

National Aeronautics and Space Administration



Communications Service Office (CSO)
NASA Integrated Communication Services (NICS)

Office of the Chief Information Officer

CSONS Primary User Activity Training - Corporate

Creating CSONS Activities

September 2016

www.nasa.gov





Reminder

- **PLEASE KEEP YOUR PHONE ON MUTE UNTIL YOU WANT TO ASK A QUESTION**
- **QUESTIONS AND COMMENTS ARE WELCOME**





Agenda

- References
- CSONS Overview
- Definitions
- High-level look at What's New and Different
- Creating an Activity
- Demo



References

The Policies, Procedures and Guidelines remain the same...only the tool has changed.

- NICS 3000-050 (Activity Creation and Administration)
- NICS 3000-081 (CNOC – NASCOM Operational Management Policy)
- NISN-SOP-0002 (NISN SOP for Trouble Reporting, Activity Scheduling, Mission Freeze, and Major Outage Notification)





CSONS Overview

- The Communication Service Office (CSO) Notification System (**CSONS**) is the replacement for our current AOPNS and MONS notification systems which have reached end-of-life status
- CSONS is a ‘service based’ custom application within the NITSM Remedy tool
- It is designed to support the dissemination of technical notifications for:
 - ✓ Outages associated with CSO Corporate and CSO Mission only
 - ✓ **Planned activities related to Infrastructure/services of CSO Corporate, CSO Mission, CSO Russia and MSFC CIO Agency Applications Office (AAO)**

CSONS is scheduled to go-live September 26, 2016





Definitions

- An 'Activity' is:

A planned operational, maintenance or upgrade action associated with a support service that has the potential to produce a temporary interruption of service.

- An 'Outage':

An unplanned failure or temporary interruption that impacts the usability or functioning of a support service.





CSONS Activities

What's New and Different

- CSONS Access Point
- Permissions
- Activity Access Options
 - ✓ The CSONS Console
 - ✓ The Task Form
- Key Field Changes
- Submitting a FER from an Activity





What's New and Different CSONS Access Point

- ✓ NITSM (Remedy) will be used to create, update and distribute planned activity information related to Infrastructure/services of CSO Corporate, CSO Mission, CSO Russia and MSFC CIO Agency Applications Office (AAO)



To access CSONS and create, update and send Activities, you will log in to NITSM (Remedy) using your normal NITSM login. SSO will provide login verification, and once you are verified you will be taken directly to the IT Home Page Overview Console.





What's New and Different Permissions

→ To create, update, send or resend Activity information you must:

- Have 'ARSS' permission listed in your NITSM profile

If you are a NICS Support Tech, and were able to create an Activity in AOPNS you already have ARSS permission. If you are not a NICS Support Tech, or you could not previously create an Activity in AOPNS you will need to request ARSS permission by submitting a NAMS request. Please contact the NITSM Sustainment Team for information on submitting your ARSS NAMS request.

To verify your permissions, click here to access the [NITSM Training Portal](#) and view the 'Checking Your Assigned Permissions' Job Aide.





What's New and Different Activity Access Options

→ In CSONS, an Activity can be created, updated and sent:

- ✓ From the CSONS Console
- ✓ From the 'CSONS tab' on the Task (TAS) form

Activity Number	Act
000000000000002	Sch
000000000000101	Sch
CSA0000000000205	Sch

Activity Number	Activity Status	Scheduled Start	Scheduled End	Backout	Freeze Window
CSA000000001114	Cancelled	8/9/2016 12:00:00 AM	8/10/2016 12:00:00 AM	No	No





The CSONS Console

- The CSONS Console can be used to:
 - ✓ Create Carrier or Facilities Maintenance Activities - Corporate and Mission only
 - ✓ All Activities - Russia only
 - ✓ Search for 'Pending' and 'Scheduled' Activities

CSONS Console

CSONS Activities

New CSONS Activity

Search CSONS Activities

List By: Activity Mode Pending

173 of 173 results

Activity Number	Activity Status	Activity Type_c	Scheduled Start...	Scheduled End_c	Short Descriptio...	Coordinator_c	Freeze Window
000000000000002	Scheduled	FACILITY MAINTEN	5/21/2016 8:00:00 AI	5/21/2016 12:00:00 F	Test Activity	Bob Ellington	Yes
000000000000101	Scheduled	FACILITY MAINTEN	6/24/2016 8:00:00 AI	6/24/2016 12:00:00 F	Test Activity	Bob Ellington	Yes
CSA000000000205	Scheduled	REGULAR	7/1/2016 12:00:00 AI	7/1/2016 11:00:00 PI	Configure port & test	Bob	No
CSA000000000301	Scheduled	REGULAR	7/8/2016 12:00:00 AI	7/9/2016 12:00:00 AI	TEST		No
CSA000000000302	Scheduled	REGULAR	7/15/2016 12:00:00 /	7/16/2016 12:00:00 /	Configure port & test		No
CSA000000000303	Scheduled	REGULAR	7/8/2016 12:00:00 AI	7/9/2016 12:00:00 AI	Configure port & test		No
CSA000000000304	Scheduled	USER APPROVED	7/25/2016 8:00:00 AI	7/27/2016 12:00:00 /	Configure port & test		Yes
CSA000000000305	Scheduled	RELEASE REQUES	7/12/2016 12:00:00 /	7/13/2016 12:00:00 /	Configure port & test		No
CSA000000000306	Scheduled	FACILITY MAINTEN	7/6/2016 12:00:00 AI	7/7/2016 12:00:00 AI	Test	asdf	No
CSA000000000307	Scheduled	USER REQUESTED	7/25/2016 12:00:00 /	7/26/2016 12:00:00 /	test		No
CSA000000000309	Scheduled	REGULAR	9/15/2016 7:00:00 PI	9/15/2016 10:00:00 F	Task for Act Notice C		Yes
CSA000000000310	Started	USER REQUESTED	7/7/2016 12:00:00 AI	7/8/2016 12:00:00 AI	Task for Act Notice C		No
CSA000000000401	Started	USER REQUESTED	7/7/2016 12:00:00 AI	7/8/2016 12:00:00 AI	MSN w/AN-Requirem		No
CSA000000000402	Scheduled	MAKE OPERABLE	7/11/2016 12:00:00 /	7/12/2016 12:00:00 /	Test Test iust stari'		No
CSA000000001011	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 /	7/21/2016 12:00:00 /	test	John Brown	Yes
CSA000000001012	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 /	7/21/2016 12:00:00 /	Mission		Yes
CSA000000001013	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 /	7/21/2016 12:00:00 /	123456		Yes
CSA000000001014	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 /	7/21/2016 12:00:00 /	test		No
CSA000000001015	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 /	7/21/2016 12:00:00 /	test		Yes
CSA000000001016	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 /	7/21/2016 12:00:00 /	test		Yes
CSA000000001017	Scheduled	CUSTOMER REQUE	7/21/2016 12:00:00 /	7/22/2016 12:00:00 /	test		Yes
CSA000000001018	Scheduled	REGULAR	7/21/2016 12:00:00 /	7/22/2016 12:00:00 /	Russia test		Yes
CSA000000001019	Scheduled	CARRIER MAINTEN	7/29/2016 12:00:00 /	7/30/2016 12:00:00 /	test		Yes

Report Select All DeSelect All

Close Approve





Accessing the CSONS Console

To access the CSONS Console:

Step 1: With the Overview Console open on your screen, click the **Applications** Tab.

Step 2: From the displayed menu, select **Quick Links**.

Step 3: From the displayed sub-menu, select **CSONS Console**.

The screenshot shows the BMC Remedy IT Service Management interface. The 'Applications' tab is selected in the left sidebar. The 'Quick Links' menu is expanded, and the 'CSONS Console' option is highlighted. A red arrow points from the 'CSONS Console' option to the 'CSONS Console' page, which displays a table of activities.

Activity Number	Activity Status	Activity Type_c
000000000000002	Scheduled	FACILITY MAINTEN 5
000000000000101	Scheduled	FACILITY MAINTEN 6
CSA000000000205	Scheduled	REGULAR
CSA000000000301	Scheduled	REGULAR
CSA000000000302	Scheduled	REGULAR
CSA000000000303	Scheduled	REGULAR
CSA000000000304	Scheduled	USER APPROVED 7
CSA000000000305	Scheduled	RELEASE REQUES 7
CSA000000000306	Scheduled	FACILITY MAINTEN 7
CSA000000000307	Scheduled	USER REQUESTED





