

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 - Mission

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.

- 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
CSA000000000205	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 – Corporate, Mission and Russia

The screenshot displays the CSONS Console interface. At the top, it says "CSONS Console". Below that, there's a "List By" dropdown menu set to "Activity Mode Pending". The main area shows a table with 173 results. The table has columns for Activity Number, Activity Status, Activity Type, Scheduled Start, Scheduled End, Short Description, Coordinator, and Freeze Window. The activities listed include various types like FACILITY MAINTEN, REGULAR, USER APPROVED, RELEASE REQUES, FACILITY MAINTEN, USER REQUESTED, REGULAR, USER REQUESTED, MAKE OPERABLE, CUSTOMER REQUE, and CARRIER MAINTEN. At the bottom of the table, there are buttons for "Report", "Select All", and "DeSelect All". Below the table, there are "Close" and "Approve" buttons.

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 w/AN-Requirem		No
CSA000000000402	Scheduled	MAKE OPERABLE	7/11/2016 12:00:00 AI	7/12/2016 12:00:00 AI	Test Test iust stari'		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





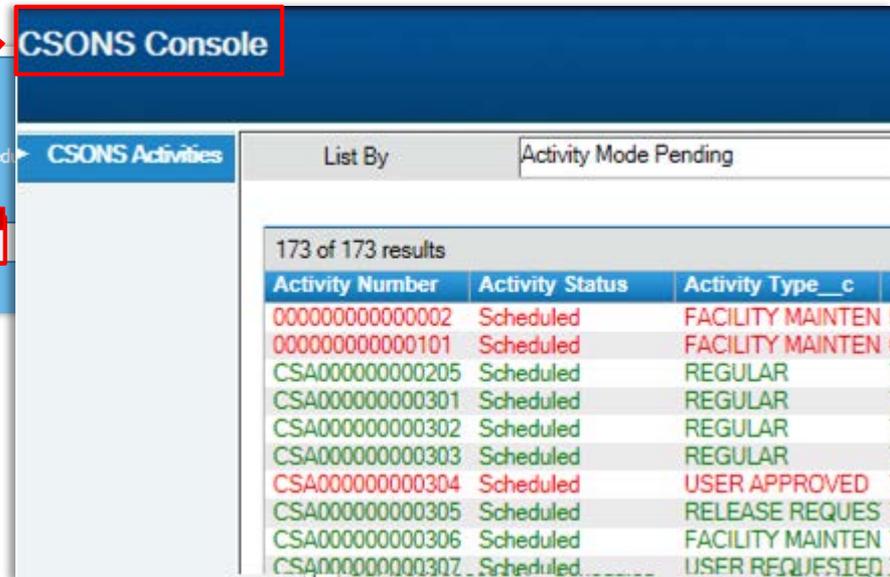
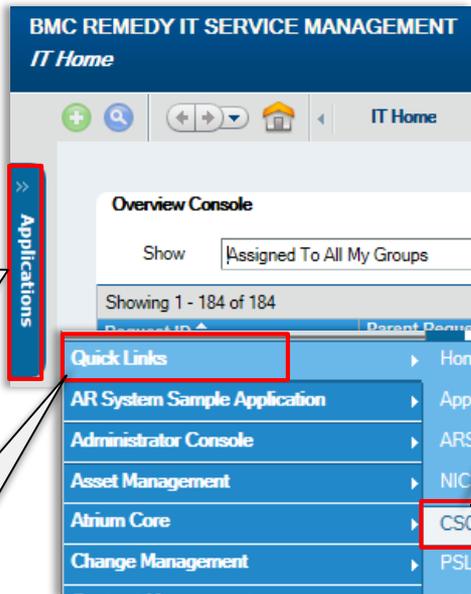
Accessing the CSONS Console

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	Description	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 Mission only, select 'Mission 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 dropdown menu labeled "List By" 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 in 'Pending' mode. 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
000000000000001	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	PI 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.

