



Resource Management Tool (RMT) Help Desk User's Guide

Revision 0.2

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Revision History

Send document corrections, additions, and suggestions to the Technical Publications Group at TechPubs@navsea.navy.mil. The Technical Publications Group maintains all current and official revisions.

Revision Number	Date	Description
DA	04/2007	First draft
DB	04/2007	Updated logo and other minor changes
DC	04/2007	Modified document based on feedback
DD	04/2007	Modified document based on updated functionality
R0	04/2007	Initial release
R0.1	04/2007	Revisions to initial release
R0.2	04/2007	Revised HQHD information

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Foreword

The *Resource Management Tool (RMT) Help Desk User's Guide* provides “how to” instructions for the RMT Help Desk application. Additionally, it covers a basic overview of RMT to help you get started. This document does not cover the application's System Administrator functions.

RMT Help Desk is a Web-based application developed and maintained by the Army Data Center, Fairfield (ADC-F).

1 Introduction to RMT Help Desk

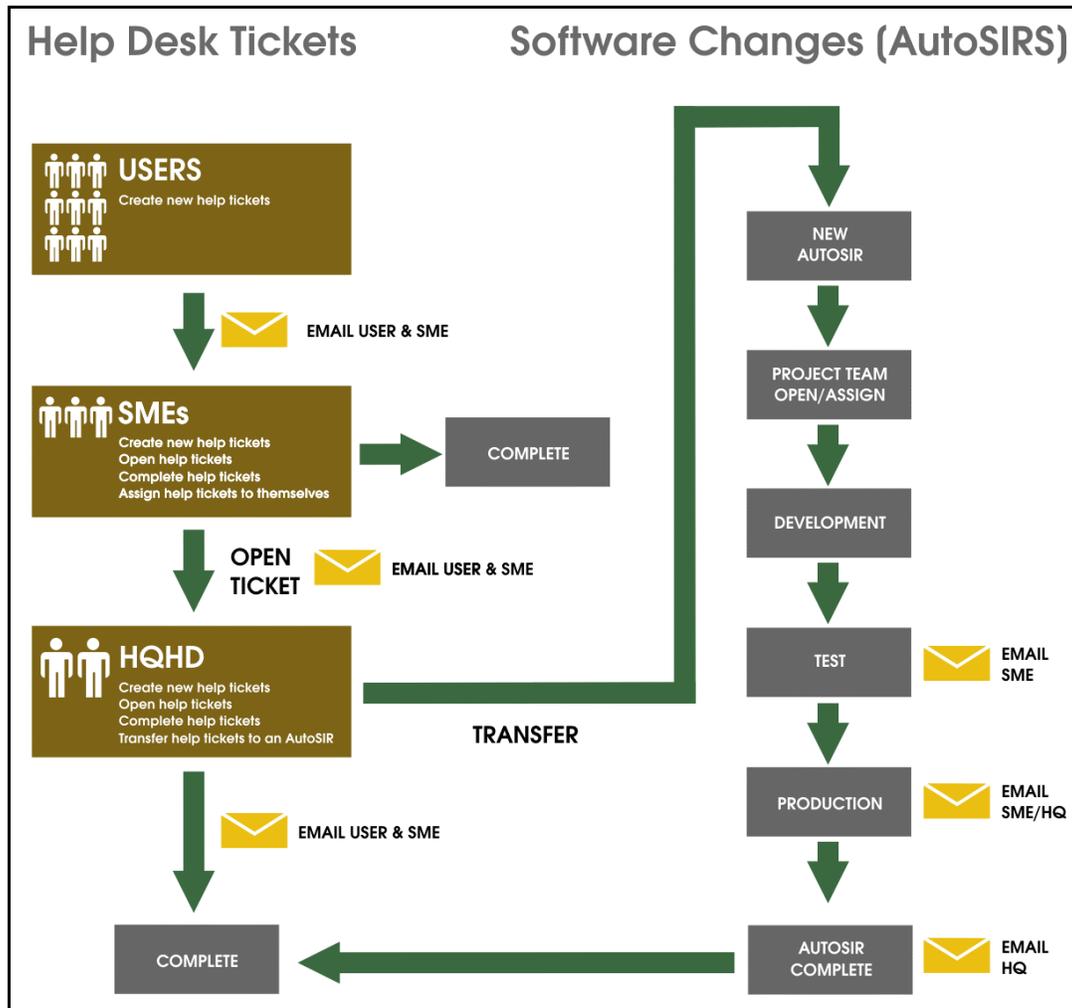
1.1 RMT Help Desk Overview

The primary purpose of the Resource Management Tool (RMT) Help Desk is to give users a central place to report all types of issues throughout the organization, for example, application bugs. The RMT Help Desk, however, does **not** track projects or release management cycles, but all work that is to be included will be initiated through this tool and have a link to it.

RMT Help Desk is a Web-based application that currently allows the following groups of individuals to enter tickets:

- **Users** – The general user community that enters issues.
- **Subject Matter Experts (SMEs)** – These individuals are contractors in the field and they are experts on the RMT application. As such, they are familiar with all modules. SMEs will be the first tier responders and will review all initial input and will attempt to resolve the problem. If they cannot resolve the issue, the ticket will be either assigned to another SME that may have additional experience in that area or forwarded to the Headquarters Help Desk (HQHD).
- **HQHD** – These individuals will attempt to resolve the issue or they may determine that the ticket needs to be transferred out of the RMT Help Desk application development team for either data adjustment or a programming change.