The CSONS Console Table

CSONS Console

CSONS Activities

List By: Due in Next 2 Weeks

274 of 274 results

Activity ID	Status	Type	Start Time	End Time	Description	Assignee	Response
CSA00000000921	Scheduled	REGULAR	7/15/2016 8:00:00 AM	7/15/2016 8:00:00 AM	WAN CSDA CONNE CSO/CNOC		No
CSA00000000922	Scheduled	REGULAR	7/15/2016 7:00:00 AM	7/15/2016 11:00:00 AM	***USER REQUEST	Matt Guessetto	No
CSA00000000923	Scheduled	REGULAR	7/15/2016 11:00:00 AM	7/15/2016 3:00:00 PM	***USER REQUEST	Matt Guessetto	No
CSA00000000924	Scheduled	REGULAR	7/7/2016 8:00:00 AM	7/7/2016 6:00:00 PM	***USER APPROVE	Artie Johnston	No
CSA00000000925	Scheduled	REGULAR	7/7/2016 12:00:00 PM	7/7/2016 12:30:00 PM	***USER REQUEST	Avis Nesbitt	No
CSA00000000926	Scheduled	REGULAR	7/18/2016 5:00:00 AM	7/18/2016 5:30:00 AM	***USER REQUEST	Matt Guessetto	No
CSA00000000927	Scheduled	REGULAR	7/23/2016 8:00:00 AM	7/23/2016 12:00:00 PM	IN SUPPORT OF TH	CSO/CNOC	No
CSA00000000928	Scheduled	REGULAR	7/18/2016 6:00:00 PM	7/18/2016 10:00:00 PM	L2VPN REQUIRED	CSO/CNOC	No
CSA00000001001	Scheduled	REGULAR	7/16/2016 12:00:00 PM	7/17/2016 11:00:00 PM	Update CMDB Relati		Yes
CSA00000001002	Scheduled	USER APPROVED	7/15/2016 11:59:59 AM	7/18/2016 12:00:00 PM	Update CMDB Relati		Yes
CSA00000001003	Scheduled	REGULAR	7/16/2016 8:00:00 AM	7/17/2016 7:00:00 AM	Update CMDB Relati		Yes
CSA00000001005	Scheduled	CARRIER MAINTEN	7/25/2016 12:00:00 PM	7/26/2016 12:00:00 PM	Russia Task for CSC		No
CSA00000001006	Scheduled	MAKE OPERABLE	7/25/2016 12:00:00 PM	7/26/2016 12:00:00 PM	Configure port & test		No
CSA00000001011	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 PM	7/21/2016 12:00:00 PM	test	John Brown	Yes
CSA00000001012	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 PM	7/21/2016 12:00:00 PM	Mission		Yes
CSA00000001013	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 PM	7/21/2016 12:00:00 PM	123456		Yes
CSA00000001014	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 PM	7/21/2016 12:00:00 PM	test		No
CSA00000001015	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 PM	7/21/2016 12:00:00 PM	test		Yes
CSA00000001016	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 PM	7/21/2016 12:00:00 PM	test		Yes
CSA00000001017	Scheduled	CUSTOMER REQUE	7/21/2016 12:00:00 PM	7/22/2016 12:00:00 PM	test		Yes
CSA00000001018	Scheduled	REGULAR	7/21/2016 12:00:00 PM	7/22/2016 12:00:00 PM	Russia test		Yes
CSA00000001019	Scheduled	CARRIER MAINTEN	7/29/2016 12:00:00 PM	7/30/2016 12:00:00 PM	test		Yes
CSA00000001020	Scheduled	REGULAR	7/20/2016 12:00:00 PM	7/22/2016 12:00:00 PM	Test for less than 10		No
CSA00000001021	Scheduled	REGULAR	7/20/2016 10:00:00 PM	7/22/2016 12:00:00 PM	Test for Regular - Sc		No
CSA00000001022	Scheduled	REGULAR	7/22/2016 12:00:00 PM	7/23/2016 2:00:00 AM	Test		No
CSA00000001023	Scheduled	REGULAR	8/15/2016 12:00:00 PM	8/16/2016 12:00:00 PM	test		No
CSA00000001101	Scheduled	REGULAR	8/10/2016 12:00:00 PM	8/11/2016 12:00:00 PM	test		No

The CSONS Console table allows you to see a snapshot of information on Pending, Scheduled and Overdue Activities for all organizations.

Items in the Console are color coded as follows:

- Items displayed in **Red** text are Activities that are scheduled to take place during a Mission Freeze Window.
- Items displayed in **Green** text are Pending Approval.
- Items displayed in **Black** text are Approved.





The CSONS Console Table

When the Console opens it displays a list of all Activities for all organizations, that are in the 'Activity Mode' of "Pending."

To see Activities associated with Russia only, select 'Russia Scheduled.'

Double-click on a record, to open the Activity.

The screenshot shows the CSONS Console interface. At the top, there is a header "CSONS Console" and a sub-header "CSONS Activities". Below this is a "List By" dropdown menu, which is currently open, showing a list of activity modes: Activity Mode Pending, Due in Next 2 Weeks, In a Freeze Window, Overdue, All Scheduled, Corporate Scheduled, Mission Scheduled, Russia Scheduled, and (clear). The main table displays 173 results with columns for Activity Number, Activity Status, Activity Type__c, and Schedule. The table is filtered to show activities with a status of "Scheduled". At the bottom of the table, there are buttons for "Report", "Select All", and "DeSelect All". On the right side of the interface, there are buttons for "Preferences", "Refresh", and "Approve".

Activity Number	Activity Status	Activity Type__c	Schedule
000000000000002	Scheduled	FACILITY MAINTEN	5/21/16
0000000000000101	Scheduled	FACILITY MAINTEN	6/24/16
CSA0000000000205	Scheduled	REGULAR	7/1/16
CSA0000000000301	Scheduled	REGULAR	7/8/16
CSA0000000000302	Scheduled	REGULAR	7/15/16
CSA0000000000303	Scheduled	REGULAR	7/8/16
CSA0000000000304	Scheduled	USER APPROVED	7/25/16
CSA0000000000305	Scheduled	RELEASE REQUES	7/12/16
CSA0000000000306	Scheduled	FACILITY MAINTEN	7/6/16
CSA0000000000307	Scheduled	USER REQUESTED	7/25/16
CSA0000000000309	Scheduled	REGULAR	9/15/2016 7:00:00 AI 9/15/2016 10:00:00 / Task for Act Notice C
CSA0000000000310	Started	USER REQUESTED	7/7/2016 12:00:00 AI 7/8/2016 12:00:00 AI Task for Act Notice C
CSA0000000000401	Started	USER REQUESTED	7/7/2016 12:00:00 AI 7/8/2016 12:00:00 AI MSN WAN-Requiren
CSA0000000000402	Scheduled	MAKE OPERABLE	7/11/2016 12:00:00 / 7/12/2016 12:00:00 / Test Test just starin'
CSA0000000000403	Started	REGULAR	8/1/2016 12:00:00 AI 8/2/2016 12:00:00 AI Perform physical sur
CSA0000000000404	Scheduled	REGULAR	8/1/2016 12:00:00 AI 8/3/2016 12:00:00 AI MSN WAN-Requiren
CSA0000000000405	Scheduled	REGULAR	7/25/2016 12:00:00 / 7/27/2016 12:00:00 / MSN-NASA ITSM Ag
CSA0000000000406	Scheduled	REGULAR	8/11/2016 12:00:00 / 8/12/2016 12:00:00 / MSN-NASA ITSM Ag
CSA0000000001001	Scheduled	REGULAR	7/16/2016 12:00:00 / 7/17/2016 11:00:00 / Update CMDB Relat
CSA0000000001002	Scheduled	USER APPROVED	7/15/2016 11:59:59 f 7/18/2016 12:00:00 / Update CMDB Relat
CSA0000000001003	Scheduled	REGULAR	7/16/2016 8:00:00 AI 7/17/2016 7:00:00 AI Update CMDB Relat
CSA0000000001005	Scheduled	CARRIER MAINTEN	7/25/2016 12:00:00 / 7/26/2016 12:00:00 / Russia Task for CSC
CSA0000000001006	Scheduled	MAKE OPERABLE	7/25/2016 12:00:00 / 7/26/2016 12:00:00 / Configure port & test
CSA0000000001007	Started	FACILITY MAINTEN	7/19/2016 12:00:00 / 7/20/2016 12:00:00 / tester1
CSA0000000001011	Scheduled	CUSTOMER REQUI	7/20/2016 12:00:00 / 7/21/2016 12:00:00 / test
CSA0000000001012	Scheduled	CUSTOMER REQUI	7/20/2016 12:00:00 / 7/21/2016 12:00:00 / Mission
CSA0000000001013	Scheduled	CUSTOMER REQUI	7/20/2016 12:00:00 / 7/21/2016 12:00:00 / 123456
CSA0000000001014	Scheduled	CUSTOMER REQUI	7/20/2016 12:00:00 / 7/21/2016 12:00:00 / test
CSA0000000001015	Scheduled	CUSTOMER REQUI	7/20/2016 12:00:00 / 7/21/2016 12:00:00 / test
CSA0000000001016	Scheduled	CUSTOMER REQUI	7/20/2016 12:00:00 / 7/21/2016 12:00:00 / test
CSA0000000001017	Scheduled	CUSTOMER REQUI	7/21/2016 12:00:00 / 7/22/2016 12:00:00 / test
CSA0000000001018	Scheduled	REGULAR	7/21/2016 12:00:00 / 7/22/2016 12:00:00 / Russia test
CSA0000000001019	Scheduled	CARRIER MAINTEN	7/29/2016 12:00:00 / 7/30/2016 12:00:00 / test





The CSONS Console Table

CSONS Console

CSONS Activities

List By: Russia Scheduled

9 of 9 results

Activity Number	Activity Status	Activity Type__c	Scheduled Start_...	Scheduled End__c	Short Description__c	Coordinator__c
CSA000000001017	Scheduled	CUSTOMER REQUE	7/21/2016 12:00:00	7/22/2016 12:00:00	test	
CSA000000001018	Scheduled	REGULAR	7/21/2016 12:00:00	7/22/2016 12:00:00	Russia test	
CSA000000001101	Scheduled	REGULAR	8/10/2016 12:00:00	8/11/2016 12:00:00	test	
CSA000000001402	Scheduled	FACILITY MAINTEN	7/30/2016 12:00:00	7/31/2016 12:00:00	test	
CSA000000001404	Scheduled	REGULAR	8/12/2016 12:00:00	8/12/2016 1:00:00	P TIMOTHY RICHTER CS	
CSA000000001405	Scheduled	CARRIER MAINTEN	8/2/2016 12:00:00	8/2/2016 1:00:00	PM TIMOTHY RICHTER CS	
CSA000000001505	Scheduled	REGULAR	8/17/2016 12:00:00	8/17/2016 1:00:00	PI Mark Burkett CSONS 01	
CSA000000001506	Scheduled	CARRIER MAINTEN	8/4/2016 12:00:00	8/4/2016 1:00:00	PM Mark Burkett CSONS 02	
CSA000000001594	Scheduled	REGULAR	10/1/2016 4:00:00	10/1/2016 5:00:00	AI Kerra Miller CSONS V36	

Preferences

- Add Column
- Remove Column
- Set Refresh Interval
- Reset
- Save

Window

- Activity Number
- Activity Status
- Activity Type__c
- Coordinator__c
- Freeze Window
- Scheduled End__c
- Scheduled Start__c
- Short Description__c

To modify the number of columns displayed on the CSONS Console:

Step 1: Click 'Preferences'.