Activity Number	<input type="text"/>		
Activity Mode	Pending	Short Description*	<input type="text"/>
Activity Status	Scheduled	Detail	<input type="text"/>
Activity Type*		Activity Reason	<input type="text"/>
Activity Event		Rejected Reason	<input type="text"/>
Loc_Service*	<input type="text"/>		
Link_ServiceList	<input type="text"/>		

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.

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 shows the BMC Remedy IT Service Management interface for a Task form. The 'Task' tab is selected and highlighted with a red box. The form contains fields for Name, Summary, Notes, Priority, Task ID, Type, Status, Status Reason, and Request ID. 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 a 'View' button in a table. The table displays one activity record with columns for Activity Number, Activity Status, Scheduled Start, Scheduled End, Backout, and Freeze Window. Below the table are 'View' and 'New' buttons, both highlighted with red boxes. At the bottom of the form are 'Save', 'Print', and 'View Audit Log' buttons.

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





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, Reason for Activity, Detailed Description, SR #, Expedite SR #, Log-in ID, Attachments table, and Backout Time.

New CSONS Activity Form

The screenshot shows the 'CSONS Activity' form. It includes fields for Activity Number, Activity Mode (Pending, Scheduled), Activity Status, Activity Type, Activity Event, Loc_Service, Link_ServiceList, Short Description, Master Req ID, Creating Task ID, 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. A table at the bottom right shows 'FER ID' and 'Status_c' with a 'Refresh' button.



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**' and the '**Link_ServiceList**' fields replace 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
- From the CRQ's Task tab, locate and open the Task that you want to use to create the Activity (Note: Activities can be created from any 'open' task on the CRQ (an open task is one not in the status of 'Closed')

The screenshot shows the NASA CIO system interface for a CRQ (CRQ000023842432). The 'Tasks' tab is selected, and a table of tasks is displayed. A red box highlights the 'Change ID*+' field, and a red arrow points from it to the 'Tasks' tab. Another red arrow points from the 'Tasks' tab to the first row of the table, which is also highlighted with a red box.

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



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-based interface for a task. At the top, there is a 'Task' tab highlighted with a red box. Below it, the task details are displayed, including Name, Summary, Notes, Priority, Task ID, Type, Status, Status Reason, and Request ID. The 'CSONS' tab is also highlighted with a red box. Below the tabs, there is a table with the following columns: Activity Number, Activity Status, Scheduled Start, Scheduled End, Backout, and Freeze Window. The table is currently empty, showing '0 of 0 results'. A 'New' button is located on the right side of the table. At the bottom of the form, there are buttons for 'Save', 'Print', and 'View Audit Log'.

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





The Activity Form

CSONS Activity

Activity Number Company Mission_IT_COMMSSV(

Activity Mode Pending Short Description* Master Req ID CRQ000023984985

Activity Status Scheduled Detail Creating Task ID TAS000000023847

Activity Type* Activity Reason

Activity Event Rejected Reason

Loc_Service*

Link_ServiceList

General **Mission Freeze** System Audit

Requester Mission CSONS Outage Cre

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 <input type="button" value="Refresh"/>	
FER ID	Status_c



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'
- 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)

Activity Event

The '**Activity Event**' field provides a quick visual identification that specific actions have taken place. *Options are:* Backout, Rescheduled, Cancelled or Freeze Window

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.



The Activity Header Fields

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.

Activity Type*

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 5 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. *Options are:* Corporate_IT_COMMSSVC, Mission_IT_COMMSSVC or RUSSIA_IT_COMMSSVC. This field is auto-populated from the Activity creators NITSM profile.

Company	Mission_IT_COMMSSVC
Master Req ID	CRQ000023984985
Creating Task ID	TAS000000023845

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 Loc_Services and Link_ServiceList Fields

The '**Loc_Services***' and '**Link_ServiceList**' fields replace the **old AOPNS 'Affected Sites' and 'Affected Services'** fields. They are required field's and must have an entry in order to save or send the Activity.

Entries in these fields must be selected from the field's associated menu.

Activity Number	CSA0000000001585
Activity Mode	Pending
Activity Status	Scheduled
Activity Type*	
Activity Event	
Loc_Service*	<input type="text"/>  
Link_ServiceList	<input type="text"/> 





The Loc_Services Field



The '**Loc_Services***' field will be used to identify the type of service that is being impacted by the Activity.

