Introduction to ECARES for Customers
(Extramural Customer Assistance Request System)

presented by

Division of Extramural Activities Support

The screen shots and specifications contained in this presentation depict the current version of the system, which is still under development. Some specifications may change prior to October 4, 2004.

Project Overview and History

- MEO IT Committee formed in Dec. 2003 to study what IT issues required resolution prior to DEAS startup.

- February 2004: MEO IT Committee begins to study various options for a work request system.

- Options Considered:

  - Various COTS products.

  - Development of custom application (in house).

Project Overview and History

- *Sitescape Enterprise Forum* COTS product selected by DEAS Director in consultation with MEO IT Committee in April 2004.

- Contract Awarded in May 2004.

- Requirements finalized and system development by contractor begins early June 2004.

What will ECARES do for you?

- Single location for entering & tracking requests.

- High system availability and reliability.

- Clarity about what tasks can be selected via the Menu of Services (Task Dictionary).

- Assurance that requests are promptly and properly routed & assigned.

What will ECARES do for you?

- Email notifications to customer from system when work requests reach important milestones.

- Completion of work requests according to the standards in the Performance Work Statement (PWS).

- More efficient use of support staff via workload balancing.

Project Timeline

- **June/July:**
  - Development of phase 1 custom features.
  - Establish application and database server infrastructure.
- **August 1-16:**
  - Alpha testing and initial debugging of custom code.
- **August 17 - 25:**
  - Beta test period with 6 ICs:

    NCI, NIDDK, CSR, NIGMS, NIMH, NIEHS

Deployment Schedule

- Early September:
    - Post beta evaluation and bug fixes.
    - Additional development and testing.

- September 22:
    - Begin "phased deployment" in "pre-production" mode for entry of actual work requests in anticipation of October 4 DEAS startup.

- October 4:
    - Standup date for DEAS
    - System in full production.

Phase 1: Completed Components

- User authentication via NIH Login.
- Security parameters for various user roles.
- Customer request and tracking interface.
- Task Leader/Supervisor interface.
- Custom database enhancements:
  - Extramural users lookup tables.
  - Request routing tables.
  - Task dictionary and PWS standards tables.
- Internal workflow processes and associated business rules.
- Email notification messages and logic.

Regarding Examples Used in This Presentation

- The screenshots in this presentation may not be identical to the screen designs in the upcoming production version.

- The data shown on the sample screenshots is test data only. It is not meant to be representative of actual customer data and does not indicate the nature and type of supporting information that customers will need to provide.

ECARES Users by Role

- NIH Extramural Community (Customers)
  - Requestor – person entering request (usually, the customer)
  - Customer – person receiving completed work product
- DEAS Staff (assigned to the ICs)
  - People who are assigned to do your work
- DEAS Task Leaders
  - Front line staff leaders, make and monitor assignments
- DEAS Supervisors – 3 per hub, supervise task leaders
- DEAS Hub Managers – one for each of 3 hubs.
- DEAS Quality Control
  - Provide assistance with work request or system problems

The Task Dictionary Defined

The Task Dictionary is the comprehensive list of tasks that may be selected when requesting work via ECARES.

The Task Dictionary is the DEAS "Menu of Services".

Menu of Services: Features

- Listing of all tasks that can be performed by DEAS staff from the Performance Work Statement (PWS).

- Administrative support tasks for each business area are listed with that business area for convenience.

- The PWS timeliness standards associated with each task are used for computing all dates associated with request completion.

- There is no "other" category for selecting unlisted tasks. Only tasks from the PWS can be requested.

The Menu of Services (one of three)

Address http://ecares.od.nih.gov/deas/zone1/dispatch.cgi/initf.docshare/newDocForm/fol/100001/cmd98552861/6099372/Grants

Create a New Work Request   OK   Cancel

Filter task list by Business Area:
Review Grants Program All

Select a Task from the Task Dictionary

Grants: General and Administrative Support

○ 10200- Duplication and Scanning of Documents
○ 10220- Scheduling Internal and Staff Meetings
○ 10280- Typing and Preparing Documents
○ 10300- Presentation Preparation
○ 10060- Travel Arrangements
○ 10080- Travel Voucher Processing
○ 10100- Training Arrangements
○ 10020- Supply Ordering
○ 10040- Equipment Maintenance and Repair
○ 10120- Mail - Distributing Incoming Mail
○ 10140- Mail - Collecting and Routing Outgoing Mail
○ 10160- Fax - Distributing Incoming Faxes
○ 10180- Fax - Sending Outgoing Faxes
○ 10240- Telephone Coverage
○ 10260- Email Correspondence and Other Response to Inquiries
○ 10320- Visitors - Receiving and Escorting

