

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 - Russia

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 For Russia
- 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 Russia Activity Access Options

→ Russia will create, update and send all Activities from the CSONS Console

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 AI	7/16/2016 12:00:00 AI	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 AI	Configure port & test		Yes
CSA000000000305	Scheduled	RELEASE REQUES	7/12/2016 12:00:00 AI	7/13/2016 12:00:00 AI	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 AI	7/26/2016 12:00:00 AI	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 WAN-Requiren		No
CSA000000000402	Scheduled	MAKE OPERABLE	7/11/2016 12:00:00 AI	7/12/2016 12:00:00 AI	Test Test iust starin'		No
CSA000000001011	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 AI	7/21/2016 12:00:00 AI	test	John Brown	Yes
CSA000000001012	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 AI	7/21/2016 12:00:00 AI	Mission		Yes
CSA000000001013	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 AI	7/21/2016 12:00:00 AI	123456		Yes
CSA000000001014	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 AI	7/21/2016 12:00:00 AI	test		No
CSA000000001015	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 AI	7/21/2016 12:00:00 AI	test		Yes
CSA000000001016	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 AI	7/21/2016 12:00:00 AI	test		Yes
CSA000000001017	Scheduled	CUSTOMER REQUE	7/21/2016 12:00:00 AI	7/22/2016 12:00:00 AI	test		Yes
CSA000000001018	Scheduled	REGULAR	7/21/2016 12:00:00 AI	7/22/2016 12:00:00 AI	Russia test		Yes
CSA000000001019	Scheduled	CARRIER MAINTEN	7/29/2016 12:00:00 AI	7/30/2016 12:00:00 AI	test		Yes

Report Select All DeSelect All

Close Approve





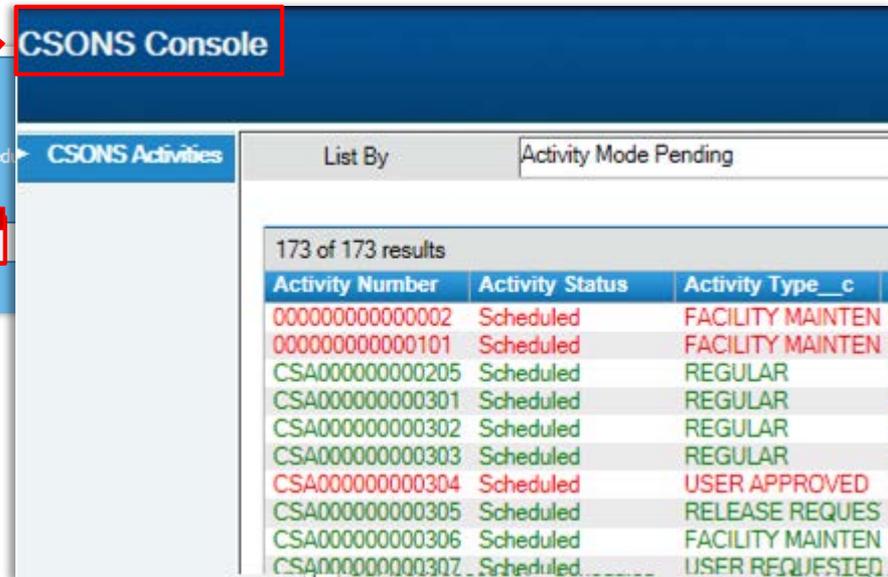
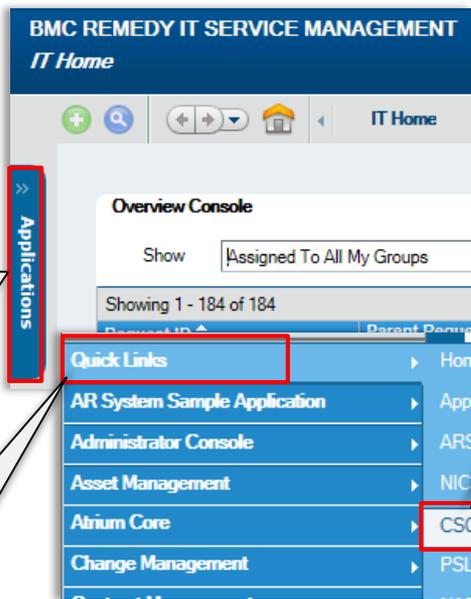
Accessing the CSONS Console

