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

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

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 | SEARCH | EMAIL LIST | CALENDER |

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.

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

Click to View JOB

Click to Edit JOB
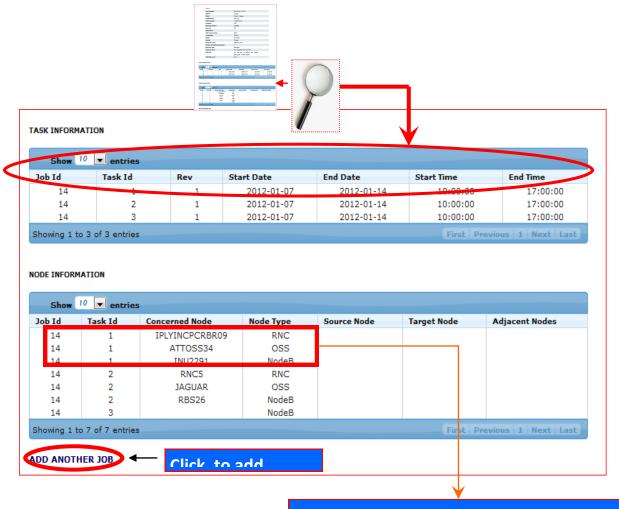
Job View

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...

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	IPLYINCPCRBR09	RNC			
14	1	ATTOSS34	OSS			
14	1	INU2291	NodeB			
14	2	RNC5	RNC			
14	2	JAGUAR	OSS			
14	2	RBS26	NodeB			
14	3		NodeB			

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 Dependents on the organization limited to the following

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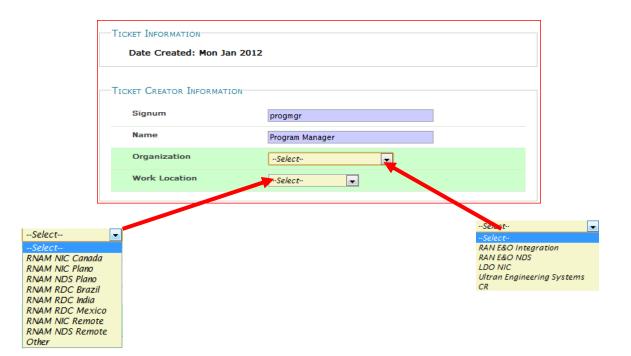- IBC.
- Customer Support Software Deployment.

Add job Consist of the following Sections

Ticket Information

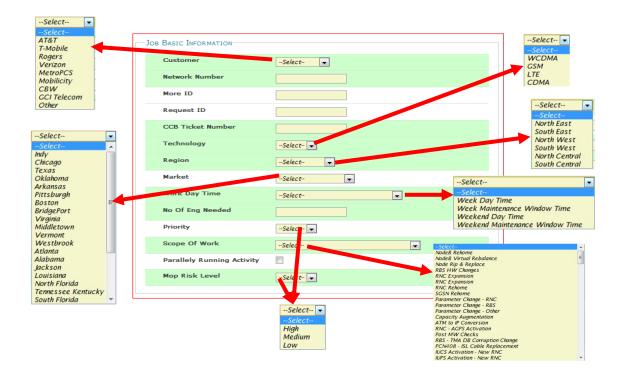Date Created

Ticket Creator Information

User Credentials

TICKET INFORMATION

Date Created: Mon Jan 2012

TICKET CREATOR INFORMATION

Signum	progmgr
Name	Program Manager
Organization	--Select--
Work Location	--Select--

--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

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

Job Basic Information

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

--Select--
--Select--
WCDMA
GSM
LTE
CDMA

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

--Select--
--Select--
Indy
Chicago
Texas
Oklahoma
Arkansas
Pittsburgh
Boston
BridgePort
Virginia
Middletown
Vermont
Westbrook
Atlanta
Alabama
Jackson
Louisiana
North Florida
Tennessee Kentucky
South Florida

Job Basic Information

Customer	--Select--
Network Number	
More ID	
Request ID	
CCB Ticket Number	
Technology	--Select--
Region	--Select--
Market	--Select--
Work Day Time	--Select--
No Of Eng Needed	
Priority	--Select--
Scope Of Work	--Select--
Parallely Running Activity	☐
Mop Risk Level	--Select--

--Select--
--Select--
Week Day Time
Week Maintenance Window Time
Weekend Day Time
Weekend Maintenance Window Time

--Select--
--Select--
High
Medium
Low

--Select--
NodeB Rehome
NodeB Virtual Rebalance
Node Rip & Replace
RBS HW Changes
RNC Expansion
RNC Expansion
RNC Rehome
SGSN Rehome
Parameter Change - RNC
Parameter Change - RBS
Parameter Change - Other
Capacity Augmentation
ATM to IP Conversion
RNC - AGPS Activation
Post MW Checks
RBS - TMA DB Corruption Change
PCN408 - ISL Cable Replacement
IUCS Activation - New RNC
IUPS Activation - New RNC

Node Information

NODE INFORMATION

Node Entry Type	Text Area
Node Reparenting	☑
Node Granularity	eNodeB
Target Node	Enter RNC Target Node info here
Adjacent Nodes	Enter RNC Adjacent Nodes Node info here
Target Node	Enter Target Node info here
Adjacent Nodes	Enter Adjacent Nodes Node info here
Concerned Nodes	

--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
- SCSN
- CCSN

Check the Box for ReParenting : the Target and

Start /End Date & Time

Project Start Date	[_____] 📅
Project End Date	[_____] 📅
Start Time	[12 ▼] : [00 ▼] [am ▼]
End Time	[5 ▼] : [00 ▼] [am ▼]
Maintenance Window Start Date	[_____] 📅
Maintenance Window End Date	[_____] 📅
Maintenance Window Start Time	[12 ▼] : [00 ▼] [am ▼]
Maintenance Window End Time	[5 ▼] : [00 ▼] [am ▼]

Enter Date & Time for the Job for both Day &

Additional Notes	[_____]

Enter Notes that were discussed with Peers

TICKET STATUS

Job Status	New Ticket

[Save]

TICKET STATUS

Ticket Status

No Modifications ▼
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 Confilct

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 Parallell.
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 a s the LM can.not assign the resources because the status of the Node in Conflict stage.

Node Conflict

» CONFLICT RESOULTION 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 resulution details

Submit Ticket

Edit

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

PM/IM – Most fields modifiable except

- Scope of Work.

- Any node information.

- Job Status.

Edit Ticket Page View

Search

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

Search Type

DATE RANGE

From Date

End Date

QTR

1

--Select--
1
2
3
4

--Select--

--Select--
Date Range
Current Year Quarter
Year
Time

Creation Date/time
Job Start Date/time

YEAR

--Select--

--Select--
2009
2010
2011
2012

TIME

--Select--

--Select--
12 hours
24 hours
36 hours
48 hours
60 hours
72 hours
1 week
2 weeks
3 weeks
4 weeks

Email Distribution Interface

Screens to be attached