

# OURS

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On-Line User Request System

v2.00

**User's Guide**

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## Introduction

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The On-Line User Request System (**OURS**) is an automated request entry and tracking system which will aid the user in submitting requests to Information Services.

The proper completion, including documentation, of programming changes can be monitored with this system. Eliminating unnecessary paper flow and ensuring proper authorization of requests are two additional benefits with the implementation of OURS. Users will be able to enter request ideas and, at their convenience, submit them to Information Services for disposition.

## Accessing OURS

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To access the On-Line User Request System, simply sign-on to the DEC 7000 and select the OURS option from the main system's menu. You will then be presented with a menu similar to the following.

```
U A H                ON-LINE USER REQUEST SYSTEM                OURS v2.00
                        MAIN MENU

1.  Enter Request Information
2.  Edit Request Information
3.  Delete Request
4.  Submit Request for Approval
5.  Outstanding Request
6.  Review By Status
7.  Approve Request
8.  Assign Request
9.  Process Request
10. Accept Request
11. Finalize Request
12. Security Menu
13. Report Menu
14. View Archived Request

99. Exit OURS System

ENTER CHOICE --> [ ]
```

**Figure 1: OURS Main Menu**

Access to the various menu options is determined by the user's security level. Each Security Level and Menu Option is explained in the following pages.

## **Security Levels**

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The system has six levels of security ranging from Contact, the most restrictive, to DP Manager, the least restrictive.

### ***Contact***

Users with a security level of Contact are allowed to enter requests and edit or delete requests which are "owned", i.e. Entered by them.

### ***Approval Authority***

Users with a security level of Approval Authority have the access of Contact plus the ability to approve requests for Contacts within their department. Approval Authorities determine the priority of requests and submits the requests to Information Services for action.

### ***Programmer***

Users with this security level have the access of the previous two levels. In addition, these users are responsible for the implementation of request requirements and communicating the status of requests to the Contact.

### ***SIO - Systems Integrity Officer***

This security level is responsible for testing programs and ensuring that they conform to Information Services standards and generally accepted programming procedures.

### ***ISC - Information Security Coordinator***

Users with this security level are responsible for reviewing requests for testing considerations, assigning requests to programmers, and tracking requests through the system. The ISC is the liaison between the users, Contacts and Approvals, and Information Services personnel. All questions and concerns not readily ascertained through OURS or its documentation should be directed to this position.



This screen is made up of four regions, Request Information, Signature Information, Request Description and Screen Icons.

## **Request Information**

This region is where request identification entries are recorded. It is made up of the Program ID, Deadline Date, Request Type, Request Priority, Testing Flag and Department.

Program ID - Enter the ID of the current program if it is an old program or leave blank if not known or if the request is new.

Deadline Date - Enter the date the information is required by the Contact. Format is MMDDYY. Only valid numeric values can be entered. The default deadline date is ten (10) days after the request is entered or approved, whichever is greater.

Request Type - Enter the format in which the Contact desires the data. The formats are Report, Labels, Screen, and Other. When the cursor is next to the Type field, the user can select from an available list by pressing the select key (Enter or F10).

Request Priority - This entry is determined by the Approval Authority when they are approving a request. The Priority levels are Low, Medium, High, and Urgent. The default level is Medium. When the cursor is next to the Priority field, use the select keys to get a list of available priorities.

**Note: A request priority of Urgent will become the most immediate request and all personnel will be dedicated to its speedy resolution.**

Testing Flag - This flag is set by the ISC or the DP Manager as they review requests and before they are assigned to a programmer for action. It indicates that the request must go to testing once the programming requirements are completed.

Department - Enter the department for which the Contact is requesting the information. For a list of departments that you have access to, use the select key when the cursor is next to the Department field. The default department is the user's home department.

## **Signature Information**

This region of the screen contains information regarding access to the request. This area contains the Status, Status Date and "Signature" of user's accessing the request. For a list of status codes and their meaning see Status Codes in the Appendix.