Step 2: Click 'Remove Column'.

Step 3: Select the name of the column that you want to remove. The selected column will be removed.

To make your change permanent, once the column has been removed:

Step 1: Click 'Preferences'.

Step 2: Click 'Save'.





CSONS Console Actions

Create a New CSONS Activity

To create a new CSONS Activity from the CSONS Console:

Step 1: From the displayed CSONS Console, click on **CSONS Activities**.



Step 2: From the displayed menu, select **New CSONS Activity**. The CSONS Activity form displays.

Completing the Activity information will be covered later in this training.





CSONS Console Actions

Search CSONS Activity

To search for an existing CSONS Activity from the CSONS Console:

Step 1: From the displayed CSONS Console, click on **CSONS Activities**.



Step 2: From the displayed menu, select **Search CSONS Activity**. The CSONS Activity form displays.

Current mode: Search

Search [icon] New search [icon] Modify all [icon] Searches My Reports Advanced search Clear Set to defaults Status history Logout Help Home

CSONS Activity

Activity Number [input]

Activity Mode [dropdown] Short Description* [input] [icon]

Activity Status [dropdown] Detail [input] [icon]

Activity Type* [dropdown] Activity Reason [input] [icon]

Activity Event [dropdown] Rejected Reason [input] [icon]

Loc_Service* [input] [icon] [icon]

Link_ServiceList [input] [icon]

General Mission Freeze System

Searching for an Activity will be covered later in this training.





Creating an Activity from a Task

→ The 'CSONS tab' on the Task form (TAS) will be used to enter, update and send Activity information

The screenshot displays the BMC Remedy IT Service Management interface for a Task form. The breadcrumb trail is [IT Home](#) > [CRQ000023751257](#) > [TAS000000022031](#). The 'Task' tab is selected and highlighted with a red box. The form contains several fields: Name*, Summary*, Notes, Priority (Medium), NICS Status Reason, Task ID (TAS000000022031), Type* (Manual), Status* (Staged), Status Reason, Request ID (CRQ000023751257), and an Open button. Below the form is a navigation bar with tabs: General, Requester, Categorization, Assignment, Data, Work Info, Relationships, Dates, Financials, NICS, Admin, and CSONS. The CSONS tab is highlighted with a red box, and a red arrow points from it to the 'View' and 'New' buttons in the activity table. The table shows 1 of 1 results with the following data:

Activity Number	Activity Status	Scheduled Start	Scheduled End	Backout	Freeze Window
CSA000000001114	Scheduled	8/9/2016 12:00:00 AM	8/10/2016 12:00:00 AM	No	No

At the bottom of the interface are buttons for Save, Print, and View Audit Log.





Creating an Activity from a Task

- Generally, an Activity would be associated with a Task that is related to a Change Request (CRQ); however, the CSONS Tab is visible and can be used to create an Activity from a CRQ, an Incident (INC) or a Work Order (WO)
- The Master Request ID and Creating Task ID will automatically be displayed in the Activity
- Although some CRQs may have a specific task defined for creating the Activity, an Activity may be created or updated from any Task associated with the CRQ
- A created Activity may be viewed from any Task associated with the CRQ (Master Request)
- Although the Activity information is entered and displayed in the Task, information associated with the Activity does not get posted into the Task's Audit Log



What's New and Different Updated Activity Form

The Activity form has been updated. Field labels have been modified, and new fields and functionality added.

Old AOPNS Activity Form

The screenshot shows the 'Activity Request Scheduling System' form. It includes fields for Activity No., Status (New, Scheduled, Rejected, Canceled, Complete, Re-Scheduled, Backout), Requester Name, Phone, Email, Short-Description, Activity Type, Service Provider, Sites, Start Date/Time, Stop Date/Time, Asset, System Type (Production, Non-Production), User Impact (Yes, No), User Impact Details, Activity Coordinator, Coordinator Phone, Reason for Activity, Freeze Exemption Requests (FERS), Detailed Description, Test Plan, SR #, Backout Plan/Time, Expedite SR #, Actual Completion Date/Time, Log-in ID, Ticket #, CR #, and Backout Time. There is also an Attachments section with a table listing Attachment 1 through 5.

New CSONS Activity Form

The screenshot shows the 'CSONS Activity' form. It includes fields for Activity Number, Company (Corporate_IT_COMMSS), Activity Mode (Pending), Activity Status (Scheduled), Activity Type, Activity Event, Loc_Service, Link_ServiceList, Short Description, Detail, Activity Reason, Rejected Reason, Master Req ID (CRQ000023751257), and Creating Task ID (TAS000000022031). There are tabs for General, Mission Freeze, and System. The General tab shows fields for Requester (CSONS User), Requester Phone (###), Requester Email (csonuser@email.null), Coordinator, Coordinator Phone, Scheduled Start, Scheduled End, User Impact, User Impact Details, FER Exempt (No), Freeze Window (No), FER Number, Service Provider, Actual Start, Actual End, Backout (No), Backout Time, and User Approved. There is also a FER section with a table that has not been loaded, with columns for FER ID and Status_c.



Key Field Changes AOPNS to CSONS

- ◆ The CSONS '**Activity Number**' field replaces the **old AOPNS 'Activity No.'** field. Information in this field is system generate once the Activity is saved. It provides the NITSM ID number assigned to the Activity.
- ◆ The date information displayed in the **title of the CSONS Activity notification** replaces the **old AOPNS 'Create Date'** field.
- ◆ The **old AOPNS 'Status'** field has been renamed and is now the CSONS '**Activity Status**' field. *Options are:* Scheduled, Started, Rejected, Cancelled or Complete. The default is 'Scheduled'.
- ◆ The **old AOPNS 'Requester Name'** field has been renamed and is now the CSONS '**Requester**' field. This field will be automatically filled in with the NITSM profile information of the person creating the Activity. Auto-populated information may be changed as required.
- ◆ The **old AOPNS 'Requester Phone No.'** field has been renamed and is now the CSONS '**Requester Phone**' field. This field will be automatically filled in with the Activity creators phone number from their NITSM profile. Auto-populated information may be changed as required.
- ◆ The CSONS '**Requester Email**' field has been added. This field will be automatically filled in with the email address information from the Activity creator's NITSM profile. Auto-populated information may be changed as required.
- ◆ The '**Short Description**' field remains the same. However, in CSONS it is no longer necessary to enter asterisked information at the beginning of the field (for example: *****User Request/Approved****). The Short Description field is a required field and must have an entry in order to save/send the Activity. It is limited to 254 characters.



Key Field Changes AOPNS to CSONS (continued)

- ◆ The CSONS '**Activity Type**' field has been added. It is used to define the type of Activity that is being created. *Options are:* Regular, User Approved, Facilities Maintenance, User Requested, Customer Requested, Customer Approved, Make Operable, Center Approved, Carrier Maintenance, or Release Request. The CSONS Activity Type field replaces the need to enter asterisked information at the beginning of the Short Description field.
- ◆ The CSONS '**Service Provider**' field replaces the old AOPNS '**Participating Maintenance Agencies**' field. Information must be pulled from the field's associated menu. Multiple Service Providers may be chosen by making multiple selections (one at a time) from the menu.
- ◆ The CSONS '**Loc_Service**' field replaces the old AOPNS '**Site**', '**Service ID**' and '**System Impact**' fields.
- ◆ The CSONS '**Scheduled Start***' field replaces the old AOPNS '**Start Date/Time**' field. This is a required field and must have an entry in order to save/send the Activity.
- ◆ The CSONS '**Scheduled End***' field replaces the old AOPNS '**Stop Date/Time**' field. This is a required field and must have an entry in order to save/send the Activity.
- ◆ The CSONS '**User Impact**' and '**User Impact Details**' fields replace the old AOPNS '**User Impact Detail**' field. Options for the User Impact field are: Yes or No. If 'Yes' is selected, the 'User Impact Details' becomes a required field and you cannot save/send the Activity without an entry in the field. The User Impact Details field is limited to 255 characters.
- ◆ The CSONS '**Coordinator**' field replaces the old AOPNS '**Activity Coordinator**' field. It is used to identify the NICS staff member responsible for the completion of the Activity.