The following illustrates the RMT Help Desk process.



A user, SME, and the HQHD can create a ticket in the RMT Help Desk. When a new ticket is created, it is automatically routed to the primary Major Command (MACOM) SME. The SME logs on to the RMT Help Desk and opens the ticket.

Note: A new ticket is automatically marked as **OPEN** once any MACOM or Headquarters Department of Army (HQDA) SME views the ticket.

The SME can either complete the ticket or assign the ticket to someone else.

If the SME does not complete the ticket, the SME will either route the ticket to another SME or refer it to the HQHD. The HQHD is responsible for reviewing the tickets to determine if the issue should be routed to AWPS – RMT (Automated Software Improvement Request or AutoSIR) or AWPS – RMTi for action. Once the HQHD has the ticket, they can either complete the ticket or transfer the ticket. A ticket is transferred to an AutoSIR if the ticket falls into any of the following criteria:

- Changes to software
- Data issues
- Enhancement requests

- Other technical issues

If the ticket does not fall within the AutoSIR criteria, then the ticket will be assigned and tracked in the RMT Help Desk until resolution. If the ticket falls within the AutoSIR criteria, then it will be assigned a new AutoSIR. The HQHD ticket will have a reference the AutoSIR and the AutoSIR will also have a reference to the HQHD ticket.

Note: This user's guide does **not** cover the AutoSIR process for ticket creation.

1.1.1 Email Notifications

The RMT Help Desk application can be configured to send email notifications to the appropriate individual. When a new ticket is created in the RMT Help Desk, an email is automatically sent to the creator of the ticket and the primary MACOM SME. This is the default configuration.

Once the ticket is opened (viewed) by the SME or the HQHD, email notifications are sent to the creator of the ticket and the SME whenever there is a change to the ticket's status. The typical status cycle of a ticket is as follows:

Note: A ticket can be reopened anytime. As a result, the cycle can change.

New > Open > Hold (optional) > Transfer (as appropriate) > Complete

If the ticket is transferred to AWPS – RMT, the ticket will have its own AutoSIR number. There will be a reference to the AutoSIR number in the RMT Help Desk ticket and the AutoSIR will have a reference to the RMT Help Desk ticket number.

1.2 Role Types

Users are assigned one of the following roles in the RMT Help Desk: General user, Subject Matter Experts (SMEs), or Headquarters Help Desk (HQHD). Your role type determines what functions you can perform in the RMT Help Desk.

The following table describes the role types and the associated application privileges:

Role Type	This role can...
User	<ul style="list-style-type: none"> • Create and view tickets • Edit their own tickets • Close their tickets
SME	<ul style="list-style-type: none"> • Create and edit any tickets • Open tickets to view the details • Assign ticket severity • Complete tickets • Assign tickets • Close tickets
HQHD	<ul style="list-style-type: none"> • Create and edit any tickets • Open tickets to view the details • Assign ticket severity

Role Type	This role can...
	<ul style="list-style-type: none">• Complete tickets• Close tickets• Reopen tickets• Route or transfer tickets to an AutoSIR: AWPS – RMT or AWPS – RMTi

There is also the System Administrator role for whoever maintains the RMT Help Desk application itself. The System Administrator has administrative rights to the application.

Note: The System Administrator role is not covered in this document.

2 Accessing RMT and the General Layout

Access to RMT Help Desk is through your existing Army Workload Performance System (AWPS) account with a pre-assigned user ID and password.

Note: If you do not have an AWPS account, go to <https://www.awps.army.mil/> and click the **New User Request** link. Complete the **New User Request** form.

2.1 Logging on to the RMT Help Desk

To log on to the RMT Help Desk, perform the following steps.

1. At the AWPS login page, enter your user ID and password, and then click **Begin Login**. The **Applications** page appears with two links for RMT Help Desk.



Clicking the **RMT Help Desk** link will take you to a CCB page that lists all Army VCMs.

Clicking the **VCM** link will take you directly to the RMT Help Desk application. It is recommended that you click the **VCM** link.

Note: The user’s guide will refer to the application as “RMT Help Desk.”

2. Click the **VCM** link. The main RMT Help Desk page appears.

The screenshot shows the RMTHelp application interface. At the top, there is a search bar and a 'Refresh' button. Below that, there are several filter dropdowns: Filter: Reset, MACOM: ALL, Mod: ALL, Stat: OPEN/NEW, Type: ALL, Asgn: ALL, GenBy: ALL. A status bar shows: HOLD: 1 NEW: 100 OPEN: 16 (Cri: 3 Hlg: 6 Med: 5). There is a 'Logout' button on the right. The main area is a table with the following columns: TKT, Subject, Day, Stat, GenBy, MACOM, Module, Type, Usr, SME, HQ, Assn To, and AutoSIR. The table contains several rows of ticket data.