Grants: Official Grant File Management

○ 10340- Creating Official Grant Files
○ 10360- Filing Documents in Official Files
○ 10380- Pulling and Distributing Official Files
○ 10400- Requesting/Managing Missing or Late Material
○ 10420- Sending Non-Electronic NGA
○ 10440- Processing Research Training Grant Forms

Time and Date Standards

- Depending on the type of task being requested, you may be prompted to enter a date value that is specific to the task.
- Some *examples* of date types you may be asked to enter with your request (all are <u>task name dependent</u>):
    - q AWARD ISSUE DATE
    - q GRANT TERMINATION DATE
    - q MAIL OUT DATE
    - q MEETING START DATE
    - q REVIEW MEETING END DATE
    - q TRAVEL ONSET DATE
    - q TRAVEL RETURN DATE

Time and Date Standards - continued

- ● ECARES computes <u>estimated</u> task completion dates at the time of request entry based on the PWS timeliness standards:

  - �q It estimates when work is expected to be completed based on the <u>Minimum</u> time to completion standard in the PWS.

  - �q Task Leaders are ultimately responsible for assigning a completion date to your request.

  - ᵠ Assigned completion dates will always fall within a range defined by the <u>minimum</u> and <u>maximum</u> time standard from the PWS.

Time and Date Standards - continued

- Earlier completion dates can be requested with justification.

- Requests for future, long term completion are accepted:
  - Will go into "assigned - on hold" state until start date
  - When the "system calculated start date" arrives, the workflow state will change to "assigned – work in progress".
  - This start date assists staff in knowing when work should actually begin so that the request is completed by the assigned date.

Creating A Work Request

Some general guidelines:
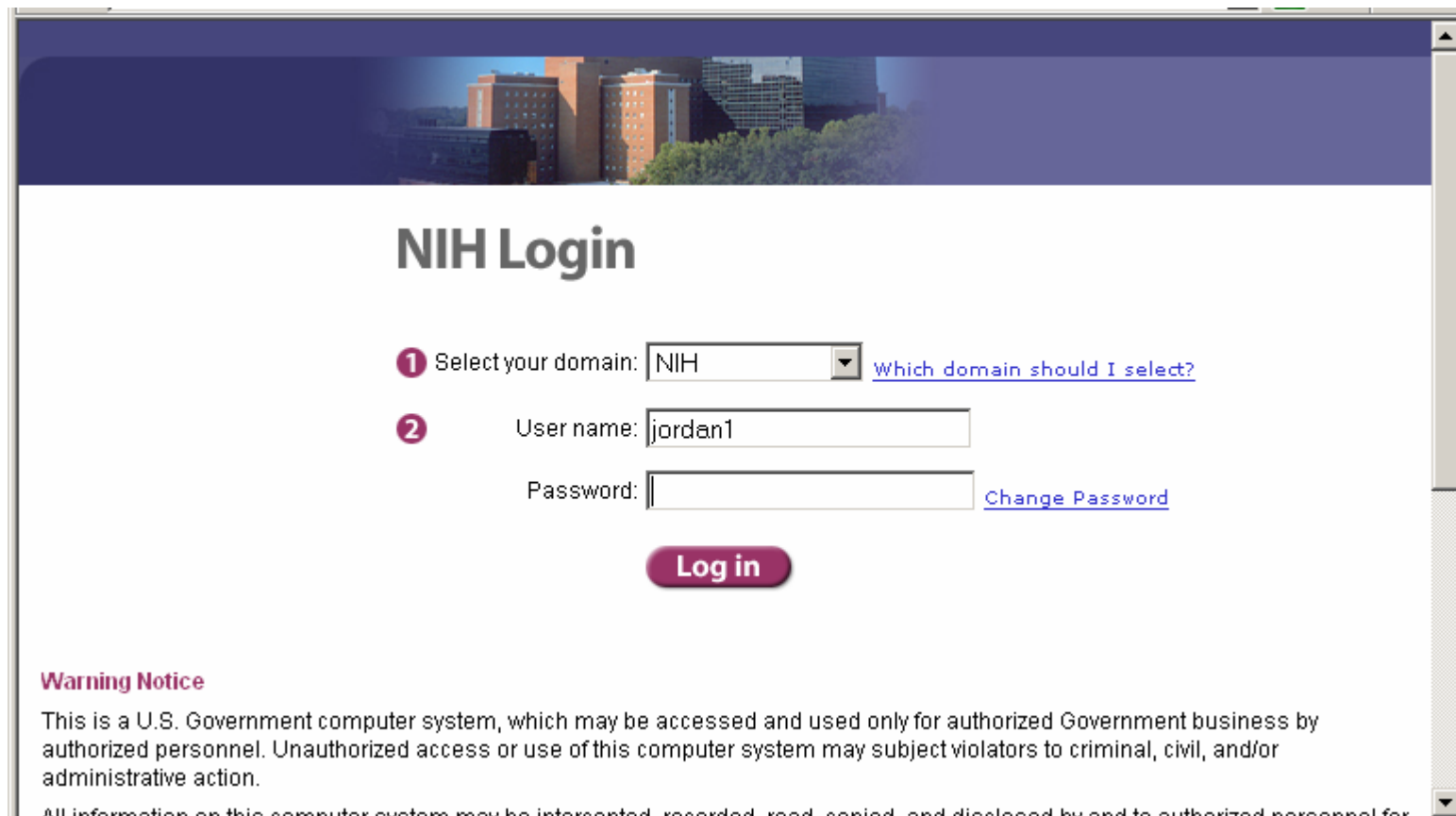
- Only one task can be entered per work request.
- "Standing order tasks" from the PWS *will not be visible* in the Task Dictionary (i.e.- answering phones, opening mail, etc).
- However, "standing order tasks" may be assigned to specific employees in your area.
- *Performance of DEAS on standing order tasks will be measured via employee logging and customer surveys*.