Key Field Changes AOPNS to CSONS (continued)

- ◆ The CSONS '**Coordinator Phone**' field replaces the old AOPNS '**Coordinator Phone No.**' field.
- ◆ The CSONS '**Activity Reason**' field replaces the old AOPNS '**Reason for Activity**' field. It is used to provide a short and concise description explaining why the Activity is needed. The Activity Reason field is limited to 255 characters.
- ◆ The CSONS '**FERS Exempt**' and '**FER Number**' fields replace the old AOPNS '**Freeze Exemption Requests**' field.
- ◆ The old AOPNS '**Detail Description**' field has been renamed and is now the CSONS '**Detail**' field. The Detail field is used to provide detailed information related to the activity. It is unlimited in size.
- ◆ The CSONS '**Reject Reason**' field has been added. It is used to record information explaining why the Activity was rejected or cancelled. The Reject Reason field is limited to 255 characters.
- ◆ The CSONS '**Freeze Window**' field has been added. It is used as a visual indicator to identify when the Activities schedule dates fall within a Mission Freeze timeframe. This field is automatically populated when the Activity is saved/sent.
- ◆ The CSONS '**Actual Start**' field has been added. It will be used to indicate the actual date and time that the Activity began.
- ◆ The CSONS '**Actual End**' field has been added. It will be used to indicate the actual date and time that the Activity was completed.





Key Field Changes AOPNS to CSONS (continued)

- ◆ The CSONS '**Backout**' field has been added. It will be used to indicate that a scheduled activity was begun, but not completed. *Options are:* Yes or No. The default is 'No'.
- ◆ The CSONS '**Backout Time**' field has been added. It will be used to provide the date and time that the Activities back out was performed.
- ◆ The CSONS '**User Approved**' field has been added. An entry in the User Approved field will be required when the Activity Type* field has been set to "User Approved". The User Approved field provides the name of the person that approved the Activity. The name of the approver must be selected from the field's associated People Search dialog.
- ◆ The CSONS '**Activity Event**' field has been added. *Options are:* Backout, Rescheduled, Cancelled or Freeze Window. Entries in this field will be auto-populated based on field entries made in the Backout field, the Activity Status field and the Freeze Window field. Information in this field cannot be manually changed.
- ◆ The CSONS '**FER**' table has been added. The FER table provides a quick reference on the status of a submitted FER.
- ◆ The CSONS '**Mission Freeze tab**' has been added. This tab is for informational use only. It displays the 'Mission Freeze List', which is a list of currently scheduled Mission Freeze dates and times. Note: double clicking on an entry in the Mission Freeze List DOES NOT open the Mission Freeze form.





Key Field Changes AOPNS to CSONS (continued)

- ◆ The CSONS '**System tab**' has been added. This tab is for informational use only. It displays information on the Submitter of the Activity, the date the Activity was created, the last person that modified the Activity, and the last date/time the Activity was modified. Additionally, the Email Notification Log provides the date/time that notification on the Activity were processed.
- ◆ The CSONS '**Activity Mode**' field has been added. This field identifies whether or not the Activity has been approved. *Options are:* Pending or Approved. The default for a newly created Activity is 'Pending'. The Activity Mode field will remain in 'Pending' until:
 - The Activity is manually moved to 'Approved'
 - The Activity has been 'Cancelled' or 'Rejected'
 - A period of 5 days has passed. On the 6th day, the Activity will automatically move to the status of 'Approved'.
- ◆ The CSONS '**Company**' field has been added. This field is auto-populated from the Activity creators NITSM profile. It defines the Company designation associated with the Activity. *Options are:* Corporate_IT_COMMSSVC, Mission_IT_COMMSSVC or RUSSIA_IT_COMMSSVC.
- ◆ The CSONS '**Master Req ID**' field has been added. When the Activity is created from a Task, this field will auto-populate with the ID number of the selected Task's Parent CRQ, INC or WO. Note: The Master Req ID field will be blank when an Activity is created from the CSONS Console.
- ◆ The CSONS '**Created Task ID**' field has been added. When the Activity is created from a Task, this field will auto-populate with the ID number of the Task used to create the Activity. Note: The Created Task ID field will be blank when an Activity is created from the CSONS Console.





Creating an Activity Notice from a Task



Opening the Activity Form

→ With the CRQ open on your screen, click on the Tasks tab

IT Home > CRQ000023842432

Initiate Normal Review & Authorize Plan & Schedule Implement Closed

Work Detail Categorization **Tasks** Relationships Date/System Details Details2 Details3 NICS

Tasks and Task Groups

5 entries returned - 5 entries matched

Type	Name	ID	Sequence	Status
Task	MSN DATA-Schedule Activity	TAS000000022646	4	Staged
Task	MSN DATA-Hardware Installation	TAS000000022648	5	Staged
Task	MSN DATA-Implement Service HW	TAS000000022650	6	Staged
Task	MSN DATA-Network Configuration	TAS000000022651	7	Staged
Task Group	Mission Data-Security Audit Activities	TGR000000006305	8	Staged

View Cancel Request Type Relate Relationships

→ From the CRQ's Task tab, locate and open the Task that you will use to create the Activity (Note: any task can be used to create the Activity)



Opening the Activity Form From a Task

→ With the Task open on your screen, click the Task's CSONS tab

The screenshot shows a web application interface for a task. The 'Task' tab is selected, displaying fields for Name, Summary, Notes, Priority, Task ID, Type, Status, Status Reason, and Request ID. The 'CSONS' tab is also visible and selected, showing a table with 0 of 0 results. The 'New' button is located on the right side of the table.

Activity Number	Activity Status	Scheduled Start	Scheduled End	Backout	Freeze Window
0 of 0 results					

→ To open the Activity form, click the 'New' button on the right side of the CSONS table; the Activity form displays





The Activity Form

Current mode: New

Save | New search | Modify all | Searches | My Reports | Advanced search | Clear | Set to defaults | Status history | Logout | Help | Home

CSONS Activity

Activity Number: Company: Corporate_IT_COMMSS

Activity Mode: Pending | Short Description*: | Master Req ID:
Activity Status: Scheduled | Detail: | Creating Task ID:
Activity Type*: | Activity Reason:
Activity Event: | Rejected Reason:
Loc_Service*: +
Link_ServiceList:

General | Mission Freeze | System

Requester	CSONS User	Service Provider	<input type="text"/>
Requester Phone	###	Actual Start	<input type="text"/>
Requester Email	csonuser@email.null	Actual End	<input type="text"/>
Coordinator	<input type="text"/>	Backout	No
Coordinator Phone	<input type="text"/>	Backout Time	<input type="text"/>
Scheduled Start*	<input type="text"/>	User Approved	<input type="text"/> +
Scheduled End*	<input type="text"/>		
User Impact	<input type="text"/>		
User Impact Details	<input type="text"/>		
FER Exempt	No		
Freeze Window	No		
FER Number	<input type="text"/> +		

FER

Table has not been loaded | Refresh

FER ID	Status_c
--------	----------

Close





The Activity Header Fields

Activity Number and Activity Mode

The '**Activity Number**' field replaces the old AOPNS 'Activity No.' field. Information in this field is system generate once the Activity is saved. It provides the NITSM ID number assigned to the Activity. The Activity ID number will begin with 'CSA'.

CSONS Activity	
Activity Number	
Activity Mode	Pending

The '**Activity Mode**' field is system generated and identifies the standing of the Activity. *Options are:* Pending or Approved.

The Activity Mode field will remain in 'Pending' until:

- The Activity is manually 'Approved'
- The Activity has been 'Cancelled' or 'Rejected'
- A period of 5 days has passed. On the 6th day, the Activity will automatically move to the status of 'Approved'.



The Activity Header Fields

Activity Status and Activity Event

The '**Activity Status**' field defines the current standing of the Activity. *Options are:* Scheduled, Started, Rejected, Cancelled or Complete. The default is 'Scheduled'. All other status transitions are done manually.

The '**Activity Event**' field provides a quick visual identification that specific actions have taken place.

This is a system generated field. Entries in this field are populated based on field selections in the Activities the Backout field, the Activity Status field and the Freeze Window field.

Options are: Backout, Rescheduled, Cancelled or Freeze Window.



The Activity Header Fields

Activity Type

Activity Type*

The 'Activity Type*' field is a required field. It is used to define the type of Activity that is being created. It replaces the need to enter asterisked information at the beginning of the Short Description field.

REGULAR
USER APPROVED
FACILITY MAINTENANCE
USER REQUESTED
CUSTOMER REQUESTED
CUSTOMER APPROVED
MAKE OPERABLE
CENTER APPROVED
CARRIER MAINTENANCE
RELEASE REQUEST
(clear)

Activity Type menu options represent the scheduling guidelines associated with the Activity. *For example*, selecting 'Regular' indicates that the Activity requires 10 calendar days advance notice prior to being performed. 'User Approved' indicates that the User associated/impacted by the Activity has been consulted and approves the Activities defined scheduled start and end dates.(Note: When User Approved is selected, the name of the user must be entered into the 'User Approved' field in the body of the Activity.) 'Customer Approved' indicates that the customer associated with the Activity was consulted and approves the entered scheduled start and end dates. 'Make Operable' indicates that special provisions apply including performing customer scheduling/notification on a best effort basis."





The Activity Header Fields

Short Description and Details

The **'Short Description'** is used to provide a brief description for the Activity. It is a required field and must have an entry in order to save/send the Activity.

The Short Description field is limited to 254 characters. (Note: CSONS no longer requires the enter of asterisked information at the beginning of the Short Description field!)

The screenshot shows two input fields. The top field is labeled 'Short Description*' and has a red border. The bottom field is labeled 'Detail' and has a blue border. Both fields have a small menu icon on the right side.