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 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	Details	Owner	Approval
CSA000000000921	Scheduled	REGULAR	7/15/2016 8:00:00 AM	7/15/2016 8:00:00 AM	WAN CSDA CONNE CSO/CNOC		No
CSA000000000922	Scheduled	REGULAR	7/15/2016 7:00:00 AM	7/15/2016 11:00:00 AM	***USER REQUEST	Matt Guessetto	No
CSA000000000923	Scheduled	REGULAR	7/15/2016 11:00:00 AM	7/15/2016 3:00:00 PM	***USER REQUEST	Matt Guessetto	No
CSA000000000924	Scheduled	REGULAR	7/7/2016 8:00:00 AM	7/7/2016 6:00:00 PM	***USER APPROVE	Artie Johnston	No
CSA000000000925	Scheduled	REGULAR	7/7/2016 12:00:00 PM	7/7/2016 12:30:00 PM	***USER REQUEST	Avis Nesbitt	No
CSA000000000926	Scheduled	REGULAR	7/18/2016 5:00:00 AM	7/18/2016 5:30:00 AM	***USER REQUEST	Matt Guessetto	No
CSA000000000927	Scheduled	REGULAR	7/23/2016 8:00:00 AM	7/23/2016 12:00:00 PM	IN SUPPORT OF TH	CSO/CNOC	No
CSA000000000928	Scheduled	REGULAR	7/18/2016 6:00:00 PM	7/18/2016 10:00:00 PM	L2VPN REQUIRED	CSO/CNOC	No
CSA000000001001	Scheduled	REGULAR	7/16/2016 12:00:00 PM	7/17/2016 11:00:00 PM	Update CMDB Relati		Yes
CSA000000001002	Scheduled	USER APPROVED	7/15/2016 11:59:59 AM	7/18/2016 12:00:00 PM	Update CMDB Relati		Yes
CSA000000001003	Scheduled	REGULAR	7/16/2016 8:00:00 AM	7/17/2016 7:00:00 AM	Update CMDB Relati		Yes
CSA000000001005	Scheduled	CARRIER MAINTEN	7/25/2016 12:00:00 PM	7/26/2016 12:00:00 PM	Russia Task for CSC		No
CSA000000001006	Scheduled	MAKE OPERABLE	7/25/2016 12:00:00 PM	7/26/2016 12:00:00 PM	Configure port & test		No
CSA000000001011	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 PM	7/21/2016 12:00:00 PM	test	John Brown	Yes
CSA000000001012	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 PM	7/21/2016 12:00:00 PM	Mission		Yes
CSA000000001013	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 PM	7/21/2016 12:00:00 PM	123456		Yes
CSA000000001014	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 PM	7/21/2016 12:00:00 PM	test		No
CSA000000001015	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 PM	7/21/2016 12:00:00 PM	test		Yes
CSA000000001016	Scheduled	CUSTOMER REQUE	7/20/2016 12:00:00 PM	7/21/2016 12:00:00 PM	test		Yes
CSA000000001017	Scheduled	CUSTOMER REQUE	7/21/2016 12:00:00 PM	7/22/2016 12:00:00 PM	test		Yes
CSA000000001018	Scheduled	REGULAR	7/21/2016 12:00:00 PM	7/22/2016 12:00:00 PM	Russia test		Yes
CSA000000001019	Scheduled	CARRIER MAINTEN	7/29/2016 12:00:00 PM	7/30/2016 12:00:00 PM	test		Yes
CSA000000001020	Scheduled	REGULAR	7/20/2016 12:00:00 PM	7/22/2016 12:00:00 PM	Test for less than 10		No
CSA000000001021	Scheduled	REGULAR	7/20/2016 10:00:00 PM	7/22/2016 12:00:00 PM	Test for Regular - Sc		No
CSA000000001022	Scheduled	REGULAR	7/22/2016 12:00:00 PM	7/23/2016 2:00:00 AM	Test		No
CSA000000001023	Scheduled	REGULAR	8/15/2016 12:00:00 PM	8/16/2016 12:00:00 PM	test		No
CSA000000001101	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". A "List By" dropdown menu is 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".