TKT	Subject	Day	Stat	GenBy	MACOM	Module	Type	Usr	SME	HQ	Assn To	AutoSIR
17	testing new add	0	OPEN	CPICONE	FORSCOM	Manpower	Software	High			C Picone	3-AWPS-RMT COMP
18	test again assigned	2	OPEN	CPICONE	FORSCOM	Funds Control	Other	Medi			Unassigned	
19	test assign to me	3	OPEN	CPICONE	TRADOC	Budget Execution	Training		Medi	Crit	M Gedge	2-AWPS-RMT NEW
20	test assignment	3	OPEN	CPICONE	TRADOC	Manpower	Software		Medi	Low	C Picone	
22	testing add time	3	OPEN	CPICONE	TRADOC	Funds Control	Training	High			C Picone	
23	test assignment	3	NEW	RMTHelpUSR	USARC	Manpower	Software	Medi			Unassigned	
604	PD Manager cannot see the Audit Trail Report	0	OPEN	SYETTER	USARPAC	Funds Control	Software	High	High	High	S Yetter	

You are now logged on to the RMT Help Desk.

2.2 General Layout

Once you have logged on to the RMT Help Desk, the main RMT page appears. (See the above figure for an example.)

There are two rows of “toolbars” at the top of the page that allow you to “browse” and “filter” data on the main page (or data window). Below the toolbar is a numerical summary of tickets. Below the summary row is the data window that displays a list of tickets.

This section describes the general layout of the main RMT Help Desk page.

2.2.1 Browse Toolbar

The browse toolbar allows you to perform different actions in RMT. Following is the browse toolbar area.



- **Refresh** button – The application does not automatically refresh if changes are made to specific data (for example, MACOM). However, the system will refresh automatically when changes are made to the ticket’s status or its assignment. To refresh your screen and view the updated data window, click this button.
- **Search** field and button – This field allows you to enter a value to search against. The application will search against the **Task/Issue, Comments, Saved Remarks, and Subject** fields of all tickets. Enter your search criteria and then click **Search**. A list of tickets matching your search criteria appears in the data window.
- **Open** field and button – This field allows you to search for a specific ticket. Enter a numerical value and then click **Open**. The application searches for a one to one match. If a match is not found, a message box appears. If a ticket is found, it is returned in a new window that displays the ticket.
- **New** button – Click this button to create a new ticket.
- **Report** button – Click this button to generate an ad hoc report. In the new window that appears, you can select and remove columns for your report. You can also set a filter criteria.
- **Print** button – Click this button to print the list of tickets in the data window.
- **Export** button – Click this button to export the tickets in the data window to a Microsoft® Excel file.
- **Help** button – Click this button to launch the PDF file of this document, “*RMT Help Desk User’s Guide*.”

2.2.2 Filter Toolbar

Below the browse toolbar is the filter toolbar. The filter toolbar allows you to narrow the tickets in the data window. Following is the filter toolbar area.



- **Reset** button – If you applied a filter to the data window, you can reset the results in the data window by clicking this button.
- **MACOM** list – This drop-down list allows you to filter the list of tickets in the data window by the major commands. For example: ALL, ACA, TRADOC, and etc. The default value is **ALL**.

- **Mod** list – This drop-down list allows you to filter the list of tickets in the data window by the RMT module. For example: Funds Control and Manpower. The default value is **ALL**.
- **Stat** list – This drop-down list allows you to filter the list of tickets in the data window by the following statuses:
 - **ALL** – Displays all tickets.
 - **NEW** – Only displays tickets that have a status of **NEW**.
 - **OPEN** – Only displays tickets that have a status of **OPEN**.
 - **ALL OPEN** – Displays tickets that have a status of **OPEN** or **HOLD**.
 - **OPEN/NEW** – Displays tickets that have a status of **OPEN** or **NEW**. This is the default view.
- **Type** list – This drop-down list allows you to filter the list of tickets in the data window by the problem type. For example: ALL, Data, Other, and Software. The default value is **ALL**.
- **Asgn** list – This drop-down list allows you to filter the list of tickets in the data window by individual assignment. The default value is **ALL**.
- **GenBy** list – This drop-down list allows you to filter the list of tickets in the data window by who requested the ticket. The default value is **ALL**.

2.2.3 Ticket Summary

Below the browse and filter toolbars is a row that displays a summary of tickets. This row is a breakdown of all tickets in RMT Help Desk.

HOLD: 1 NEW: 100 OPEN: 16 (Cri: 3 Hig: 6 Med: 5)

In the above figure, there are 100 new tickets (**NEW**), one ticket on hold (**HOLD**), and 16 open tickets (**OPEN**). Within the open tickets, there are three tickets with a critical severity level (**Cri**), six tickets with a high severity level (**hig**), and five tickets with a medium severity level (**Med**). This is the severity as determined by the HQHD.

There is also a **Logout** button to the far right.

2.2.4 Data Window

Below the summary of tickets is the data window that displays tickets.