The **'Detail'** field replaces the **old AOPNS 'Detail Description'** field. It is unlimited in size, and is used to provide in depth information related to the Activity.





The Activity Header Fields

Activity Reason and Reject Reason

The '**Activity Reason**' field is used to provide a short and concise description explaining why the Activity is needed. The Activity Reason field is limited to 255 characters.

Activity Reason	<input type="text"/>	☰
Rejected Reason	<input type="text"/>	☰

The '**Reject Reason**' field is used to record information explaining why the Activity was rejected or cancelled. The Reject Reason field is limited to 255 characters.





The Activity Header Fields

Company, Master Req ID and Created Task ID

The CSONS **'Company'** field defines the NITSM Company designation associated with the Activity. *Options are:* Corporate_IT_COMMSSVC, Mission_IT_COMMSSVC or RUSSIA_IT_COMMSSVC. This field is auto-populated from the Activity creators NITSM profile.

Company	Corporate_IT_COMMSSVC ▾
Master Req ID	CRQ000023766555
Creating Task ID	TAS000000022039

When the Activity is created from a Task, the **'Master Req ID'** automatically displays the ID number of the selected Task's parent CRQ, INC or WO.

Note:

1. The Master Req ID field will be blank when an Activity is created from the CSONS Console.
2. You cannot open the parent request from this field.

When the Activity is created from a Task, the **'Created Task ID'** field will auto-populate with the ID number of the Task used to create the Activity.

Note:

1. The Created Task ID field will be blank when an Activity is created from the CSONS Console.
2. You cannot open the Task from this field.



The Activity Header Fields

Loc_Services*

The **Loc_Services*** field is used to identify the type of service that is associated with the Activity. It replaces the old AOPNS 'Site', 'Service ID' and 'System Impact' fields

Entries in the Loc_Services* field must be selected from the field's associated menu.

This is a required field, and must have an entry in order to save or send the outage.

Loc_Service*	<input type="text"/>	☰
Link_ServiceList	<input type="text"/>	☰



The **Link_Services*** field is for Mission use only.



Understanding the Loc_Services Field

Activity Number		
Activity Mode	Pending	Short Des
Activity Status	Scheduled	Detail
Activity Type*		Activi
Activity Event		Reject
Loc_Service*		
Link_ServiceList		

CSONS Select Location Services

CSONS Location Service Selection

Select Location/Services

378 of 378 results Refresh

Loc_Service

- AFRC-Cable Plant
- AFRC-Public Address System
- AFRC-Voice Over Internet
- AFRC-Perimeter - Web Co
- AFRC-DCNSS - Data Cent
- AFRC-Desktop Mobile VIT
- AFRC-DDI - DHCP
- AFRC-CSO Enterprise Tool
- AFRC-Perimeter - Firewall
- AFRC-Instant Meeting
- AFRC-LAN - Local Area N
- AFRC-Perimeter - Remote
- AFRC-CSO related Secur
- AFRC-WAN - CSO Backbo
- AFRC-LAN - Wireless
- AFRC-CSO/NICS WAN/LA
- AFRC-Corporate Voice Se
- AFRC-DDI - Domain Name
- AFRC-Digital Television (D
- AFRC-Enterprise Physical
- AFRC-International/Custor
- AFRC-Video Conferencing
- AFRC-Voice Conferencing

Save

378 of 378 results Refresh

- ARC-DDI - Application Server
- Corporate Enterprise Services-Perimeter - Web Content Fil
- Corporate Enterprise Services-DCNSS - Data Center Netw
- Corporate Enterprise Services-Desktop Mobile VITS
- Corporate Enterprise Services-DDI - DHCP
- Corporate Enterprise Services-CSO Enterprise Tools
- Corporate Enterprise Services-Perimeter - Firewall
- Corporate Enterprise Services-Instant Meeting
- Corporate Enterprise Services-LAN - Local Area Network
- Corporate Enterprise Services-Perimeter - Remote Access
- Corporate Enterprise Services-CSO related Security Opera
- Corporate Enterprise Services-LAN - Synergy Achieving Cc
- Corporate Enterprise Services-WAN - CSO Backbone
- Corporate Enterprise Services-Cable Plant
- Corporate Enterprise Services-Cable Television
- Corporate Enterprise Services-Public Address System
- Corporate Enterprise Services-Center Telephone/PBX
- Corporate Enterprise Services-Voice Over Internet Protoco
- Corporate Enterprise Services-LAN - Wireless
- Corporate Enterprise Services-CSO/NICS WAN/LAN Mana
- Corporate Enterprise Services-Corporate Voice Services
- Corporate Enterprise Services-DDI - Application Server
- Corporate Enterprise Services-DDI - Domain Name Service
- Corporate Enterprise Services-Digital Television (DTV)

Click the **'Green Action button'** to view the available Loc_Services options. The **'Select Location/Services'** menu displays.

The displayed menu is organized alphabetically by 'Location' (Center' and 'Corporate Enterprise Services'). Under each location there will be a list of 'Services'. The displayed menu options match the NAMS Location/Service options that CSONS Subscribers select to define the notifications they want to receive.



Selecting Loc-Services Options aka – Selecting the Audience

Select Location/Services

378 of 378 results Refresh

- JSC-Perimeter - Remote Access Services
- JSC-CSO related Security Operations Center (SOC)
- JSC-WAN - CSO Backbone
- JSC-LAN - Wireless
- JSC-CSO/NICS WAN/LAN Management - Out of Band Acc
- JSC-Corporate Voice Services**
- JSC-DDI - Domain Name Service (DNS)
- JSC-Digital Television (DTV)
- JSC-Enterprise Physical Access Control System (EPACS)
- JSC-International/Custom Circuits
- JSC-Video Conferencing Support Systems
- JSC-Voice Conferencing Support Systems
- JSC-WAN - Routed Data
- JSC-DDI - Application Server
- KSC-Center Telephone/PBX
- KSC-Voice Over Internet Protocol (VOIP)
- KSC-Perimeter - Web Content Filter
- KSC-DCNSS - Data Center Network and Security Services
- KSC-Desktop Mobile VITS
- KSC-DDI - DHCP
- KSC-CSO Enterprise Tools
- KSC-Perimeter - Firewall
- KSC-Instant Meeting
- KSC-LAN - Local Area Network

Save Cancel

CSONS Activity

Activity Number		
Activity Mode	Pending	Short Description*
Activity Status	Scheduled	Detail
Activity Type*	REGULAR	Activity Reason
Activity Event		Rejected Reason
Loc_Service*	JSC-Corporate Voice Services	
Link_Service		

Step 1: Select one or more Services by clicking in the checkbox on the left side of the Service Name. A check mark will appear in the checkbox. **Step 2:** Once all required services are selected, click the 'Save' button. Your selected options will populate the Loc_Services field.





Using the Loc_Services Options to Select the Audience for the Notification

Activity form

Subscriber ID: 000000000000201

Corporate ID: 611127652

AUID: mayoung

Email: mark.a.young@nasa.gov

Mobile Email:

Daily Report: No

Site+: MSFC

13 of 13 results		Preferences ▾	Refresh
000000000000256	Corporate enterprise Service Firewall	ARC Public Address	
000000000000257	ARC	Content Filter	
000000000000258	GRC	Desktop Mobile VITS	
000000000000259	GSFC	Data Center Network and	
000000000000260	HQ	JSC Telephone	
000000000000261	JSC	Domain Name Service (D	
000000000000262	KSC	MAF Protective Services	
000000000000263	MAF	Collaboration Facility	
000000000000264	LaRC	MSEC Conference Room	
000000000000264	MSEC		

Subscriber form

Corporate Activity creators will use the Loc_Services* field to define the audience that needs to receive the created notification. When the creator is ready and 'sends' the notification, NITSM will search the CSONS Subscriber form and locate and send the notification to the subscribers with CSONS registrations that match the defined locations and services.



The General Tab

Requester and Coordinator Information

The **'Requester'**, 'Requester Phone' and 'Requester Email' fields provide details about the person that has requested the Activity.

These fields are automatically populated from the NITSM profile information of the person that is creating the Activity. Auto-populated information may be changed as required.

General	Mission Freeze	System	Audit	Admin
Requester	Barbara J Soditch	☰		
Requester Phone	256.961.0614	☰		
Requester Email	barbara.j.soditch@nasa.gov	☰		

Coordinator	<input type="text"/>	☰
Coordinator Phone	<input type="text"/>	☰

The **'Coordinator'** field is used to identify the NICS staff member responsible for the completion of the Activity.

The **'Coordinator Phone'** field is used to provide contact information for the Activity's Coordinator.





The General Tab

Scheduled Start* and Scheduled End*

The '**Scheduled Start***' and '**Scheduled End***' fields provide the anticipated timing for the Activity.

Scheduled Start*	<input type="text"/>	
Scheduled End*	<input type="text"/>	

- The 'Scheduled Start*' and 'Scheduled End*' dates should be selected from the field's associated calendars
- The "Scheduled Start*" and 'Scheduled End*' dates cannot be in the 'past'
- The 'Scheduled Start*' date must be before the 'Scheduled End*' date
- If the selected 'Scheduled Start*' and 'Scheduled End*' dates fall within a Mission Freeze Window, when you save/send the Activity a warning message will display at the top of your screen, the 'Activity Event' field will display as 'Freeze Window', and the 'Freeze Window' field will display as 'Yes'
- To avoid receiving the Mission Freeze Window warning, use the Mission Freeze tab to check your dates against already scheduled Mission Freezes
- When a new Mission Freeze Window is defined, NITSM will check all open (Pending and Approved) Activities to determine if their scheduled dates fall within the newly defined window; once a match is found, the creator of the impacted Activity will receive a NITSM email advising them to review and possibly change, the scheduled dates for the Activity





General Tab

User Impact and User Impact Details

The CSONS **'User Impact'** and **'User Impact Details'** fields replace the old AOPNS **'User Impact Detail'** field. *Options for the User Impact field are:* Yes or No. If 'Yes' is selected, the 'User Impact Details' field becomes a required field and you cannot save/send the Activity without an entry in the field.