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'.





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

Activity Request Scheduling System

Activity No.

Status* New Scheduled Rejected Canceled Complete Re-Scheduled

Requester: Name*+ Phone*+ Email*

Short-Description*

Activity Type* Service Provider*

Sites*

Start Date/Time* Stop Date/Time*

Asset* Service ID

User Impact* Yes No
User Impact Details should be written in non-technical terms for the user to understand.

User Impact Details

Activity Coordinator+ Coordinator Phone No.+

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 #

Backout Time

Attachments

File Name	Max Size	Attach Label
Attachment 1		
Attachment 2		
Attachment 3		
Attachment 4		
Attachment 5		

New CSONS Activity Form

CSONS Activity

Activity Number Company Corporate_IT_COMMSS

Activity Mode Pending Short Description*

Activity Status Scheduled Detail

Activity Type* Activity Reason

Activity Event Rejected Reason

Loc_Service*

Link_ServiceList

General

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

User Approved

FER

Table has not been loaded

FER ID	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 the CSONS Console





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.

CSONS Activity			
Activity Number			
Activity Mode	Pending	Short Description*	
Activity Status	Scheduled	Detail	
Activity Type*		Activity Reason	
Activity Event		Rejected Reason	
Loc_Service*	Russia-Russia Services		
Link_ServiceList			



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: Russia_IT_COMMSSVC

Activity Mode: Pending | Short Description*:

Activity Status: Scheduled | Detail:

Activity Type*: | Activity Reason:

Activity Event: | Rejected Reason:

Loc_Service*: Russia-Russia Services

Link_ServiceList:

Master Req ID:

Creating Task ID:

General | Mission Freeze | System | Audit

Requester: Russia Tech

Requester Phone: ###

Requester Email:

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:

User Approved:

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 generated 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.

Activity Status Scheduled

- Scheduled
- Started
- Rejected
- Cancelled
- Complete
- (clear)

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

Activity Event

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!)

Short Description*	<input type="text"/>	☰
Detail	<input type="text"/>	☰

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. This field is auto-populated from the Activity creators NITSM profile.

Company	Russia_IT_COMMSSVC ▾
Master Req ID	<input type="text"/>
Creating Task ID	<input type="text"/>

The **'Master Req ID'** and the **'Creating Task ID'** fields will not be used for Russia, as Activities created for the Russia environment do not have a related CRQ or Task.





The Activity Header Fields

Loc_Services*

The **Loc_Services*** field is used to identify the audience that will receive the Activity notice. It replaces the old AOPNS 'Site', 'Service ID' and 'System Impact' fields

For Russia, the Loc_Service* option will be 'Russia-Russia Services'. This option will be auto-populated when the Activity is opened. It cannot be changed.

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

Loc_Service*	Russia-Russia Services	☰
Link_ServiceList		☰

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



Using the Loc_Services Options to Select the Audience for the Notification

Activity form

Loc_Service* Russia-Russia Services

Subscriber form

AUID: bvalerio

7 of 7 results

Request ID	Location_c	Service_c
000000000000248	Corporate Enterprise Service	Enterprise Software Support
000000000000249	Corporate Enterprise Service	Local Area Network (LAN)
000000000000250	MSFC	MSFC Protective Services
000000000000251	MSFC	MSFC Telephone
000000000000252	MSFC	MSFC Voice over Internet Pro
000000000000253	Mission External Service	Hubble Space Telescope
000000000000503	Russia	Russia Services

Report Select All DeSelect All

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
Requester	Russia Tech		
Requester Phone	256-865-6644		
Requester Email	Russia.tech@russia.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 two form fields: 'User Impact' and 'User Impact Details'. The 'User Impact' field is a dropdown menu with a white background and a grey border. It has a downward arrow on the right side. A white box is open above it, showing the options 'Yes' and 'No (clear)'. The 'User Impact Details' field is a text input field with a white background and a grey border. To the right of the input field is a small grey icon with three horizontal lines, representing a character count or help icon. A red rectangular box highlights both fields.