In the Mission environment, the selection in the Loc_Services* field is informational only, and does not impact the selection of the 'audience' that will receive the notification.

Loc_Services* entries will be selected using the 'Green Action Button'.

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

Activity Number	CSA000000001585
Activity Mode	Pending
Activity Status	Scheduled
Activity Type*	
Activity Event	
Loc_Service*	 
Link_ServiceList	





The Link_Services Field

The **Link_ServicesList** field will be used identify the 'audience' that will receive the notification.

Link_ServicesList entries will be selected using the 'Green Action Button'.

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

<i>Activity Number</i>	CSA000000001585	
Activity Mode	Pending	▼
Activity Status	Scheduled	▼
Activity Type*		▼
Activity Event		▼
Loc_Service*		☰ 
Link_ServiceList		☰





Using the Loc_Services and Link_Services Fields

Activity Number: CSA000000001585

Activity Mode: Pending

Activity Status: Scheduled

Activity Type*

Activity Event

Loc_Service*

Link_ServiceList

+

When the Loc_Services 'Green Action Button' is selected, the 'Select Location/Services' selection menu displays.

CSO Location Service Selection

Sel Mission: Internal

Select Location/Services

14 of 14 results Refresh

<input type="checkbox"/>	Loc_Service
<input type="checkbox"/>	Mission Internal-Cabling
<input type="checkbox"/>	Mission Internal-Closed Circuit Television (CCTV)
<input type="checkbox"/>	Mission Internal-Dedicated Data
<input type="checkbox"/>	Mission Internal-Domain Name Service (DNS Entry)
<input type="checkbox"/>	Mission Internal-Launch Video Support
<input type="checkbox"/>	Mission Internal-Media Recording/Duplication
<input type="checkbox"/>	Mission Internal-MOVE Keysets
<input type="checkbox"/>	Mission Internal-Routed Data
<input type="checkbox"/>	Mission Internal-Security
<input type="checkbox"/>	Mission Internal-Source Destination Codes
<input type="checkbox"/>	Mission Internal-Timing
<input type="checkbox"/>	Mission Internal-Video
<input type="checkbox"/>	Mission Internal-Voice
<input type="checkbox"/>	Mission Internal-Wide Area Network (WAN)

Save Cancel





The Mission Select Location/Services Dialog

The Select Location/Services dialog contains two menus.

CSONS Location Service Selection

Sel Mission ▼

Select Location/Services

14 of 14 results Refresh

<input type="checkbox"/>	Loc_Service
<input type="checkbox"/>	Mission Internal-Cabling
<input type="checkbox"/>	Mission Internal-Closed Circuit Television (CCTV)
<input type="checkbox"/>	Mission Internal-Dedicated Data
<input type="checkbox"/>	Mission Internal-Domain Name Service (DNS Entry)
<input type="checkbox"/>	Mission Internal-Launch Video Support
<input type="checkbox"/>	Mission Internal-Media Recording/Duplication
<input type="checkbox"/>	Mission Internal-MOVE Keysets
<input type="checkbox"/>	Mission Internal-Routed Data
<input type="checkbox"/>	Mission Internal-Security
<input type="checkbox"/>	Mission Internal-Source Destination Codes
<input type="checkbox"/>	Mission Internal-Timing
<input type="checkbox"/>	Mission Internal-Video
<input type="checkbox"/>	Mission Internal-Voice
<input type="checkbox"/>	Mission Internal-Wide Area Network (WAN)

Save Cancel

Note: To move between the menus, click the Sel Mission dialogs menu icon, and select a menu option (for example, 'External' from the displayed list).