## **Request Description**

This area is where the Contact records the detail about what information is desired from Information Services. Fifty (50) lines are available to record this detail. Since the first forty-five (45) characters appear as request identification on other screens and reports within the system, it is recommended that the user make these characters as descriptive of the request as possible.

**Note: Two consecutive blank lines signal the end of request description information. Only leave these at the end of the request because information following will not be recorded in the database.**

## **Screen Icons**

Since the Icons have the same effect on almost all system screens, they will be explained here. Any deviation from these actions will be noted when a particular screen is discussed.

OK - Selection of this icon tells the system to process the information on the screen and record it to the database.

Cancel - Selection of this icon tells the system to discard the information on the screen. Do not record any information or changes to the database. The user is returned to a blank input screen.

Help - Selection of this icon provides help for a particular screen.

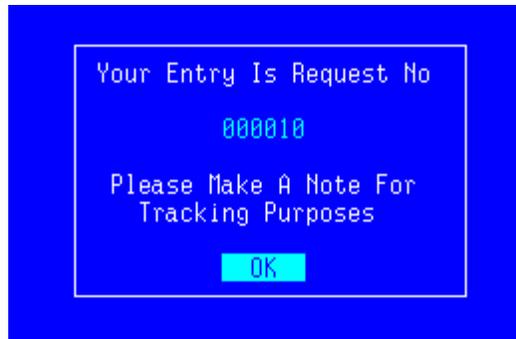
Exit - Selection of this icon tells the system to discard information on the screen and returns the user to the calling screen. Additions or changes are not recorded to the database.

Pressing the "Control" and "L" keys at the same time will place the cursor on the OK Icon.

The TAB key will move the cursor from field to field.

## **Request Number Screen**

Once the appropriate information is entered and the OK Icon is selected, information is recorded to the database and a request tracking number will be assigned. A screen similar to the following will be displayed indicating to the user the assigned request number. Users should make note of this number for future reference.

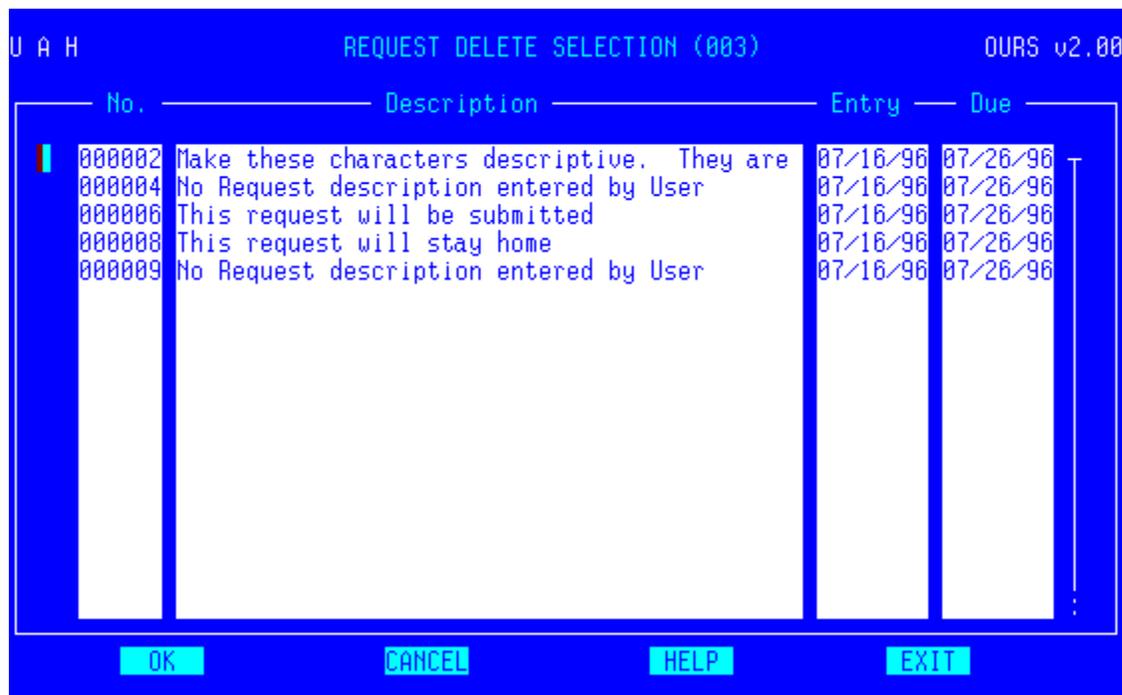


**Figure 3: Request Number Screen**

At this point the request now has the status of Entry (10).