<input checked="" type="checkbox"/> TKT	<input checked="" type="checkbox"/> Subject	<input checked="" type="checkbox"/> Day	<input checked="" type="checkbox"/> Stat	<input checked="" type="checkbox"/> GenBy	<input checked="" type="checkbox"/> MACOM	<input checked="" type="checkbox"/> Module	<input checked="" type="checkbox"/> Type	<input checked="" type="checkbox"/> Usr	<input checked="" type="checkbox"/> SME	<input checked="" type="checkbox"/> HQ	<input checked="" type="checkbox"/> Assn To	<input checked="" type="checkbox"/> AutoSIP
17	testing new add	0	OPEN	CPICONE	FORSCOM	Manpower	Software	High			C Picone	3-AWPS-RMT COMP
18	test again assigned	2	OPEN	CPICONE	FORSCOM	Funds Control	Other	Medi			Unassigned	
19	test assign to me	3	OPEN	CPICONE	TRADOC	Budget Execution	Training		Medi	Crit	M Gedge	2-AWPS-RMT NEW
20	test assignment	3	OPEN	CPICONE	TRADOC	Manpower	Software		Medi	Low	C Picone	
22	testing add time	3	OPEN	CPICONE	TRADOC	Funds Control	Training	High			C Picone	
23	test assignment	3	NEW	RMTHELPUER	USARC	Manpower	Software	Medi			Unassigned	
604	PD Manager cannot see the Audit Trail Report	0	OPEN	STETTER	USARPAC	Funds Control	Software	High	High	High	S Yetter	
694	capability of selecting an ASN	165	NEW	TPEARTREE	TRADOC	Funds Control	Software	Medi	Medi	Medi	T Peartree	
721	Drop down boxes not in the Funds Control	163	NEW	DMOORE	TRADOC	Funds Control	Software	High	High	High	C Thaxton	

The tickets are color-coded based on the following:

- **Critical severity** – Light pink
- **High severity** – Orange
- **Medium severity** – Yellow
- **Low severity** – Green
- **Transferred** – The button to the far left is blue.

The severity level assigned by the HQHD determines the color of the ticket. The assignment supersedes the SME and user severities. If the HQHD did not assign a severity level, then the system will look at the severity level assigned by the SME to determine the color code.

The data window provides the following information on tickets:

- **TKT** column – The ticket number. The ticket is color-coded based on its severity.
- **Subject** column – The subject of the ticket.
- **Day** column – The number of days the ticket has been opened.
- **Stat** column – The status of the ticket. For example, **OPEN** or **NEW**.
- **GenBy** column – The name of the individual that generated the ticket.
- **MACOM** column – The MACOM name.
- **Module** column – The module the ticket applies to.
- **Type** column – The type of problem that is being reported.
- **Usr** column – The severity level set by the creator of the ticket. This is color-coded based on its severity.
- **SME** column – The severity level set by the SME. This is color-coded based on its severity.
- **HQ** column – The severity level set by the HQHD. This is color-coded based on its severity.

- **Assn To** column – The name of the individual that is assigned to the ticket.
- **AutoSIR** column – If the ticket is transferred to an AutoSIR, the information about the new AutoSIR is listed (severity level and status) and the button to the far left is blue. The column is blank if the ticket is not transferred to an AutoSIR.

Each column in the data window can be sorted. Click the header name to sort the column in ascending order. Click the header name again to sort the column in descending order. You can also hide columns by deselecting the check box to the left of the header name. To view the hidden column, select the check box again.

2.3 Ticket Statuses

The state of a ticket changes in the following order:

- **New** – When a ticket is created, its first state will be **NEW**.
- **Open** – When the ticket is viewed (or opened) by the SME, the state of the ticket will become **OPEN**. This occurs when you simply open the ticket.
- **Hold** – The ticket will be in **HOLD** status if the HQHD needs to do further research. This occurs if you click the **Hold** button in the ticket.
- **Transfer** – If HQHD deems that the ticket should be routed to AWPS – RMT, the **Transfer** button in the ticket is clicked. The state of the ticket is remains **OPEN** in the RMT Help Desk. The ticket appears in the main RMT Help Desk page with a blue button to the far left.
- **Complete** – When the ticket is resolved, the state of the ticket will be **COMP** for complete. This occurs if you click the **Complete** button in the ticket.

3 Creating a Ticket

Using the RMT Help Desk application allows you to directly report issues such as bugs (program anomalies), data, and software issues. Tickets can be created by anyone with access to the RMT Help Desk.

To create a new RMT Help Desk ticket, perform the following steps.

1. At the main RMT Help Desk page, click **New** in the browse toolbar.

The **RMTHelp ADD HELP TICKET** window appears.

RMTHelp ADD HELP TICKET [Submit] [Exit] [Help]

Adding new Help Ticket

MACOM:* [USARC] Module:* [=====] [v]
Subject:* [] Sub-Module:* [=====] [v]
Severity: [=====] [v] Type:* [=====] [v]
Reported By: [Jane Doe]

Task/Issue: [] [v]
Comments: [] [v]

Check box if you have attachments to add

Note: Fields with an asterisk (*) are required.

2. At the **MACOM:** drop-down list, make sure the appropriate MACOM name for the reported issue is selected.

You can have more than one MACOM name if you have more than one affiliation. Otherwise, you will only see one in the list. The system automatically selects the MACOM for you based on who you work for.

Note: Each MACOM has a primary SME designated. The ticket is automatically assigned to the SME.

3. In the **Subject:** line, type in the specific issue you are reporting. This should be a descriptive title for the issue being reported. Use words that will aid in future searches and to link this issue to others like it.

4. At the **Severity** drop-down list, select Critical, High, Medium, or Low, based on the following criteria:
 - **Critical:** An issue that creates a work stoppage.
 - **High:** An issue that has a workaround, but the workaround is difficult and/or time consuming.
 - **Medium:** An issue that has a workaround or a question of policy or how the system works. An enhancement that improves system usability fits this category.
 - **Low:** An issue that increases user's productivity or improves organization, but it does not change the functionality. It can also be general questions or detailed information to transmit to others.
5. In the **Reported By** field, enter the name of the individual reporting the issue.
6. At the **Module** drop-down list, select the affected RMT module.
7. At the **Sub-Module** drop-down list, select the affected RMT sub-module.
8. At the **Type** drop-down list, select a problem type of the issue.
9. In the **Task/Issue** box, enter a description of the problem. Provide as much detail as possible so that the SME can work the issue without the need to contact you.
10. In the **Comments** box, enter any additional comments that pertain to the ticket.
11. If you have an attachment to include with the ticket, select the **Check box if you have attachments to add** check box.