Logging in to the system

- Access ECARES by pointing your browser at:

    http://ecares.od.nih.gov

- ECARES uses NIH Login.

- Access is restricted to NIH users associated with valid IC extramural organizational codes in the NIH Enterprise Directory (NED).

- In the near future, ECARES will be integrated with the NIH Portal.

Logging in to the system

The "Customer Landing Page"

DEAS

Division of Extramural Activities Support

DEAS

Nathan SALMINEN - OD

Extramural Customer Assistance Request System
(ECARES)

IMPORTANT: Requests Entered For Work DUE Prior to October 4, 2004 Will Be DELETED.
Actual requests may be entered, but ONLY for work due after the DEAS Opening Date of October 4, 2004.
Please do not enter "test" or "practice" requests into this system. Thanks.

For user support contact the NIH Help Desk at 301-496-4357 or at http://support.cit.nih.gov for assistance.

Enter a New Work Request

Task ID	Title	Status	Assignee
10200	this is only a test	Assigned - On Hold	
11380	Need 10 boxes of copier paper	Assigned - On Hold	
11220	Mail out material to transition committee	Assigned - Work in Progress	Justin DONATON
10380	Pull file for Grant 1234	Complete - Pending Customer Acceptance	Justin DONATON
11660	Prepare slides for meeting	Assigned - Work in Progress	Justin DONATON
11260	Date test	Assigned - On Hold	
10220	Schedule staff meeting for Oct 5	Assigned - On Hold	

The "Customer Landing Page"

- This is your first stop after login.
- Initiate a new work request from this page.
- Page presents a summary view of all your current requests.
  - Request ID number and title.
  - Current workflow status.
  - Employee assigned to do your work.
  - Request Title links to request details (more on this later…)

Enter A New Request

Extramural Customer Assistance Request System (ECARES)

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11260	Date test	Assigned - On Hold	
10220	Schedule staff meeting for Oct 5	Assigned - On Hold	
10620	Travel Voucher Processing	Pending Assignment	
10080	Please process my travel voucher	Pending Assignment	