### ***Edit Request Information***

With this selection, users are allowed to edit request which they “own” and are still in their possession; i.e. not submitted to the Approval Authority or Information Services. A Request Selection Screen similar to the following will be presented.



**Figure 4: Request Selection Screen**

To edit the request, place the cursor next to the desired request number and press the select key. A screen similar to the Request Entry Screen will be presented to allow editing.

The OK icon has no function on the screen displayed above.

To return to the OURS Menu select the Exit Icon.

### ***Delete Request Information***

If the user requires a request to be deleted, select this option. Only requests with a status of Entry, Reject or Return can be deleted from the system.

With this selection a screen similar to Figure 4 will be displayed. To Delete the request, place a "Y" in the field next to the request to delete. Leave this field blank if no action is desired. Requests that are deleted are immediately removed from the database. There is no chance for retrieval of a deleted request.

### ***Submit Request for Approval***

Users select this option to have a request approved by their Approval Authority. A screen similar to Figure 4 will be displayed. Place a "Y" next to the request to submit, an "N" next to the request to reject. Leave the field blank if no action is desired. Requests marked for submission have a status of Submit (20) and are forwarded to the Approval Authority for action.

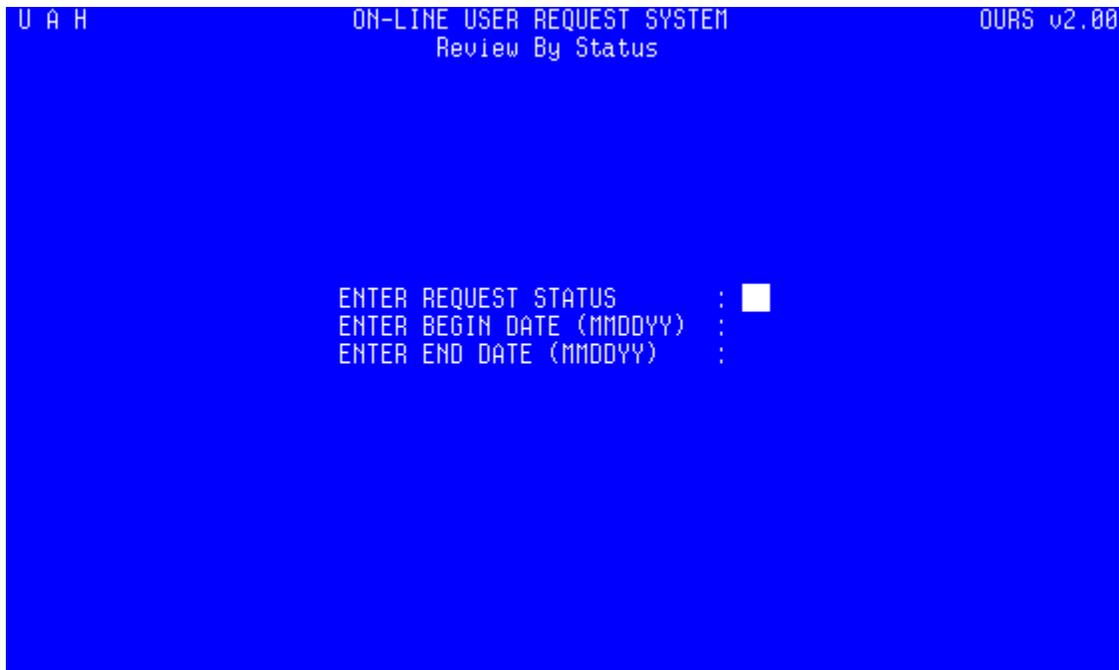
Requests marked with an "N" have a status of Delete (21). These are not immediately removed but are deleted when system maintenance is run.