General Tab Service Provider

Service Provider ▼ ☰

- Enterprise Software ▶
- IT Services ▶
- ADP Team
- Help Desk
- IT Security Team
- In-Country Team
- Russia Change Manager
- WAN Team

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+	Russia_IT_COMMSSVC	Region	
Organization		Site Group	
Department		Site+	
Person Information		Phone Number+	
First Name+	Bob	Email Address+	
Last Name+	Pickle	Corporate ID+	
Full Name+		Login ID+	

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.

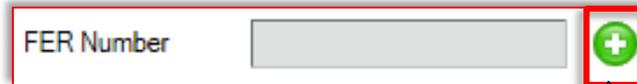
The '**Freeze Window**' field indicates whether or not the Activities scheduled dates fall within a Mission Freeze Window. *Options are:* Yes or No. The field default is 'No', but it will be automatically changed to 'Yes' when you 'Save' the Activity and the verification workflow sees that the scheduled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

General Tab

FER Number

The '**FER Number**' indicates 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.



The image shows a user interface element for the 'FER Number' field. It consists of a text input box with the label 'FER Number' to its left. To the right of the input box is a small green square button containing a white plus sign. A red rectangular box highlights the entire input area, including the label, the input box, and the green button.

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.



Saving and Sending the Activity

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

CSONS Activity

Activity Number: CSA000000000306 Company: Corporate_IT_COMMSS

Activity Mode	Pending	Short Description*	Facilities Maintenance for Bldg. XYZ	Master Req ID	
Activity Status	Scheduled	Detail	Battery maintenance for Juniper Router in bldg. XYZ needs to be	Creating Task ID	
Activity Type*	FACILITY MAINTENAN	Activity Reason	Years Battery replacement for Juniper Routers		
Activity Event		Rejected Reason			
Loc_Service*	KSC-Local Area Network (L				
Link_ServiceList					

General Mission Freeze System Audit

Requester	Barbara J Soditch	Service Provider	IT Security Team
Requester Phone	256.961.0614	Actual Start	
Requester Email	barbara.j.soditch@nasa.gov	Actual End	
Coordinator	Sabrina Caldwell	Backout	No
Coordinator Phone	256-555-2312	Backout Time	
Scheduled Start*	7/6/2016 12:00:00 AM	User Approved	
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		

FER

1 of 1 results Refresh

FER ID	Status_c
FER000000000910	Approved

Once the information in the Activity has been complete, click the 'Save' button on the top left corner of the Activity form.

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



Requesting a FER

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

Activity Form

Step 1: 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.

Step 2: Complete the FER Reason field. This field allows entry of 254 characters.

Step 3: Click the 'Save' button.

FER Request Form

Once the FER has been requested, the Activities 'FER Table' will display the FER status and the NITS FER tracking number. Note, the FER tracking number is NOT the same as the approved FER number.

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: 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_COM Activity ID: CSA000000001606

FER Reason: Freeze ID

Status: Approved

Close

Step 2: Using 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





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).

General Mission Freeze **System** Audit

Submitter bsoditch

Create Date 7/4/2016 6:52:21 PM

Assigned To

Last Modified By russiatech

Modified Date 9/18/2016 7:08:11 PM

Activity Event Time

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

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.

Step 4: Click the Search button to run your search. A list of results will display at the top of the form.

Step 3: Complete one or more fields to create your search qualification.

Note: If the list of results does not display the correct request, click the New Search option and enter a new qualification. Then click the Search button to run your new search.

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.