The User Impact Details field is limited to 255 characters.

The screenshot shows a form with two fields. The first field, labeled 'User Impact', is a dropdown menu with a white background and a grey border. It has a downward-pointing arrow on the right side. A white pop-up menu is open above it, showing the options 'Yes' and 'No (clear)'. The second field, labeled 'User Impact Details', is a text input box with a white background and a grey border. To the right of the input box is a small grey icon consisting of three horizontal lines. A red rectangular box highlights both fields.





General Tab Service Provider

Service Provider

- Corporate_IT_COMMSSVC
 - ARC
 - Business Mgmt Office
 - CNOC
 - CSO
 - Carrier Management
 - Center Unique Services
 - Collaboration Services
 - Config Mgmt and Doc Support
 - Customer Relationship
 - DFRC
 - Data Center & LAN Services
 - DDI OPS
 - Firewall OPS
 - LAN OPS
 - Network Monitoring
 - Network OPS
 - OPS Implementation
 - Operations Support
- Mission_IT_COMMSSVC
- Russia_IT_COMMSSVC

The CSONS '**Service Provider**' field replaces the old AOPNS '**Participating Maintenance Agencies**' field. It identifies the groups that will be participating in the completion of the Activity. Field entries must be selected for the menu. Note: groups referenced here are for information purposes only. The listed groups will NOT automatically receive a copy of the Activity when it is sent.

To select multiple entries for this field:

- Step 1:** Click the field's menu icon. A list of Companies displays.
- Step 2:** From the displayed list, select your Company. A list of the Company's associated Organizations displays.
- Step 3:** From the displayed list, select the Organization associated with the Group you want to select. A list of the Organization's associated Groups displays.
- Step 4:** Select the Group that will assist with the Activity. The selected Group populates the Service Provider field.
- Step 5:** Repeat the above steps until you have selected all of the Groups that will assist with the Activity.





General Tab

Actual Start and End Date

The CSONS **Actual Start** field has been added. It will be used to indicate the actual date and time that the Activity began.

The CSONS **Actual End** field has been added. It will be used to indicate the actual date and time that the Activity ended.

Entries must be selected from the fields associated calendar, and are required when the status of the Activity is moved to 'Complete'.

Actual Start	<input type="text"/>	
Actual End	<input type="text"/>	

Remember: NITSM calendars have a component of both date and time. The calendar's date will default to 'today's date', while the time component will default to 'midnight' (12:00:00 a.m.). Make sure to review and modify both the date and time selection before you close the calendar!



General Tab

Backout and Backout Time

The CSONS 'Backout' field is used to indicate that a scheduled activity began, but not completed. Options are: Yes or No. The default is 'No'.

When the 'Backout' field moves to 'Yes' the CSONS 'Backout Time' field becomes a required field. It will be used to provide the date and time that the back out of the Activity was performed.

Backout	<input type="text" value="No"/>
Backout Time	<input type="text"/> 



CSONS Activity

Activity Number	CSA000000001607
Activity Mode	Pending
Activity Status	Started
Activity Type*	USER APPROVED

General Tab User Approved

The CSONS 'User Approved' field will be required when the Activity Type* field has been set to "User Approved". The User Approved field provides the name of the person that approved the Activity.

To select the name of the approver:

Step 1: Click the 'Green Action button' next to the User Approved field.

Step 2: In the 'People Search' dialog, enter the First and Last name of the person that gave the approval.

Step 3: Click the 'Search' button. **Step 4:** From the list of results, click to highlight the approver.

Step 5: Click the 'Select' button. The selected name will populate the User Approved field.

Note: The First and Last Name will always begin with a capital letter. To locate the person the entered names much exactly match information in NITSM

User Approved ☰ +

People Search

People Search Criteria

Organization Information		Location Information	
Company+	<input type="text" value="F"/>	Region	<input type="text"/>
Organization	<input type="text"/>	Site Group	<input type="text"/>
Department	<input type="text"/>	Site+	<input type="text"/>
Person Information		Phone Number+	<input type="text"/>
First Name+	<input type="text" value="Bob"/>	Email Address+	<input type="text"/>
Last Name+	<input type="text" value="Pickle"/>	Corporate ID+	<input type="text"/>
Full Name+	<input type="text"/>	Login ID+	<input type="text"/>

Search

1 entries returned - 1 entries matched Preferences ▾ Refresh

First Name	Middle Name	Last Name	Business Phone...	Company	Internet E-mail	Profile S...	Corporate ID
Bob		Pickle	1 256 544.0427	Russia_IT_COMMS	bob.pickle@rus	Enabled	

Select

Close



General Tab

FER Exempt and Freeze Window

The CSONS '**FER Exempt**' and '**FER Number**' fields replace the old AOPNS '**Freeze Exemption Requests**' field.

FER Exempt	No	Yes No (clear)
Freeze Window	No	▼

The '**FER Exempt**' field is used to indicate that the Activity is exempt from the Mission Freeze Window policy. Options are: Yes or No.

Centers that are exempt from the Mission Freeze Window policy should select 'Yes' in this field. Selecting 'Yes' will notify NITSM that it should ignore the Scheduled Start* and Scheduled End* date workflow related to established Mission Freeze Windows.

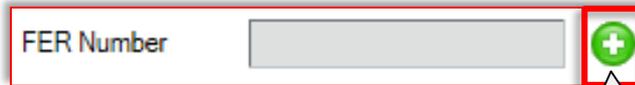
The '**Freeze Window**' field indicates whether or not the Activities scheduled dates fall within a Mission Freeze Window. *Options are:* Yes or No. The field default is 'No', but it will be automatically changed to 'Yes' when you 'Save' the Activity and the verification workflow sees that the scheduled dates fall within a Mission Freeze Window.

General Tab

FER Number

The '**FER Number**' is the assigned FER ID Number.

You can use the field's 'Green Action Button' to request a FER, or to locate the FER Number for an existing FER.



FER Number 

The field's 'Green Action Button' is used to request a FER, or to locate the FER Number for an existing FER.

Note: You may only create a FER Request once you have saved the Activity. In order to correctly link the Activity to the FER, the Activity ID number is required. The Activity ID number is assigned once the Activity is save for the first time.



But...before you request the FER Saving and Sending the Activity

Once the information in the Activity has been complete, click the 'Save' button on the top left corner of the Activity form. You must have a valid 'posted' Activity to request a FER.

Note: This action will both save the information and send the Activity notification.

The screenshot shows the CSONS Activity form with the following fields and values:

- Activity Number: CSA000000000306
- Company: Corporate_IT_COMMSS
- Activity Mode: Pending
- Activity Status: Scheduled
- Activity Type*: FACILITY MAINTENAN
- Activity Event: [Empty]
- Loc_Service*: KSC-Local Area Network (L)
- Link_ServiceList: [Empty]
- Short Description*: Facilities Maintenance for Bldg. XYZ
- Detail: Battery maintenance for Juniper Router in bldg. XYZ needs to be
- Activity Reason: Years Battery replacement for Juniper Routers
- Rejected Reason: [Empty]
- Requester: Barbara J Soditch
- Requester Phone: 256.961.0614
- Requester Email: barbara.j.soditch@nasa.gov
- Coordinator: Sabrina Caldwell
- Coordinator Phone: 256-555-2312
- Scheduled Start*: 7/6/2016 12:00:00 AM
- Scheduled End*: 7/7/2016 12:00:00 AM
- User Impact: No
- User Impact Details: No User Impact
- FER Exempt: Yes
- Freeze Window: No
- FER Number: FER000000000910
- Service Provider: IT Security Team
- Actual Start: [Empty]
- Actual End: [Empty]
- Backout: No
- Backout Time: [Empty]
- User Approved: [Empty]

The 'Save' button is highlighted in a red box in the top left corner of the form.

The FER table shows 1 of 1 results:

FER ID	Status_c
FER000000000910	Approved



Requesting a FER

A FER can only be requested from an already saved Activity. Once the Activity has been saved:

Activity Form

FER Number +

Step 1: On the Activity form, click the FER Number field's 'Green Action Button'.

Step 3: Click the 'Save' button.

Your request will be saved, and you will be returned to the Activity.

Current mode: New

Save New search Modify all Searches My Reports Advanced search

CSONS FER

FER ID

FER Reason

Freeze ID

Activity ID

Step 2: When the FER Request Form opens, complete the FER Reason field. This field allows entry of 254 characters.

FER Request Form

On the Activity form, once the FER has been requested, the Activities 'FER Table' will display the FER status and the NITSM FER tracking number. Note: The FER tracking number is NOT the same as the approved FER number.

FER

2 of 2 results Refresh

FER ID	Status_c
FER000000000908	Pending Approval

Activity Form

Approving the FER

For Corporate and Russia, FERs are approved manually outside of the NITSM tool. Once you have received all required approvals, you will need to change the FER status on the Activity to 'Approved.' To change the FER status to Approved:

Step 1: On the Activity form, double-click on the FER entry in the FER table. The associated FER request displays.