### ***Outstanding Request***

This option displays a list of requests which require some sort of action by the user. Requests displayed here will depend on the security level of the user and the current status of the request.

### ***Review By Status***

This option allows the user to select requests based on a particular status. Users will be required to enter a request status code and a date range at the prompts. See Appendix for valid codes. When this option is selected, a screen similar to the following will be displayed.



**Figure 5 : Review By Status Screen**

Enter the dates in the format indicated on the screen. Leaving the beginning date field blank will default to the first day of the current Fiscal year (10/01). Leaving the ending date field blank will default to the current date.

After this information is entered a screen similar to Figure 4 will be displayed listing requests "owned" by the user or belonging to the user department provided their security level is high enough and which have a current status matching the one entered.

Leaving the Status Code field blank will exit this option.

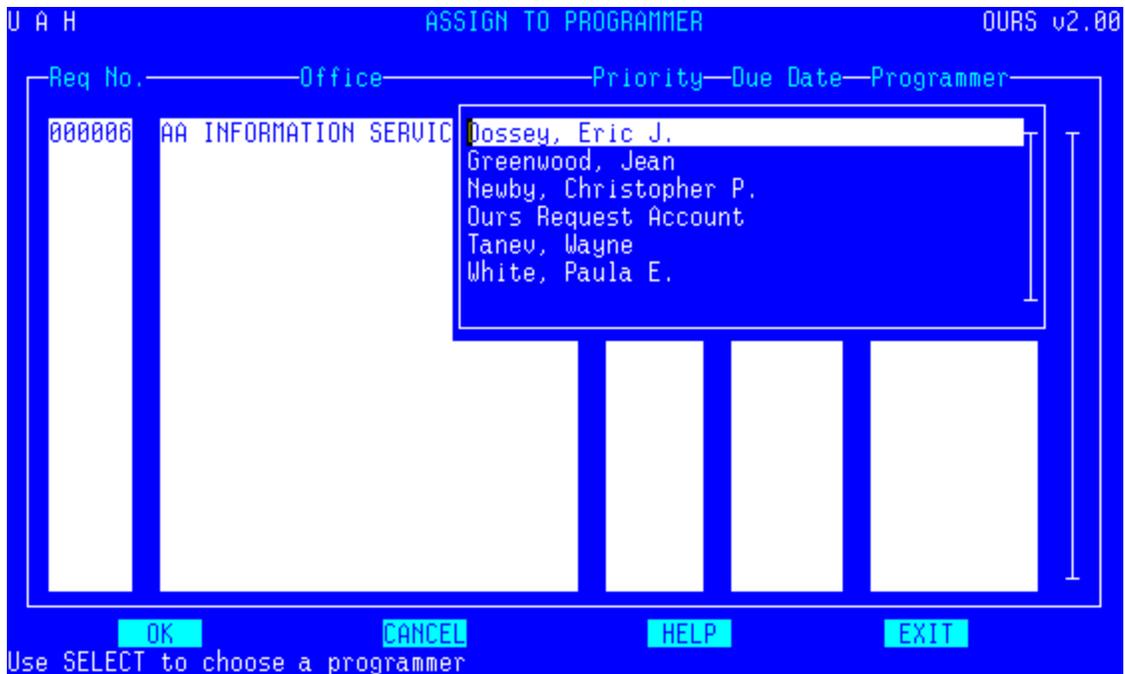
### ***Approve Request***

The Approval Authority uses this option to review requests submitted for approval. A screen similar to Figure 4 is displayed listing all requests submitted for which they have approval responsibilities. They can either approve the request or reject the request. Placing a "Y" in the field next to the request number will approve the request and send it to Information Services for processing. Placing a "N" in this field will reject the request and return it to the Contact.

Approved requests will have a status of Approve (30). Denied requests will have a status of Deny (31).

Once a request is approved, it becomes the "property" of Information Services and access by users with lower security levels is restricted.





**Figure 7 : Programmer Select Screen**

Use the arrow keys to highlight the programmer who should be assigned this request and then press the select key.

This option is also used to reassign a request to a different programmer if needed.