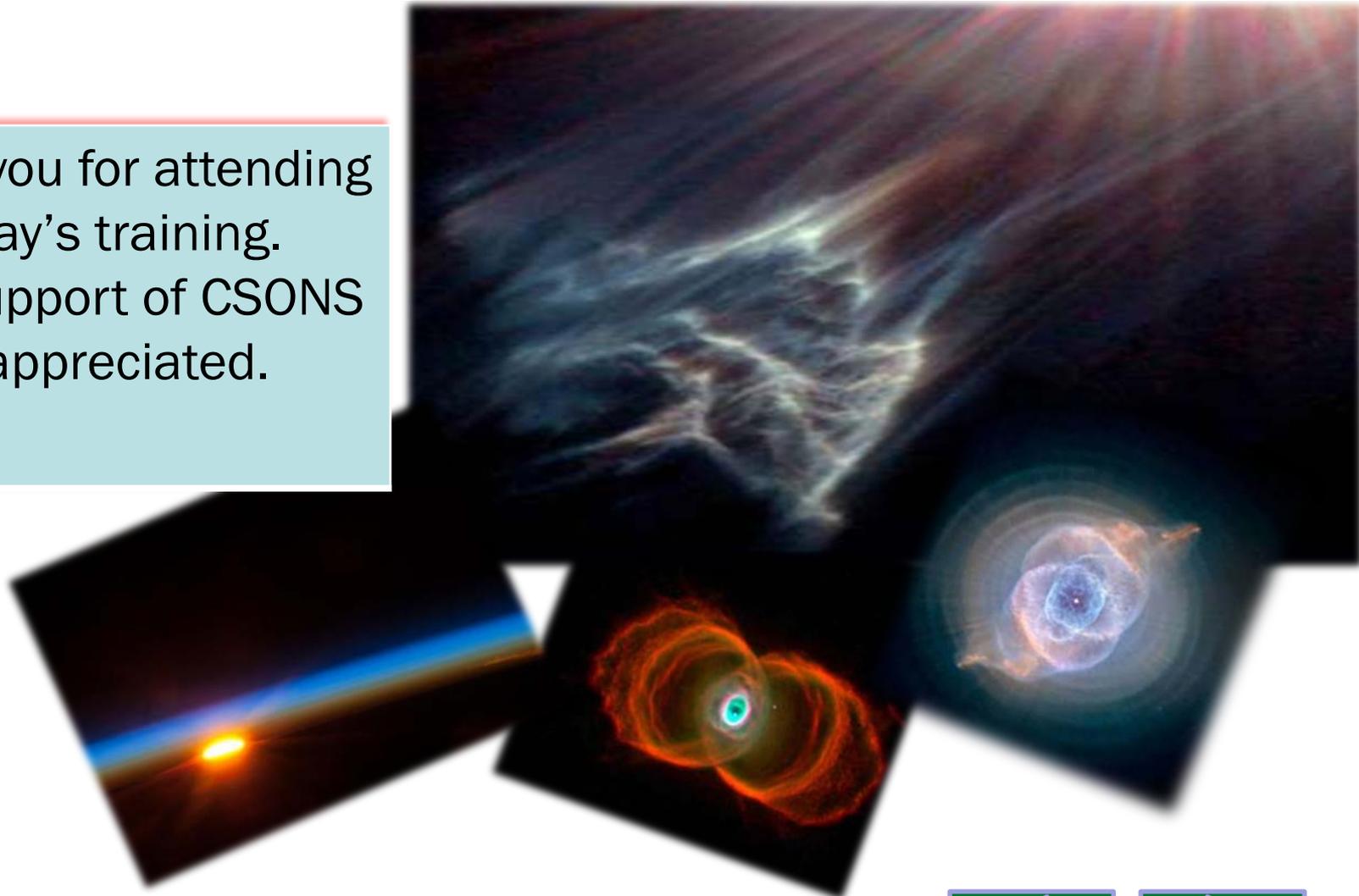
Questions, Comments or Concerns





In Conclusion...

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





Office of the
Chief Information Officer