	------------	------------	----------	----------	----------	--------------

RESOURCE ALLOCATION COMPLETED

Mop Risk Validation

 **NO SENIOR ALLOCATED FOR HIGH RISK TASK**

[<< Back](#)
ENTER YOUR COMMENTS HERE

Approved ☐

Enter reason for MOP Risk level

SUBMIT

Node Information

NODE INFORMATION

Show 10 entries				
Job Id	Task Id	Concerned Node	Node Type	Action
10	1	RNC5	RNC	Gen Auth Code
		JAGUAR	OSS	Gen Auth Code
		RBS26	NodeB	Gen Auth Code
10	2	RNC15	RNC	Gen Auth Code
		JAGUAR	OSS	Gen Auth Code
		RBS36	NodeB	Gen Auth Code

Showing 1 to 6 of 6 entries

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Authorization Code Generation for Restriction commands

AUTHORIZATION

Signum	linemgr1
Job ID	10
Task ID	2
Node Name	RNC5
AUTH CODE	8342665

My Tickets

Resource Information

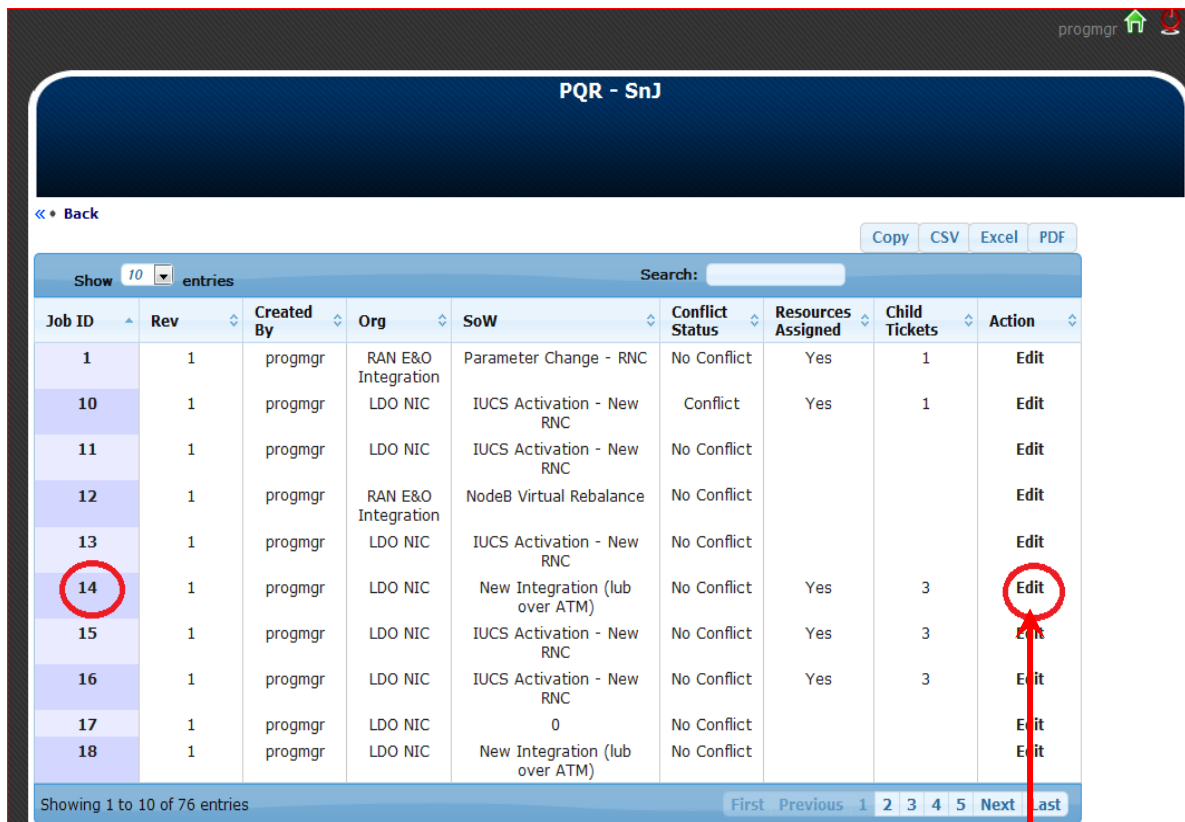
RESOURCE INFORMATION									
Job ID	Task ID	Signum	Designation	Start Date	Start Time	End Date	End Time	Availability	Action
10	1	engranjr		2012-01-26	06:00:00	2012-01-26	07:00:00	100	Extend Time/Outage



EXCEPTION

Signum	linemgr1
Job ID	10
Task ID	1
Resource Signum	engranjr
End Time	--:--:--
Outage	<input type="checkbox"/>

Edit

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



progmgr  

PQR - SnJ

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Copy CSV Excel PDF

Show 10 entries Search:

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

- End Date.
- Start Time.
- End Time.
- Extend End Time Checkbox.
- Outage.
- *Add Resources Button.*
- *Generate Authorizarion Code Button*

Click to
Edit JOB

LM – Only 9 fields modifiable

- Number of engineers Required.
- Start Date.
- End Date.
- Start Time.
- End Time.
- Extend End Time Checkbox.
- Outage.
- *Add Resources Button.*
- *Generate Authorizarion Code Button*