The Menu of Services

Create a New Work Request   OK   Cancel

Filter task list by Business Area:
Review   Grants   Program   All

Select a Task from the Task Dictionary

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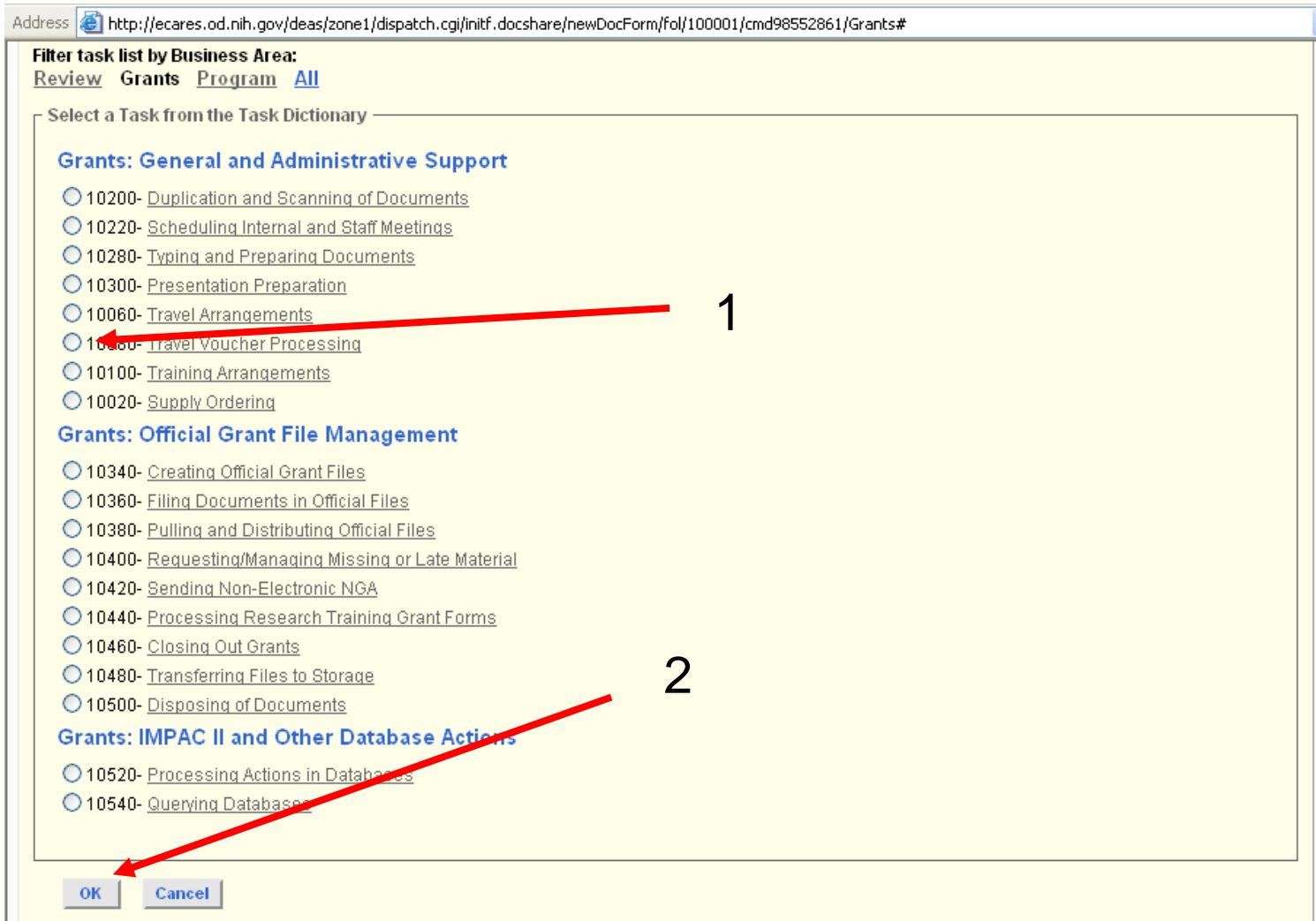- ○ 10320- Visitors - Receiving and Escorting

Grants: Official Grant File Management

- ○ 10340- Creating Official Grant Files
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1. Select a task business area:

Address 🔗 http://ecares.od.nih.gov/deas/zone1/dispatch.cgi/initf.docshare/newDocForm/fol/100001/cmd98552861/6099372/Grants

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View task menu by functional business area or view entire list via these links.

1. Select a task business area:

- Task menu may be viewed by business area: Review, Grants, Program

- Or user may choose to view the entire task menu at one time: select All

- User may select a default business area as part of their user profile.

- Task menu was built from the PWS.

2. Viewing the task definition

Click the task title for a definition of what the task type includes.

3. Select a Task to Request

Address http://ecares.od.nih.gov/deas/zone1/dispatch.cgi/initf.docshare/newDocForm/fol/100001/cmd98552861/Grants#

Filter task list by Business Area:
Review   Grants   Program   All

Select a Task from the Task Dictionary

Grants: General and Administrative Support

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- ○ 10420- Sending Non-Electronic NGA
- ○ 10440- Processing Research Training Grant Forms
- ○ 10460- Closing Out Grants
- ○ 10480- Transferring Files to Storage   **2**
- ○ 10500- Disposing of Documents

Grants: IMPAC II and Other Database Actions

- ○ 10520- Processing Actions in Databases
- ○ 10540- Querying Databases

[OK]   [Cancel]

4. Enter Date Type Requested

o For tasks that require date information, users will enter it here.

o All other tasks will skip this step and proceed to details page.