FER

2 of 2 results Refresh

FER ID	Status_c
FER000000000908	Pending Approval

Activity Form

Save New search Modify all Searches My Reports Advanced search Clear Set to defaults Logout Help Home

CSONS FER

FER ID: FER000000000908 Company: Russia_IT

FER Reason: Freeze ID

Status: Approved

Close

Step 2: In the FER Request Form, use the menu, change the 'Status' field to 'Approved'.

Step 3: Click the 'Save' button.

FER Request Form

Step 4: Click the 'Close' button to return to the Activity. When you return to the Activity, click the 'Refresh' button on the FER table. The FER entry will be updated to indicate that the FER has been approved.

Step 5: In the Activity form, change the 'FER Exempt' field to 'Yes', then 'Save' the Activity. The 'FER Number' field will be auto-populated with the assigned FER number.

FER Exempt: Yes

Freeze Window: No

FER Number: FER000000000910

Activity Form



The Mission Freeze Tab

The CSONS 'Mission Freeze' tab displays a list of currently scheduled Mission Freeze dates and times. The data in this tab is for informational use only. Note: double clicking on an entry in the Mission Freeze List DOES NOT open the Mission Freeze form.

General **Mission Freeze** System Audit

Mission Freeze List

21 of 21 results Refresh

Freeze ID	Freeze Name	Freeze Start	Freeze End	Freeze Reason	Loc_Service_c	Corporate	Mission	Russia
CSF000000000101	Test Freeze	8/1/2016 12:00:00 AM	8/2/2016 12:00:00 AM	test	AFRC-Cable Plant;	Yes	Yes	Yes
CSF000000000102	8-11 to 8-12 Freeze Test	8/9/2016 12:00:00 AM	8/10/2016 12:00:00 AM	Test again		No	Yes	No
CSF000000000103	CSONS Test 7-25 to 7-26	7/25/2016 12:00:00	7/26/2016 12:00:00 AM	Testing will occur :		No	Yes	No
CSF000000000201	Weekend Freeze 7-16 to 7-18	7/25/2016 11:59:59 F	7/27/2016 12:00:00 AM	Circuit Maintenanc	AFRC-Voice Over Internet Pro	Yes	Yes	No
CSF000000000203	Russia Test	7/21/2016 12:00:00	7/22/2016 12:00:00 AM	Test	Russia-Russia Services;	No	No	Yes
CSF000000000204	7/29 to 7/30	7/29/2016 12:00:00	7/30/2016 12:00:00 AM		AFRC-LAN - Local Area Netw	Yes	Yes	No
CSF000000000301	Link no Service	8/9/2016 12:00:00 AM	8/11/2016 12:00:00 AM	test		No	Yes	No
CSF000000000302	Simulation	7/21/2016 12:00:00	7/22/2016 12:00:00 AM			No	Yes	No
CSF000000000401	Test for Training Class	8/19/2016 12:00:00	8/20/2016 12:00:00 AM	test	AFRC-LAN - Local Area Netw	Yes	Yes	No
CSF000000000501	Spheres ZR Competition	8/12/2016 6:30:00 PM	8/13/2016 12:00:00 AM		Corporate Enterprise Services	Yes	No	No
CSF000000000502	Delta V/AFSPC-06 Launch	8/18/2016 9:01:00 AM	8/19/2016 1:01:00 PM		Corporate Enterprise Services	Yes	Yes	No
CSF000000000503	MMS FM540 (Formation Maint	9/1/2016 7:05:00 AM	9/1/2016 8:25:00 AM			No	Yes	No
CSF000000000504	Hubble	9/30/2016 11:00:00 F	10/1/2016 6:00:00 PM	CSONS Test Free		No	Yes	No
CSF000000000506	Tom Boggs, CSONS 034			ISS EVA 29		No	Yes	No
CSF000000000507	Avis Nesbitt CSONS 035	9/15/2016 5:00:00 PM	9/15/2016 9:00:00 PM	Mission Engineeri	SSC-LAN - Local Area Networ	Yes	Yes	No
CSF000000000508	Barb Test of Avis Error for Scri				AFRC-LAN - Local Area Netw	Yes	Yes	No
CSF000000000509	Barb Test Again for Avis Error				AFRC-Cable Plant;AFRC-Publ	Yes	Yes	No
CSF000000000510	Kerra Miller CSONS 036	10/1/2016 3:00:00 AM	10/1/2016 7:00:00 AM	Verify if Russia Ac	Russia-Russia Services;	No	No	Yes
CSF000000000511	Kerra Miller CSONS 038	9/17/2016 9:00:00 AM	9/17/2016 11:00:00 PM		ARC-LAN - Local Area Networ	Yes	Yes	No





Understanding the Mission Freeze Window

CSONS Console

CSONS Activities

New CSONS Activity

Search CSONS Activities

CSONS Freeze

List By

68 of 68 results

Activity Number
000000000000101

CSONS Mission Freeze

Freeze ID

Freeze Name

Mission Corporate Russia

Status Freeze Type

Awareness Start Awareness End

Freeze Start Freeze End

General Admin

Freeze Reason

In Support Of

Event Category

Loc_Service Link_ServiceList

Submitter Create Date Last Modified By Modified Date

Close

The Mission Freeze Window is defined by 3 specific areas on the CSONS Mission Freeze form.

When an Activity is scheduled, NITSM workflow reviews the information in the Activity against the information defined in the Mission Freeze form(s). When ALL 3 selections match, the Activity is considered to fall within the Mission Freeze Window.



The System Tab

The CSONS 'System' tab displays the name of the original submitter of the Activity, the date it was originally created. The ID of the last person that modified the request, and the date that the last modification was done. The Email notifications tab defines the date/time that the Activity was sent to it's associated audience (Subscribers).

The screenshot shows the 'System' tab in the CSONS interface. The 'System' tab is highlighted in red. The interface includes a metadata section on the left and an 'Email Notifications' section on the right.

Metadata:

- Submitter: bsoditch
- Create Date: 7/4/2016 6:52:21 PM
- Assigned To: (empty)
- Last Modified By: russiatech
- Modified Date: 9/18/2016 7:08:11 PM
- Activity Event Time: (empty)

Email Notifications:

4 of 4 results Refresh

Create Date	Activity Status	Email Status
7/4/2016 6:52:21 PM	Scheduled	Delivered
7/4/2016 7:10:27 PM	Scheduled	Delivered
9/18/2016 7:08:00 PM	Scheduled	Delivered
9/18/2016 7:08:11 PM	Scheduled	Delivered

Close

The Audit Entries Field

General Mission Freeze System **Audit** Admin

Audit Entries

returned - 5 entries matched Preferences Refresh

Audit Date	Fields Chan...	User	Modified Date
9/19/2016 11:5	;Short Descripti	bsoditch	9/19/2016 11:5
9/19/2016 11:5	;Activity Status;	bsoditch	9/19/2016 11:5
9/19/2016 11:5	;Detail;	bsoditch	9/19/2016 11:5
9/19/2016 11:5	;FER Number;	bsoditch	9/19/2016 11:5
9/19/2016 11:5	;FER Exempt;	bsoditch	9/19/2016 11:5

Report Select All DeSelect All

The Audit Entries field displays information on changes that have been made to the Activity. Information in the field will be populated automatically.