You are encouraged to add attachments. This is where you would attach screen shots and etc.

Note: You can always return to the ticket at a later time to add an attachment.

12. Click **Submit**.

Depending on if you selected the attachment check box, one of the following occurs:

- If you did **not** select the **Check box if you have attachments to add** check box, the following pop-up box appears.



This box displays the ticket number. Make a note of this number, as you will be asked to reference this in all email and correspondence with the SME and the HQHD.

Clicking **OK** brings you back to the main RMT Help Desk page. Your ticket is submitted. An email notification is generated and sent to the SME informing them of a new ticket. The creator of the ticket also receives an email notification.

Note: If you do not see the newly created ticket, make sure the **Stat** filter is set to **ALL** or **NEW**. You may also need to click **Refresh** in the browse toolbar.

- If you selected the **Check box if you have attachments to add** check box, the **RMTHelp Ticket Detail** window appears for you to add an attachment.

RMTHelp Ticket Detail [New] [Exit] [Help]

Ticket: 1359 Status: NEW Source: Jane Doe Phone: 7078637136 Email: brian.schilder@nslcpac.navy.mil

Detail

MACOM: USARC Module: Other

Subject: Testing adding an attachment Sub-Module: N/A

Severity: Low Type: Other

Reported By: Jane Doe Assigned To: RMTHELPSME

Attachments: [=====] [View] [Delete] Add attachment: [] [Browse...] [Send]

Task/Issue: Blah Comments: Blah Blah

This page is only for adding an attachment to your ticket. You cannot edit any of the fields.

To add an attachment at this page, perform the following steps.

- At the **Add attachment** field, click **Browse**.
- Locate the file, and then click **Open** in the **Choose File** window. The file is attached to the ticket.
- Click **Send**.
- To add additional attachments, repeat steps a through c.
- Click **Exit**. The main RMT Help Desk page appears. An email notification is generated and sent to the SME informing them of a new ticket. The creator of the ticket also receives an email notification.

Note: If you do not see the newly created ticket, make sure the **Stat** filter is set to **ALL** or **NEW**. You may also need to click **Refresh** in the browse toolbar.

4 Viewing a Ticket

Once a ticket is in RMT Help Desk, you can view the ticket and changes its status as appropriate. This chapter describes the different buttons and additional fields in the ticket's detail view. This chapter also describes how to open, close, and transfer a ticket.

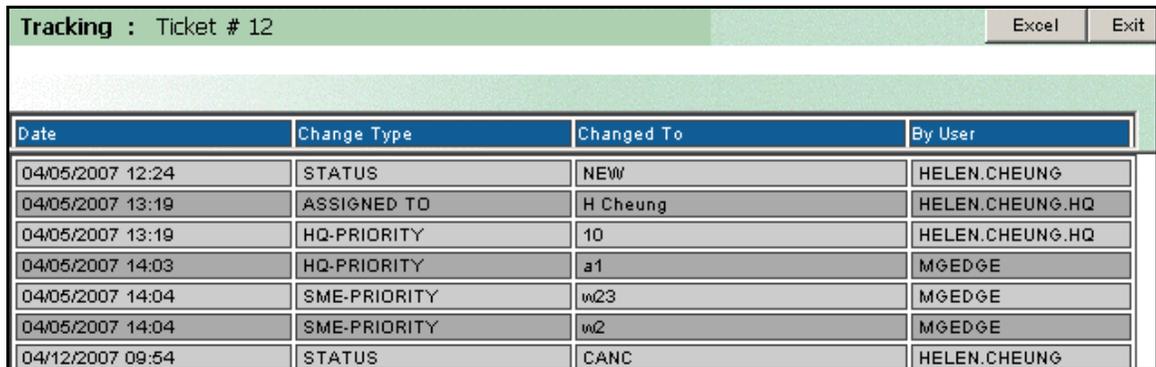
4.1 Buttons in the Detail View

A ticket has static buttons at the top of the window.



Clicking a button will do the following:

- **Transfer** – This button is **only** visible to the HQHD. Clicking this button will transfer the ticket to AWPS – RMT, and it will also add a button that links the ticket with the AutoSIR.
- **Track** – Opens a new window that displays a history of all activities for the ticket. For example, status or priority changes. You can click this button to see where the ticket has been. The following is an example of the tracking window.



The screenshot shows a window titled 'Tracking : Ticket # 12' with 'Excel' and 'Exit' buttons in the top right corner. Below the title bar is a table with the following data:

Date	Change Type	Changed To	By User
04/05/2007 12:24	STATUS	NEW	HELEN.CHEUNG
04/05/2007 13:19	ASSIGNED TO	H Cheung	HELEN.CHEUNG.HQ
04/05/2007 13:19	HQ-PRIORITY	10	HELEN.CHEUNG.HQ
04/05/2007 14:03	HQ-PRIORITY	a1	MGEDGE
04/05/2007 14:04	SME-PRIORITY	w23	MGEDGE
04/05/2007 14:04	SME-PRIORITY	w2	MGEDGE
04/12/2007 09:54	STATUS	CANC	HELEN.CHEUNG

You can export the information into Microsoft® Excel by clicking the **Excel** button.