Sel Mission ▼

Select Location/Services

32 of 32 results Refresh

<input type="checkbox"/>	Link
<input type="checkbox"/>	EB 36
<input type="checkbox"/>	EB 36
<input type="checkbox"/>	EB 37
<input type="checkbox"/>	EB 38
<input type="checkbox"/>	EB 57
<input type="checkbox"/>	GOES-NP
<input type="checkbox"/>	GOES-R
<input type="checkbox"/>	HUBBLE
<input type="checkbox"/>	Link 1000
<input type="checkbox"/>	Link 1001
<input type="checkbox"/>	Link 12345
<input type="checkbox"/>	Link 1600
<input type="checkbox"/>	Link 174
<input type="checkbox"/>	Link 189
<input type="checkbox"/>	Link 18B
<input type="checkbox"/>	Link 202
<input type="checkbox"/>	Link 203
<input type="checkbox"/>	Link 221
<input type="checkbox"/>	Link 222
<input type="checkbox"/>	Link 223
<input type="checkbox"/>	Link 224
<input type="checkbox"/>	Link 58
<input type="checkbox"/>	Link 61

Save Cancel



The Internal Menu - Identifying Impacted Service -

The **'Internal'** menu automatically displays when the Select Location/Services dialog opens. It provides a list of the available **'Loc_Services'** selections. The available Loc_Services options are used to identify the type of service that is being impacted by the Activity.

The displayed Loc_Services options are organized alphabetically by service.

Sel Mission: Internal

Select Location/Services

14 of 14 results Refresh

<input type="checkbox"/>	Loc_Service
<input type="checkbox"/>	Mission Internal-Cabling
<input type="checkbox"/>	Mission Internal-Closed Circuit Television (CCTV)
<input type="checkbox"/>	Mission Internal-Dedicated Data
<input type="checkbox"/>	Mission Internal-Domain Name Service (DNS Entry)
<input type="checkbox"/>	Mission Internal-Launch Video Support
<input type="checkbox"/>	Mission Internal-Media Recording/Duplication
<input type="checkbox"/>	Mission Internal-MOVE Keysets
<input checked="" type="checkbox"/>	Mission Internal-Routed Data
<input type="checkbox"/>	Mission Internal-Security
<input type="checkbox"/>	Mission Internal-Source Destination Codes
<input type="checkbox"/>	Mission Internal-Timing
<input type="checkbox"/>	Mission Internal-Video
<input type="checkbox"/>	Mission Internal-Voice
<input type="checkbox"/>	Mission Internal-Wide Area Network (WAN)

Save Cancel



The External Menu

- Identifying the Audience -

The '**External**' menu contains a list of Mission Inflight Projects/Programs and their associated Links. The available options will be used to identify the 'audience' that will receive the notification.

- **Select a 'Link or EB'** when the Activity affects the availability of services for all of the Inflight Projects/Programs associated with the Link or EB.
- **Select the name of the 'Project/Program'** when the Activity impacts only a specific Project/Program.

The displayed Link_Services options are organized alphabetically.

Sel Mission: External

Select Location/Services

32 of 32 results Refresh

<input type="checkbox"/>	Link
<input type="checkbox"/>	EB 36
<input type="checkbox"/>	EB 36
<input type="checkbox"/>	EB 37
<input type="checkbox"/>	EB 38
<input type="checkbox"/>	EB 57
<input type="checkbox"/>	GOES-NP
<input type="checkbox"/>	GOES-R
<input type="checkbox"/>	HUBBLE
<input type="checkbox"/>	Link 1000
<input type="checkbox"/>	Link 1001
<input type="checkbox"/>	Link 12345
<input type="checkbox"/>	Link 1600
<input type="checkbox"/>	Link 174
<input type="checkbox"/>	Link 189
<input type="checkbox"/>	Link 18B
<input type="checkbox"/>	Link 202
<input type="checkbox"/>	Link 203
<input type="checkbox"/>	Link 221
<input type="checkbox"/>	Link 222
<input type="checkbox"/>	Link 223
<input type="checkbox"/>	Link 224
<input type="checkbox"/>	Link 58
<input type="checkbox"/>	Link 61