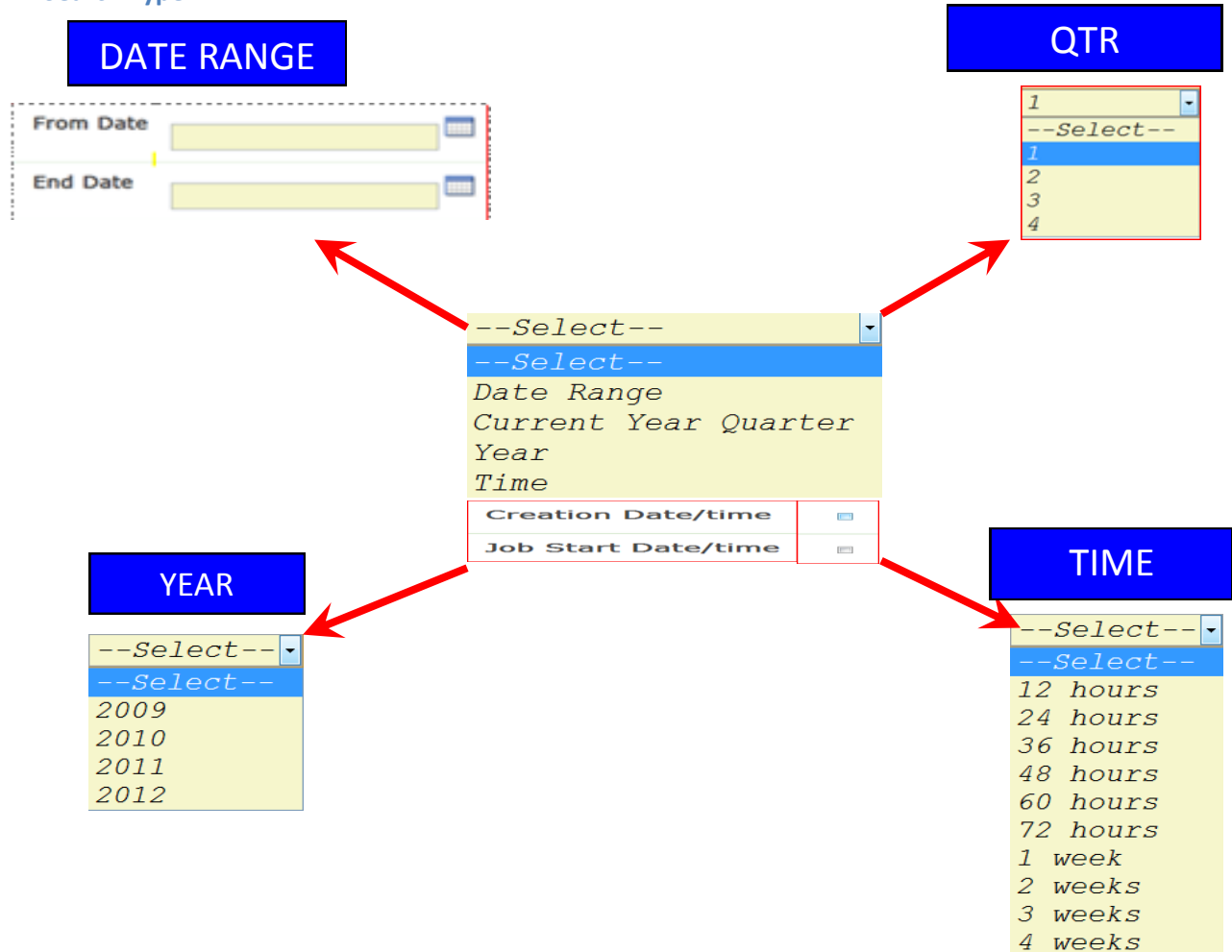
Edit Ticket Page View

A Ticket Information	
Date Created: Tue Jan 2012	
Ticket Creator Information	
Signature	prognos
Name	Program Manager
Organization	ADD HERE
Work Location	--select--
Job Basic Information	
Customer	TEST
Network Number	12345678
Work ID	123
Request ID	
CCS Ticket Number	22222
Technology	--select--
Region	North East
Market	--select--
Work Day Time	week day time
No Of Eng Needed	1
Priority	--select--
Scope Of Work	--select--
Parallelly Running Activity	<input type="checkbox"/>
W O P Link	--select--
Work 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

Search

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

Search Type



Email Distribution Interface

This module allows the user to subscribe for the email distribution lists in two ways

Based on Organization, Region & Customer

Existing distribution list

SUBSCRIBE TO DISTRIBUTION LIST

Signum

engineer1

Name

Engineer Snj

Which distribution list do you want to subscribe to?

☒ Select an existing distribution list

☐ Create a new distribution list

Select Distribution List

--Select--

Subscribe

--Select--

--Select--

SNJ_LDONIC_TMOBILE_ALL

SNJ_RANEONDS_VERIZON_NORTHEAST

SNJ_CR_ATT_SOUTHEAST

SNJ_ULTRANENGINEERINGSYSTEMS_ROGERS_SOUTHCENTRAL

New distribution list

• Create a new distribution list

Organization
--Select--

Customer
--Select--


Region
--Select--

Subscribe

--Select--
--Select--
RAN E&O Integration
RAN E&O NDS
LDO NIC
Ultram Engineering Systems
CR

--Select--
--Select--
North East
South East
North West
South West
North Central
South Central

--Select--
--Select--
AT&T
T-Mobile
Rogers
Verizon
MetroPCS
Mobility
CBW
GCI Telecom
Other

 You have now subscribed to this distribution list: SNJ_LDONIC_TMOBILE_ALL

• **Back**

You have subscribed to the following distribution lists:

- SNJ_LDONIC_TMOBILE_ALL

• **Subscribe to Distribution Lists**