- **New** – Opens the **RMTHelp ADD HELP TICKET** window for you to create a new RMT Help Desk ticket.
- **Print** – Allows you to print the ticket's detail. The following is an example of the print window.

RMTHelp Ticket Detail Report:

Ticket #	694	Status:	NEW	Created:	11/06/2006 15:34
Gen By:	TPEARTREE	Email:	0		
Subject:	capability of selecting an ASN				
MACOM:	TRADOC	Module:	Funds Control	SubMod:	Reports
Assigned:	T Peartree	ReportBy:	T. Peartree	Type:	Software
User Sev:	Medium	SME Sev:	Medium	HQ Sev:	Medium
LastUpd:		LastDT:	11/06/2006 15:34	Duration:	164 days, 19:08
Applies:	TRADOC				
	<input checked="" type="radio"/> Original <input type="radio"/> ReOpened				

Task/Issue:
 When accessing the Undistributed Allowance to Appropriation report as an ASN Manager, the initial screen does not provide the capability of selecting an ASN in the drop down menu. User has to select "ALL" for the APPN. After selecting "ALL", the user can then select an ASN. See attached screen print.

Comments:
 tpeartree (2/8/2007 16:33): The word "ASN" as written in the Task/Issue should be "APPN". Also, APPN does not show in the drop down until ALL is selected. This problem only seems to involve ASNs that pertain to OA37. If OA57 has the same ASN, the problem does not appear to exist. I tested the following OA37 ASNs: 1005, 1016, 1020, 1029, 1060 & 1073.
 tpeartree (2/8/2007 16:40): CORRECTION: When accessing the Undistributed Allowance to Appropriation report as an ASN Manager, the initial screen does not provide the capability of selecting certain APPNs in the drop down menu. User has to select "ALL" for the APPN. After selecting "ALL", the user can then select an APPN. See attached screen print. APPN 2010 does not

- **Exit** – Brings you back to the main RMT Help Desk page.

Below the first set of buttons at the top of the window are buttons that will change the status of the ticket.

Note: Buttons will appear dimmed based on the state of a ticket. See “2.4 Ticket States” for a description of the different ticket states.

Detail
<input type="button" value="Cancel"/> <input type="button" value="Hold"/> <input type="button" value="Reopen"/> <input type="button" value="Open"/> <input type="button" value="Complete"/> <input type="button" value="Save"/>

The color of the **Detail** bar at the top reflects the severity of the ticket. In the above example, the bar is green that means the ticket has a severity level of **LOW**.

- **Cancel** – Click this button to cancel the ticket. The ticket's status will be **CANC**.
- **Hold** – Click this button to change the status of the ticket to **HOLD**. The ticket can be held if the HQHD needs to do further research on a ticket.

- **Reopen** – If the ticket is complete, the HQHD can reopen the ticket by clicking this button. If a ticket is reopened, it will require a comment to be entered that details the reason for reopening the ticket.
- **Open** – This button is only visible to SMEs and the HQHD. Click this button to open the ticket. This acknowledges that the ticket is under review. User can see this button but it will appear dimmed.
- **Complete** – Click this button to close the ticket when the issue is resolved.
- **Save** – Click this button to save any changes you make to the ticket.
- **Hide** – Hides the ticket detail. The button will change to **Show** if you click the button. To show the details again, click **Show**.

4.2 Opening a Ticket

Once a ticket has been created in the application, the ticket is routed to the primary SME for review. When the primary SMEs clicks on the ticket to view the detail, the status of the ticket is automatically marked as **OPEN**.

The HQHD will determine if the ticket will be transferred to AWPS – RMT for further action.

A SME and the HQHD can view a ticket through several ways at the main RMT Help Desk page:

- Click on the color-coded dot in the data window.
- Enter a specific ticket number in the open field on the browse toolbar. Click **Open**.

If you are not the primary SME for the ticket and want to mark a ticket with an **OPEN** status, perform the following steps.

Note: This only pertains to SMEs that want to open a ticket that is not assigned to them.

1. Click on a ticket in the data window or perform a search to bring up the ticket.

The **RMTHELP Ticket Detail** window appears.

Note: This window is similar to the details window for adding an attachment during the initial creation of a new ticket. Some additional fields now appear in this window. If a field appears dimmed, you cannot edit the field.

RMTHelp Ticket Detail Track New Print Exit

Ticket # 1357 **Status:** NEW **Source:** CHRISTOPHER PICONE **Phone:** 707.863.7210 **Email:** chris.picone@nslcpac.navy.mil