Save Cancel



Selecting Loc_Services

Sel Mission internal ▼

Select Location/Services

14 of 14 results Refresh

<input type="checkbox"/>	Loc_Service
<input type="checkbox"/>	Mission Internal-Cabling
<input type="checkbox"/>	Mission Internal-Closed Circuit Television (CCTV)
<input type="checkbox"/>	Mission Internal-Dedicated Data
<input type="checkbox"/>	Mission Internal-Domain Name Service (DNS Entry)
<input type="checkbox"/>	Mission Internal-Launch Video Support
<input type="checkbox"/>	Mission Internal-Media Recording/Duplication
<input type="checkbox"/>	Mission Internal-MOVE Keysets
<input checked="" type="checkbox"/>	Mission Internal-Routed Data
<input type="checkbox"/>	Mission Internal-Security
<input type="checkbox"/>	Mission Internal-Source Destination Codes
<input type="checkbox"/>	Mission Internal-Timing
<input type="checkbox"/>	Mission Internal-Video
<input type="checkbox"/>	Mission Internal-Voice
<input type="checkbox"/>	Mission Internal-Wide Area Network (WAN)

Save

To select a Loc_Service option from the Internal menu, click in the white box next to the name of the service. You may pick one or more options as required to select all of the services that may be impacted by the Activity.

Work Detail	Categorization	Tasks	Relationships	Date/System	CSONS
Template					
Notification Type*	New			TimeReported	
Outage Type	Major			DownTime	
Loc_Services*	Mission Internal-Route			UpTime	
Link_Services				Outage Summary*	
Outage Impact				Outage Message	
Outage Summary*				Issue Status	
Outage Message				Outage Reason	
Issue Status					
Outage Reason					

Send

Note: Do NOT click the 'Save' button until you have selected the applicable options from BOTH the Internal and External menus. Clicking the Save button before you have made all of your selections will result in the incorrect posting of data in the Loc_Services and/or Link_Services fields.





Selecting Your Link_Services

To select a Link_ServiceList option from the External menu, click in the white box next to item you want to select. You may pick one or more options as required to select the correct audience for your Activity notification.

Sel Mission External ▼

Select Location/Services

32 of 32 results Refresh

<input type="checkbox"/>	Link
<input type="checkbox"/>	EB 36
<input type="checkbox"/>	EB 36
<input type="checkbox"/>	EB 37
<input type="checkbox"/>	EB 38
<input type="checkbox"/>	EB 57
<input type="checkbox"/>	GOES-NP
<input type="checkbox"/>	GOES-R
<input type="checkbox"/>	HUBBLE
<input checked="" type="checkbox"/>	Link 1000
<input type="checkbox"/>	Link 1001
<input type="checkbox"/>	Link 12345
<input type="checkbox"/>	Link 1600
<input type="checkbox"/>	Link 174
<input type="checkbox"/>	Link 189
<input type="checkbox"/>	Link 18B
<input type="checkbox"/>	Link 202
<input type="checkbox"/>	Link 203
<input type="checkbox"/>	Link 221
<input type="checkbox"/>	Link 222
<input type="checkbox"/>	Link 223
<input type="checkbox"/>	Link 224
<input type="checkbox"/>	Link 58
<input type="checkbox"/>	Link 61

Save

Work Detail | Categorization | Tasks | Relationships | Date/System | CSONS

Template

Notification Type* New ▼ + TimeReported

Outage Type Major ▼ + DownTime

Loc_Services* Mission Internal-Route + UpTime

Link_Services Link 1000; +

Outage Impact

Outage Summary*

Outage Message

Issue Status

Outage Reason

Send

Note: Once all required Loc_Services and Link_Services are selected, click the 'Save' button. Your selected options will populate the Loc_Services and Link_Services fields.



Links and their Association to Inflight Projects/Programs

Behind the scenes, the Link options displayed in the Link_Services External menu are related to an Inflight Project/Program. When you select an EB or 'Link' from the menu, NITSM will located the matching Inflight Project/Program from the IPP behind the scenes form.