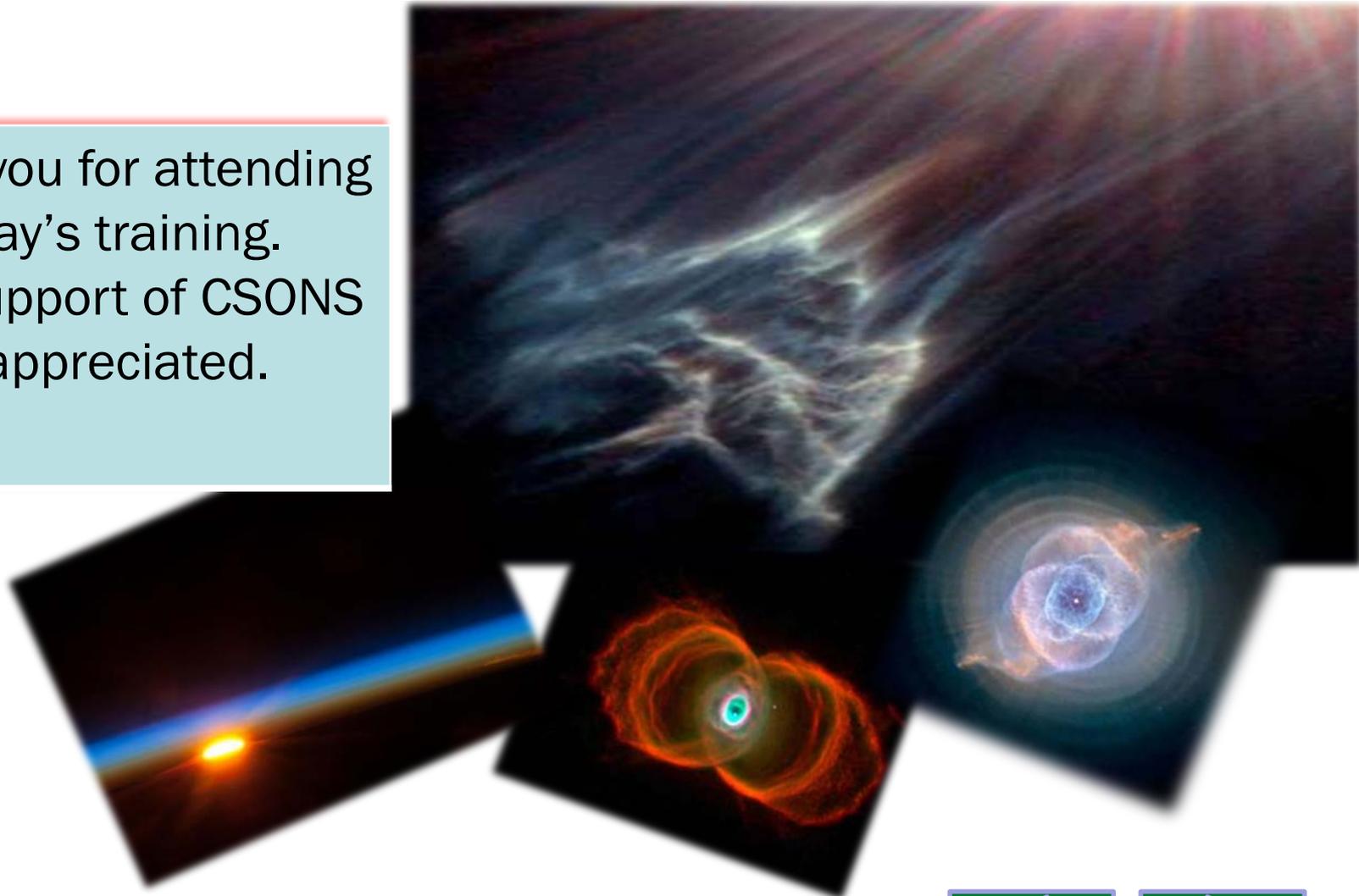
Questions, Comments or Concerns





In Conclusion...

Thank you for attending today's training. Your support of CSONS is appreciated.





Office of the
Chief Information Officer



BACKUP MATERIAL

- Requesting ARSS Permission





The COMMGR controls all mission-related trouble calls to the GSFC Operation Center.
Mission-related trouble calls are coordinated with and controlled by the GSFC COMMGR.
The GSFC COMMGR is responsible for determining if there are program/project impacts to mission services or scheduled supports.
Upon identification of a problem such as a Major Outage, the COMMGR is responsible for informing management and the affected customers through the most appropriate NISN notification system,
either MONS or AOPNS depending on the class of service.



Activity Notice: #33990 GSFC (NONE) MCI TO REMOVE PS19 RECTIFIER FROM MCI OWNED CABINET (BAY-1014) IN THE GODDARD GATEWAY.

Notice Date: Tue Jan 3 12:10:00 CST 2006

Unless otherwise noted, all dates and times are displayed in Central Time.

An extended Activity list is available at <http://msvictor1.msfc.nasa.gov/NISC/activities/activitiesreport.xls>

Activity No.:	00000000033990
Create-Date:	01/03/2006 10:19:58
Status:	New
Activity Type:	NETWORK
Sites:	GSFC
Requester:	DAVID J. SMITH
Requester Phone No.:	301-286-6199
Start Date/Time:	01/12/2006 23:00:00
Stop Date/Time :	01/13/2006 05:00:00
Service ID:	NONE
Short Description:	MCI TO REMOVE PS19 RECTIFIER FROM MCI OWNED CABINET (BAY-1014) IN THE GODDARD GATEWAY.
User Impact Details:	No User Impact
Detailed Description:	1/3/2006 10:19:58 AM smithdj MCI is performing a power feed replacement to Bays-1817, 1818 & 1819 (MCI equipment) from the existing power source in Bay-1017 to the new power source in Bay-1014. Only one side of the power to the equipment will be changed at a time. The A-feed will be dropped first from bay 1017 and verified on the new power source in Bay 1014 and then the B-feed would be completed. MCI will then remove old rectifiers and batteries from Bay-1017. *** New Notification sent to NISC***
System Impact:	NONE
Activity Coordinator:	DAVID J. SMITH
Coordinator Phone No.:	301-286-6199
Participating Maintenance Agencies:	GSFC GTWY, MCI
Reason for Activity:	Perform power feed replacement to Bays-1817, 1818 & 1819 (MCI equip). Current power feed is from Bay-1017. New feed will come from Bay-1014.



- a. Make Operable Activity - Situations that require expedited action be taken in order to effect restoration of impacted services, or to mitigate a potential service impacting condition.

- a. Network Outage - Unplanned, temporary interruption of service. A network outage involving core infrastructure equipment/services that affects a significant customer base, such as isolation of a NASA site, is considered a Major Outage. An outage to a mission service scheduled for support is also considered to be a Major Outage. An equipment or service outage that does not meet criteria necessary to qualify as a Major Outage is by default a Minor Outage.



- a. No Comment Objection - If a planned activity has been announced and the affected site(s) does not respond with questions, comments, or concerns within a 5-day calendar period, the activity will be considered scheduled as announced.

All changes to the production network having a realistic potential to interrupt or impact user services are accomplished through an activity. An activity, by definition, is any planned action that may produce a temporary interruption of service to a center, program, project, or group of customers. Actions classified as routine activities include, but are not limited to, normal circuit installations, system hardware/software upgrades, facility maintenance, equipment moves, and change out. Make operable activities pertain to situations that require expedited action be taken in order to effect restoration of impacted services, or to mitigate a potential service impacting condition.



- a. Fast and effective communication with affected customers for any questions or concerns regarding planned outage or reduced service activities.
- b. Routine mission activities are scheduled 5 calendar days in advance, while routine non-mission activities must be scheduled 10 calendar days in advance unless specifically coordinated with and approved by the affected customer(s).
- c. Special provisions apply for make operable activities, including performing customer scheduling/notification on a best effort basis.
- d. If it becomes apparent that an in-progress activity will exceed its scheduled window, the customers will if possible be notified immediately by e-mail and/or telephone, and impact considerations and back-out plans will be evaluated. The time between the scheduled completion time and the time service is actually restored will be classified as an outage. A TT will be generated to document the outage.



This section defines the process for scheduling NISN non-mission activities. The process consists of the Activity Request, which, unless otherwise coordinated with the customer, requires 10 calendar-days notification (a 5-day general notice, followed by a posting for 5 days). The intended goal of scheduling NISN maintenance activities ten days in advance and publishing the activities to the user community is to avoid unexpected impacts to end user services thus minimizing disruption of Agency efforts due to network maintenance. Once a planned activity has been announced, the affected site(s) have 5 calendar days to respond with questions, comments or concerns. Refer to Figure 4, Sample Activity Notification Message. A no response within the 5-day general notice period will be perceived by NISN as a “no comment/objection” response to the planned activity and the activity will then be considered scheduled as announced.



1. Non-Mission Activity Scheduling Rules

The following rules apply to NISN non-mission activity scheduling:

1. Routine activities, such as NISN Service Request (NSR) implementation, Carrier maintenance, and hardware/software upgrades require 10 calendar days advance notice prior to being performed, unless specifically coordinated with and approved by the affected customer(s).
2. When outages or diminished services occur in the network or a condition exists which poses a significant potential for impacting services, make operable activities are allowed to be worked on a real-time or expedited basis, with customer scheduling/notification performed as a best effort by the NISN Operations Center with primary responsibility.
3. On the day of Space Shuttle launch or landing, the only activities allowed to be scheduled are those in support of expedited NSRs and TTs.
4. NISN Operations Management or ENMC has the responsibility to disapprove/cancel any activity which they determine might adversely affect the network.
5. It is the responsibility of the NISN site CSR to notify their customers of any activity schedule that could potentially impact their service.
6. At the end of the 5-day notification period, the activity is considered scheduled as announced. For submitting objections to a proposed schedule, refer to Section 8.5, Activity Scheduling Conflicts -Arbitration/Resolution Process.
7. Carrier circuit activities are scheduled with the ENMC. (*NOTE: Carriers, at their own discretion, may not always adhere to the NISN 10-day rule*)
8. Non-mission common carrier T-1 and sub-rate data-lines are scheduled by the ENMC or the appropriate NISN GTWY.



The following rules apply to NISN mission activity scheduling:

1. Routine activities, such as NSR implementation, Carrier maintenance, hardware/software upgrades, and site power work require a minimum of 5 calendar days advance notice prior to being performed, unless specifically coordinated with and approved by the affected customer(s).
2. When outages or diminished services occur in the network or a condition exists which poses a significant potential for impacting services, make operable activities are allowed to be worked on a real-time or expedited basis with NISN Operations Management or COMMGR approval, and with customer scheduling/notification performed as a best effort by the NISN Operations Center with primary responsibility.
3. On the day of an Expendable Launch Vehicle (ELV) or Space Shuttle launch or landing, the only activities allowed to be scheduled are those that have been approved by the Freeze Exemption process or in real time by the COMMGR in emergency situations.
4. NISN Operations Management or COMMGR has the responsibility to disapprove/cancel any activity which they determine might adversely affect the network on the scheduled date of activity.
5. It is the responsibility of NNSG, and the NISN site CSR to notify their customers of any activity schedule that could potentially impact their service.
6. At the end of the 5-day notification period, the activity is considered scheduled as announced. For submitting objections to a proposed schedule, refer to Section 8.5, Activity Scheduling Conflicts - Arbitration/Resolution Process.
7. All carrier circuit activities are scheduled with NNSG, or in real time with the COMMGR. (*NOTE: Carriers, at their own discretion, may not always adhere to the NISN 5 day rule*)