Detail

Cancel Hold Reopen Open Complete Save

User MACOM:	<input type="text" value="USARC"/>	Module:	<input type="text" value="Manpower"/>
Subject:	<input type="text" value="testing email sending"/>	Sub-Module:	<input type="text" value="Funding Data"/>
User Severity:	<input type="text" value="Low"/>	Type:	<input type="text" value="Training"/>
SME Severity:	<input type="text" value="====="/>	Applies To:	<input type="text" value="ALL"/>
HQ Severity :	<input type="text" value="====="/>		<input type="text" value="ACA"/>
Duration:	<input type="text" value="0 day, 23:05"/>		<input type="text" value="ARNORTH"/>
			<input type="text" value="FORSCOM"/>
			<input type="text" value="JIEDDO"/>
Opened:	<input checked="" type="radio"/> Original <input type="radio"/> Reopened	Assigned To:	<input type="text" value="RMTHelpsME"/> Email
Reported By:	<input type="text" value="CHRISTOPHER PICONE"/>		
Attachments:	<input type="text" value="====="/> View Save As Delete Print		
Add Attachment:	<input type="text"/> Browse... Send		
Last Updater:	<input type="text"/>	Last Updated:	<input type="text" value="04/19/2007 12:14"/>
Generated By:	<input type="text" value="CPICONE"/>	Creation Date:	<input type="text" value="04/19/2007 12:14"/>
Initiator Task/Issue:	<input type="text" value="testing email sending"/>	Initiator Comments:	<input type="text" value="testing email sending"/>

The following is the lower half of the screen.

Remarks: Add

Saved Remarks:

SME Review:

SME Solution:

The following are fields that appear in the **RMTHelp Ticket Detail** window:

- **User MACOM** – The MACOM name.
- **Subject** – The descriptive title for the issue being reported. Use words that will help in searching and grouping similar tickets.
- **User, SME, and HQ Severity** fields – The severity level as assigned by the user, SME, and HQHD.
- **Duration** – How many days, hours, and minutes have elapsed since the creation of the ticket.
- **Opened** – Identifies if the ticket is new (original) or reopened.
- **Reported By** – The name of the individual reporting the issue.
- **Attachments** – Any attachments associated with the ticket. The **Add Attachment** area allows you to add an attachment. See “4.3 Adding an Attachment to a Ticket” for more information.
- **Last Updater** – The individual that “touched” the ticket last.
- **Generated By** – The name of the ticket’s creator. The name can be different from the **Reported By** name because the generator of the ticket could have created the ticket on behalf of someone else.
- **Module** – The affected RMT module the ticket is reporting.
- **Sub-Module** – The affected RMT sub-module.
- **Type** – The type of issue.
- **Applies to** – Allows you to select another MACOM that the ticket may also apply to.
- **Assigned to** – The area the ticket is assigned to.

Clicking the **Email** button allows you to create and send an email with all of the ticket’s details. The following box appears when you click **Email**.

EMAIL: AutoSIR 1360		Send Message	Do Not Send
<i>Email for RMTHELP Autosir 1360</i>			
<input type="checkbox"/>	Mail User?	Originator Name	Originator Email
<input checked="" type="checkbox"/>		RMTHELPSME	brian.schilder@nslcpac.navy.mil
Name: <input type="text"/>		Email: <input type="text"/> <input type="button" value="Add to Distribution"/>	
Subject: Notification - RMTHELP AutoSIR #1360			
Message: The RMTHELP CCB AutoSIR #1360 is detailed below.			
Ticket Number: 1360			
Subject: Testing Open			
Assigned To: RMTHELPSME			
Generated By: Jane Doe			
Available Attachments: <input type="text"/>		<input type="button" value="Add"/>	
Attachments: <input type="text"/>			
Additional Attachment: <input type="text"/>		<input type="button" value="Browse..."/> <input type="button" value="Add"/>	

- **Last Updated** – The date and time the ticket was last updated.
- **Creation Date** – The date the ticket was created.
- **Initiator Task/Issue** – Issues or tasks reported by the creator of the ticket.
- **Initiator Comments** – Additional comments by the creator of the ticket.
- **Remarks** – The **Add** button allows you to add remarks to the ticket. To add a remark, click **Add**. In the pop-up box that appears, type your comments and click **Save**. The remarks appear in the **Saved Remarks** box. There is a 4,000-character limit. The remarks will be stamped with the date and time, and the user's name will be added as a reference.

Note: Remarks entered by the HQHD **cannot** be edited by a SME.

- **Saved Remarks** – Additional remarks that was added to the ticket. There is a 4,000-character limit. Only the HQHD can edit this field.
 - **SME Review** – The HQHD enters any additional information in this box. There is a 4,000-character limit.
 - **SME Solution** – The HQHD enters the solution to the ticket in this box. There is a 4,000-character limit.
2. Click **Open**.
 3. If you are a SME, define the severity of the ticket by selecting from the drop-down list.
 4. If you are the HQHD, define the severity of the ticket by selecting from the drop-down list.
 5. At the **Assigned To** drop-down list, select a name. This will assign the ticket to the individual.
 6. Enter any comments in the **Initiator Task/Issue**, **Initiator Comments**, **Saved Remarks**, **SME Review**, and **SME Solution** boxes.
 7. Click **Save**.

The main RMT Help Desk page appears. Notice that the status of the ticket is now **OPEN** in the data window.

4.3 Adding an Attachment to a Ticket

After a ticket has been created, you can return to the ticket to add attachments. Attachments can be added to tickets that are **not** in **COMP** or **CANC** state. SMEs and the HQHD can add attachments to any ticket. A user, however, can only add attachments to tickets they have created. You can attach any file type to the ticket, and there are no limits to the number of attachments you can add to a ticket.

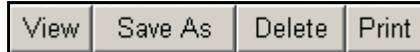
To add an attachment to a ticket, perform the following steps.