Link #	Funding Project	Site A	Site B
Link 90	LUNAR RECON ORBITER	Goddard Space Flight Center (GSFC)	Universal Space Network
Link 18B	LUNAR RECON ORBITER	Second TDRSS Ground Terminal (STGT)	Jet Propulsion Laboratory (JPL)
Link 174	MAVEN	Jet Propulsion Laboratory (JPL)	University of Colorado (UCOL)
Link 221	MMS	Second TDRSS Ground Terminal (STGT)	University of Colorado (UCOL)
Link 224	MMS	Second TDRSS Ground Terminal (STGT)	University of Colorado (UCOL)
Link 222	MMS	Second TDRSS Ground Terminal (STGT)	University of Colorado (UCOL)
Link 203	MMS	Goddard Space Flight Center (GSFC)	Universal Space Network
Link 202	MMS	Goddard Space Flight Center (GSFC)	Universal Space Network
Link 223	MMS	Second TDRSS Ground Terminal (STGT)	University of Colorado (UCOL)
Link 80G	MMS	Goddard Space Flight Center (GSFC)	University of Colorado (UCOL)
Link 83	SOLAR DYNAMICS OBSERVATORY	Goddard Space Flight Center (GSFC)	Universal Space Network
Link 61	SOLAR DYNAMICS OBSERVATORY	Goddard Space Flight Center (GSFC)	Lockheed Martin Solar and Astrophysics Laboratory
Link 89	SOLAR DYNAMICS OBSERVATORY	Goddard Space Flight Center (GSFC)	University of Colorado (UCOL)
Link 86	SOLAR DYNAMICS OBSERVATORY	Goddard Space Flight Center (GSFC)	Lockheed Martin Solar and Astrophysics Laboratory
Link 58	SOLAR DYNAMICS OBSERVATORY	Goddard Space Flight Center (GSFC)	University of Colorado (UCOL)
Link 70	SOLAR DYNAMICS OBSERVATORY	Second TDRSS Ground Terminal (STGT)	University of Colorado (UCOL)
EB 36	SOLAR DYNAMICS OBSERVATORY	Goddard Space Flight Center (GSFC)	White Sands Ground Terminal
EB 37	SOLAR DYNAMICS OBSERVATORY	Goddard Space Flight Center (GSFC)	White Sands Ground Terminal
EB 38	SOLAR DYNAMICS OBSERVATORY	Goddard Space Flight Center (GSFC)	Second TDRSS Ground Terminal (STGT)
EB 57	SOLAR DYNAMICS OBSERVATORY	Goddard Space Flight Center (GSFC)	White Sands Ground Terminal
Link 1000	SOLAR DYNAMICS OBSERVATORY	White Sands Ground Terminal	Stanford University
Link 1001	SOLAR DYNAMICS OBSERVATORY	White Sands Ground Terminal	Stanford University
Link 189	Swift	Goddard Space Flight Center (GSFC)	Pennsylvania State University





Using the Link_Services Options to Select the Audience for the Notification

Link 1000	MARS Science Lab
Link 1001	GOES-R

Loc_Services*	Mission Internal-Sourc	+
Link_Services	Link 1000;Link 1001;	

Once NITSM locates the behind the scenes 'Link to 'Project/Program' match it will search the CSONS Subscriber form and locate and send the notification to the subscribers who have registered for the matching Project/Program.

Subscriber ID 000000000000201

Email: timothy.b.sanders@nasa.go
Mobile Email:
Daily Report: Yes
Site+: MSFC

Request ID	Location_c	Service_c
000000000000003	ARC	Telephone
000000000000104	Mission External	MARS SCIENCE LAB (MSL)
000000000000501	Mission External	GOES-R

Report Select All DeSelect All





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"/>	

- In the Mission environment, time will only display as GMT time if your NITSM profile has already been setup to display in GMT. If that is not the case, all time fields in the CSONS application will display as your regular time zone.
- 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. The first field, labeled 'User Impact', is a dropdown menu with a white background and a grey border. It has three options: 'Yes', 'No', and '(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

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"/>	

Note: In the Mission environment, time will only display as GMT time if your NITSM profile has already been setup to display in GMT. If that is not the case, all time fields in the CSONS application will display as your regular time zone.



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.

The screenshot shows two form fields. The first field is labeled 'Backout' and is a dropdown menu with 'No' selected. The second field is labeled 'Backout Time' and is an empty text box. A small calendar icon is visible to the right of the 'Backout Time' field.