### ***Process Request***

Users with security level of Programmer or above use this option to either mark a request as completed or returned to the contact. A screen similar to figure 4 will be displayed. Enter a "Y" to mark the request as completed. Enter a "N" to return the request to the Contact. Leave the field blank if no action is desired.

### ***Accept Request***

Contacts use this option to mark a request as accepted or rejected. Accepted requests are ones that meet the programming requirements in the request description. Rejected request are ones which do not meet the programming requirements.

When this option is selected, a screen similar to Figure 4 will be displayed. To accept the request, place a "Y" in the field next to the request number. To reject a request, place a "N" in the field next to the request number. Leave the field blank if no action is desired.

If the Contact neglected to provide information on the request that they deemed necessary, they should accept the request and submit another one detailing all required information needed.

### ***Finalize Requests***

The ISC marks requests as final once the programming requirements are complete and the requests have been accepted by the user. Requests marked as Final are removed from the active database and placed in a historical database.

To finalize a request, place a "Y" in the field next to the request number.

### ***View Archived Requests***

This option allows users to view requests in the historical database.

## **Security Menu**

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Only the ISC or DP Manager may enter or maintain user and department information.

Selecting this option presents the user with the Security Sub Menu. A screen similar to the following will be displayed.

```
U A H                ON-LINE USER REQUEST SYSTEM                OURS v2.00
                    SECURITY SUB-MENU

                    1. Add/Update User Information
                    2. Add/Update Department Information

                    99. Exit to OURS System Menu

                    ENTER CHOICE --> [ ]
```

**Figure 8 : Security Sub-Menu**



Enter this information in the proper fields on the screen. To select from a list of available Security Levels, press the select key when the cursor is on this field.

Refer to the Appendix for a list of valid department codes used in OURS.

To write the information to the database, select the OK Icon. Select Cancel or Exit to discard the addition.

## **Updating Users**

To update user information, enter the user id in the proper field and tab to the OK Icon and press the select key. The current information on the user will then be displayed. Change the desired fields and select the OK Icon to re-write the information to the database. Select Cancel or Exit to discard any changes.

## **Deleting Users**

To delete a user from OURS, enter the user id in the proper field and select the OK Icon. All current information on the user will then be displayed. Enter a "Y" in the Delete field on the screen to remove the user from the database. Leave the field blank to keep the user.

Once the information is complete and the delete flag is properly set, select the OK Icon to remove the user. Select Cancel or Exit to discard any changes made and to keep the user.

## ***Add/Update Department Information***

Selecting this option from the Security Sub Menu allows the user to add new departments to the system or update information on current departments in the system. A screen similar to the following will be displayed.

### **Add Department**

The ISC will need the following information to add a department to OURS:

Department Number  
Office Description



**Figure 10 : Department Maintenance Screen**

Enter the department number and office description in the appropriate fields. Select the appropriate icon.

### **Update Department**

Enter the department number in the appropriate field and select the OK icon. The current information stored in the database will be displayed. Change the office description and select the appropriate icon.

### **Report Menu**

---

Information unavailable at press time

### **Exit OURS System**

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Select this option to return to the Main System Menu and exit OURS.

## **Appendix**

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### **Department List**

See listing on file with the Information Security Coordinator (ISC).

## Status Codes

<b>Code Number</b>	<b>Code Text</b>	<b>Code Meaning</b>
10	Entry	Request Entered by the User.
20	Submit	Request Submitted to Approval Authority.
21	Delete	Request Flagged for deletion by the Contact.
30	Approve	Request Approved by the Approval Authority.
31	Deny	Request denied by the Approval Authority. Request returned to the Contact.
40	Assign	Request assigned to a programmer.
50	Complete	Request programming requirements completed by Programmer.
51	Return	Request returned to the Contact by the Programmer.
60	Pass	Request passed the required testing.
60	Fail	Request failed the required testing. Returned to the programmer.
70	Accept	Request output was accepted by the Contact.
71	Refuse	Request output was refused by the Contact. Returned to programmer.
80	Final	Request finalized by the I SC. All requirements met.