1. Click on a ticket in the data window or perform a search to bring up the ticket.
The **RMTHelp Ticket Detail** window appears.
2. At the **Add Attachment** field, click **Browse**.
3. Locate the file, and then click **Open** in the **Choose File** window. The file is attached to the ticket.
4. Click **Send**.

5. To add additional attachments, repeat steps 2 through 4.
6. When you are done, click **Exit**.

4.3.1 Viewing, Saving, Removing, & Printing Attachments

You can view, save, remove, and print attachments in a ticket at the **RMTHelp Ticket Detail** page. If there are multiple attachments in the ticket, you need to select the specific attachment from the **Attachment** drop-down list.



Select the attachment from the **Attachment** drop-down list, and then click one of the following buttons next to the list.

- **View** – Opens the attachment.

Note: On some computers, you may have to press the **Control** key when you click this button.

- **Save As** – Opens the attachment and allows you to save it.
- **Delete** – Deletes the attachment from the ticket.
- **Print** – Prints the attachment.

4.4 Closing a Ticket

A ticket is marked as “complete” when the ticket has been resolved. Perform the following steps to close a ticket.

1. Click on a ticket in the data window or perform a search to bring up the ticket.

The **RMTHelp Ticket Detail** window appears

2. Enter any comments in the **Comments**, **Saved Remarks**, **Review**, and **Solution** boxes.
3. Click **Complete**.

The main RMT Help Desk page appears. Notice that the status of the ticket is now **COMP** in the data window.

4.5 Transferring a Ticket to AWPS – RMT

Tickets are routed to the HQHD for review. The HQHD is responsible for reviewing the ticket to determine if the ticket stays within RMT Help Desk or is routed to AWPS – RMT. Tickets are usually routed or transferred to AWPS – RMT if the reported issue is a data issue, software issue, and other technical issues.

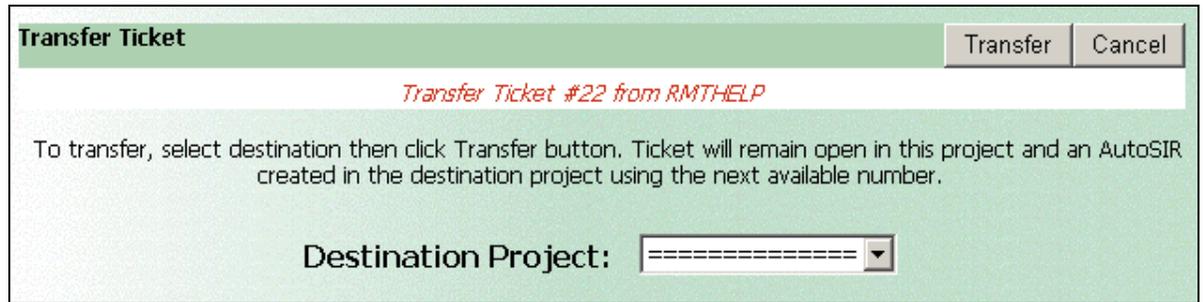
To transfer a ticket from RMT Help Desk to AWPS – RMT, perform the following steps.

1. Click on a ticket in the data window or perform a search to bring up the ticket.

The **RMTHelp Ticket Detail** window appears

2. Enter any comments in the **Comments**, **Saved Remarks**, **Review**, and **Solution** boxes.
3. Click **Transfer**.

The following window appears.



4. At the **Destination Project** drop-down list, select a project.
5. Click **Transfer**. (To cancel the transfer, click **Cancel**.)

The main RMT Help Desk page appears. Notice that the status of the ticket is still **OPEN** in the data window. The status does not change when it is transferred. The button to the far left is now blue. The ticket will have an AutoSIR reference ticket number (an AutoSIR) within AWPS – RMT.

An AutoSIR button will appear in the **RMTHelp Ticket Detail** window.



Clicking the button will take you to the AutoSIR. As updates are made to the AutoSIR, the following fields in the RMT Help Desk ticket are automatically updated with information from the AutoSIR:

- Saved Remarks
- SME Review
- SME Solution

4.5.1 Resolved AutoSIR

When the issue is resolved in AWPS – RMT, the AutoSIR is closed in AWPS – RMT. The status of the ticket in the RMT Help Desk is still **OPEN**. When the AutoSIR is closed, the ticket in data window at the main RMT Help Desk page is updated. The data window will look like the following:

<input checked="" type="checkbox"/>	TRKT	<input checked="" type="checkbox"/>	Subject	<input checked="" type="checkbox"/>	Day	<input checked="" type="checkbox"/>	Stat	<input checked="" type="checkbox"/>	GenBy	<input checked="" type="checkbox"/>	MACOM	<input checked="" type="checkbox"/>	Module	<input checked="" type="checkbox"/>	Type	<input checked="" type="checkbox"/>	Usr	<input checked="" type="checkbox"/>	SME	<input checked="" type="checkbox"/>	HQ	<input checked="" type="checkbox"/>	Assn To	<input checked="" type="checkbox"/>	AutoSIR
<input checked="" type="checkbox"/>	17		testing new add	0		OPEN		CPICONE		FORSCOM		Manpower		Software		High							C Picone		3-AWPS-RMT COMP

The **AutoSIR** column will indicate that the status of the AutoSIR is **COMP** for complete. A SME or the HQHD will need to manually go into the ticket in RMT Help Desk to close it or take further action as required.