

LANMAS Service Request Web Tool

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LANMAS User Group Meeting

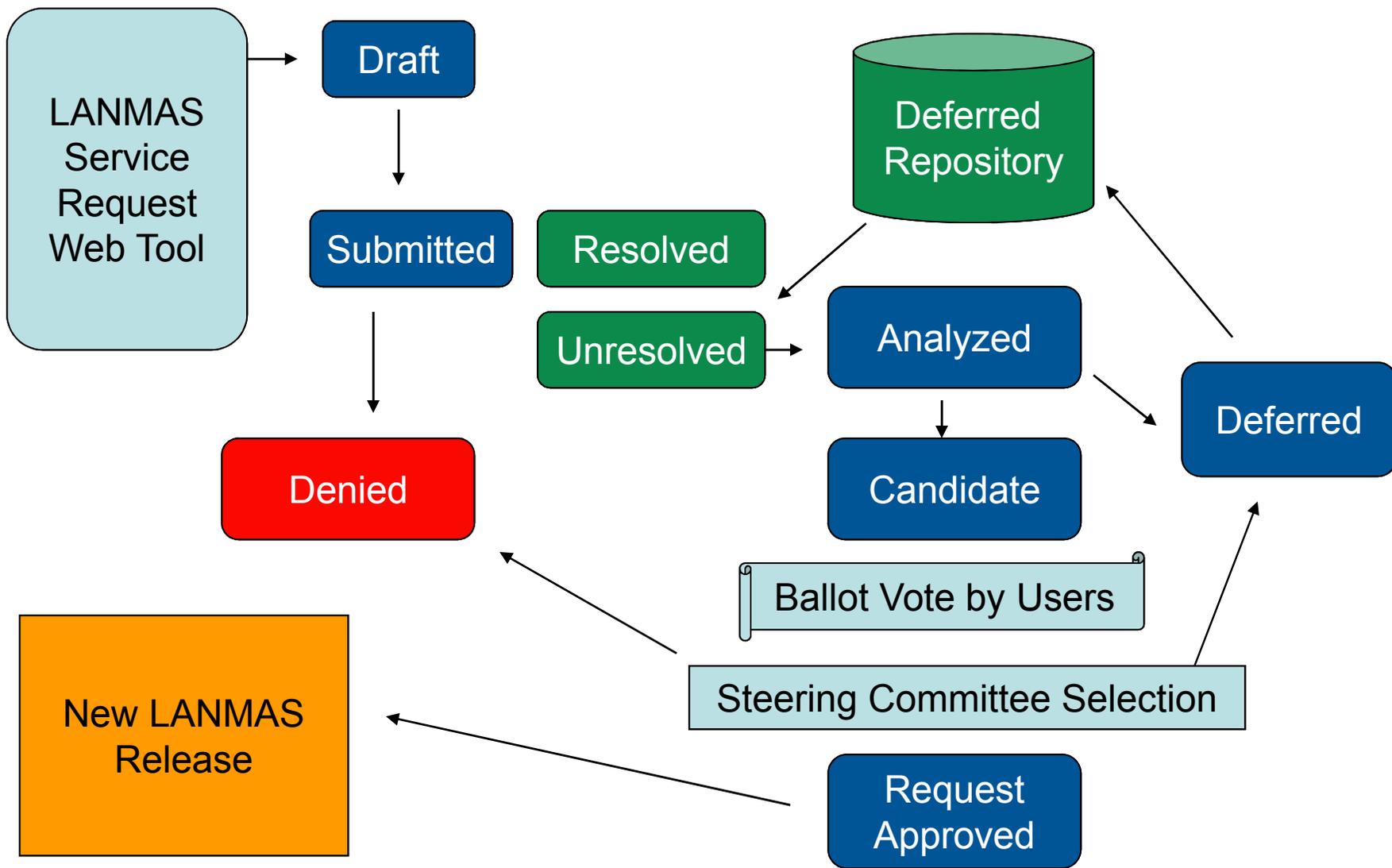
San Diego, CA

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Tools for Change

- **LANMAS Customer survey said:**
 - We need a tool to track and provide feedback on problem/errors so that we can do a “google search” to find resolutions on our own.
 - We need a tool to request changes or corrections to LANMAS like other applications
 - We need a tool that tells us the status of our request even if it is denied
 - We need a tool to have a voice to the Steering Committee to get our needs met
 - Gives the user community a voice in prioritizing work for subsequent LANMAS releases
- **LANMAS Service Request Web Tool built to attempt to meet these needs**

LANMAS Service Request Workflow



Where can improvements be made?

- **Multiple means of submission (phone, email, fax, etc.)**
 - Multiple contacts for requests – Who do I call/email??
- **Can be lack of feedback once submitted – mostly with enhancement requests**
 - What happened to my request??
- **Duplicate reporting of issues or enhancements by multiple sites due to no published repository of such items as a means for self-service**
 - Maybe someone else had the same problem I am having...

A familiar change...

- User can submit requests and problems through a web form
 - Modeled after the LANMAS Service Request Form (Excel)
 - Free text fields, drop-down lists, attachment capability

SERVICE REQUEST			
Site:	RIS(e) Affected:	Date Submitted	
Submitted By:	LANMAS Point-of-Contact - Name/Phone		
Address:	Technical:		
Phone:	MC&A Manager:		
Email:			
Fax:			
Anomaly Information			
Suspected Cause:	Network Interface (RI)	*Priority:	Urgent
Software:	LANMAS Administration Program	Environment:	Testing
System Symptoms:	Perceived total product failure (RR570)	Repeatability:	One time occurrence (RR410)
Additional Information			
Detailed Anomaly Description (what happened)			
Requested Solution (if known)			

Request Information		Date Submitted:
Site:	[Not Set]	Entered By: robert
Title:		
Suspected Cause: [Not Set]		
Priority:	[Not Set]	
Software:	[Not Set]	Environment: [Not Set]
System Symptoms:	[Not Set]	Repeatability: [Not Set]
Additional Information:		
Detailed Description:		
Requested Solution:		
Update Cancel		
Add New Attachment		

LANMAS Service Requests - Categories

- **Problem Reporting**
 - Errors, unexpected behavior
- **Enhancement Requests**
 - Desired upgrades
- **General Questions**
 - “How do I ...?”

Where's my stuff?

- **Submission status can be tracked throughout lifecycle of request**
 - Request status available to view through the web tool
 - From initial draft through the resolution.

Requests by robert

	Title	Service Type	Request Status	Comments
View	This is a question	Question	Resolved	This is the answer
View	This item in LANMAS isn't working correctly	Corrective	Candidate	Someone else has this problem as well.
View	Another Test Item of LANMAS	Corrective	To TFS	I have spoken to the customer and this is a very important problem.
View	Item that we will test	Corrective	Candidate	

LANMAS Service Request Web Tool - Voting

- **Email notification of active ballot to users**
 - Capability to print open/completed ballot
- **Once voting is complete, each site will be allowed to view how others voted**
- **Average vote of each item will be analyzed in work prioritization for new releases of LANMAS**

And the winner is...

Voting Ballot for robert

	Request Title
	Item that we will test
	This is an enhancement I would like to see
	Another enhancement that would be nice to have
	I am having this problem with the application

Submit

What will I get out of this?

- **Intention of web tool is to increase communication between the user community and the LANMAS Team**
- **Central location of all requests, problems, or questions about LANMAS viewable by the user group**
- **Increased quality and efficiency of service**
- **This application will be located on the NNSA website**