5. Add Request Details – top half

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- Detail page shows a system calculated "estimated completion date" based on the PWS time standards.

- If requesting an earlier completion date, you are required to enter a brief explanation.

- Completion dates in the past cannot be entered.

- <u>Leave the customer field blank unless you are entering the request for someone else</u>.

5. Add Request Details – bottom half

Customer Login Name

[   ] List **Customer Title** [   ]

Request details

| Style | Font | Size |

B *I* <u>U</u>

3

From the trip to Bethesda

☐ View HTML   Stop using the HTML editor   Check spelling

Editing options...

4

Options   — **Submit!**

Attach a file

[   ] Browse...

☐ **Attach more files** (a prompt will appear after you click OK)

5

OK   Cancel

5. Add Request Details – bottom half

- Provide supporting information needed to complete your request in the Request Details text edit box.

- If you have a large amount of supporting detail, create a document off line and attach it to your request.

- All document formats supported.

- Multiple files may be attached.

- Assignee will retrieve your files from the request when they receive it.

What Happens to Submitted Requests?

- Submitted requests are routed to an appropriate task leader based on:
  - Your IC.
  - Your location.
  - The business area of the task you requested. (ie-routed to task leaders who specialize in review, grants or program related functions).
- In a majority of cases, submitted requests will be assigned to support staff the day they are received.

Submitted Requests: Assignment Rules

- Requests submitted prior to 2 pm will be assigned to an employee on the <u>same business day</u>. After 2 pm, the assignment <u>may</u> not take place until the following business day, depending on time of submission and workload.

- If requests are not assigned within the allowed time period, the supervisor and/or task leader is alerted via a special email notification.

- All day related calculations are based on workdays or fractions of workdays (for tasks requiring completion within hours).

- *For any request where today's date = your requested completion date, task leaders receive a mandatory email alert.*

Summary of Work Request Statuses

Status Definitions	
Request Status	
1	**Pending Assignment**
2	**Pending Assignment - Overdue**
3	**Assigned – On Hold (for requests submitted for future completion)**
4	**Assigned – Work in Progress**
5	**Assigned – Work in Progress – Overdue (due date passed)**
6	**Assigned – Work in Progress – Redo**
7	**On Hold – Pending Clarification/Information (request already assigned – info needed from customer)**
8	**Complete – Pending Customer Acceptance**
9	**Satisfactorily Completed – accepted by customer**
10	**Satisfactorily Completed – accepted by default**
11	**Not Satisfactorily Completed**

Email Notifications

- Customers receive email notifications anytime a task leader or supervisor *changes the workflow state of your request*.

- If the Requestor and Customer are not the same person, <u>both</u> receive all notifications concerning the request.

- Emails will contain information about the specific request and indicate if any action is required by the customer (ie-signing off on a completed request).

- <u>Customers will soon have the option of disabling email notifications</u>.

Track your request

Click request title link to see request details and history

current request status

Examine request history

Was your request completed correctly?

- Upon completion of your request, an email notification will be sent to you.

- <u>Click the link in the email</u>, login to the system, and you will be taken directly to the Details page for that request.

- You may also get to the details/sign off screen from the Request Title link on the customer landing page.

Was your request completed correctly?

Follow link to customer acceptance page

Decide the outcome…

Request Outcomes

- 24 hours after being notified that your request is complete, the request status will default to *Satisfactorily Completed* if you do not log in and indicate your acceptance/non-acceptance of the work.

- After 24 hours, you may still change the status to *Not Satisfactorily Completed* by contacting a supervisor.

Request Outcomes - continued

- Requests indicated as being *Not Satisfactorily Completed*

  - Require an explanation

  - And will be tracked as <u>redo</u> work until completed to the customer's satisfaction.

- Your work with be given a new status of "*Work in Progress-redo*" and possibly re-assigned, if deemed necessary.

- When the redo is complete, you will once again be asked if you are satisfied.

Coming Improvements

- A number of improvements and changes will be incorporated into ECARES in the very near future.

- Many of these changes are a direct result of customer comments following the August beta test.

- Improvements will be incrementally deployed as soon as they are completed by the contractor.