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 Clear

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 View

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

The screenshot shows the CSONS Activity form. The 'Save' button is highlighted in a red box. The form contains the following fields:

Activity Number	CSA000000000306	Company	
Activity Mode	Pending	Short Description*	Facilities Maintenance for Bldg. XYZ
Activity Status	Scheduled	Detail	Battery maintenance for Juniper Router in bldg. XYZ needs to be
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 tab is selected. Below are two columns of fields:

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		

On the right, there is a table with the following data:

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. The action of clicking the 'Save' button will also send out the Activity notification.

You must have a valid 'posted' Activity to request a FER. (i.e. the Activity Number must be displayed in the Activity Number field).



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.

FER

2 of 2 results Refresh

FER ID	Status_c
FER000000000908	Pending Approval

Activity Form



Approving the FER

In the Mission environment, FERs follow an automated approval process. Once the FER is requested a list of required approvers is compiled. The required approver information will display in the FER Request form and all approvers will receive an email notifying them there is a request to review and approve.

As the approvers give their approval or rejection of the request, the Approver table in the FER Request Form is updated.

Currently there is no automated method of determining how many approvers need to approve the FER. Because of this, the requester of the FER needs to review the FER Request Form's Approver table and coordinate with Mission management to determine when enough approvers have been received to consider the FER as approved.

Once the enough approvals have been received, the FER requester will go into the FER Request Form and move the status of their request to 'Approved' and then 'Save' the FER Request Form. Once the status has been moved to approved, they will return to the Activity and move the FER Exempt field to 'Yes', and then Save the Activity. At that time, the assigned FER ID Number will automatically be populated into the FER Number field.





FER Approval and Adding the FER Number

To view the list of Approvers for the FER, double-click on the entry in the Activity's FER table.

FER	
2 of 2 results Refresh	
FER ID	Status
FER000000000908	Pending Approval

Activity Form

Approvers list.

CSONS FER

FER ID: FER000000001201 Company: Mission_IT_COMMSSV Activity ID: CSA000000001901

FER Reason: I need this because ... Status: Approval

Freeze ID: []

Approval System

3 of 3 results Refresh						
Approval ID	Approver AUID	Approver Email	Approver Phone	Expire Date	Status	Comments
NAP000000000601	rellingt	bob.ellington@nasa.gov	256.961.0257	9/27/2016 3:03:27 PM		
NAP000000000602	bsoditch	barbara.j.soditch@nasa.gov	256.961.0614	9/27/2016 3:03:27 PM		
NAP000000000603	anesbitt	avis.nesbitt-1@nasa.gov	301.286.0035	9/27/2016 3:03:27 PM		

FER Request Form

Once enough approvers have approved, move the status field from 'Pending Approval' to 'Approved'.

Once the FER Request Form has moved to 'Approved', return to the Activity form and change the 'FER Exempt' field to 'Yes'. Then, click the Save button to save the Activity. The FER Number will automatically populate the FER Number field.

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).

General Mission Freeze **System** Audit

Submitter bsoditch

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

Assigned To

Last Modified By russiotech

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

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.



Opening an Activity from the Task

With the Task open on the screen, click on the CSONS tab.

Click on the CSONS tab.

In the CSONS Activity table, click once to highlight the Activity that you want to open, then click the 'View' button.

The screenshot shows the NASA CIO IT Home interface. The breadcrumb trail is "IT Home > CRQ000023984985 > TAS000000023847". The page title is "Task".

Form fields include:

- Name*: MSN DATA-DCS Processing
- Summary*: MSN DATA-DCS Processing
- Notes: (empty)
- Priority: Medium
- NICS Status Reason: (empty)
- Task ID: TAS000000023847
- Type*: Manual
- Status*: Staged
- Status Reason: (empty)
- Request ID: CRQ000023984985

Navigation tabs: General, Requester, Categorization, Assignment, Work Info, Relationships, Dates, Financials, NICS, CSONS (highlighted in red).

Table: 4 of 4 results

Activity Number	Activity Status	Scheduled Start	Scheduled End	Backout	Freeze Window
CSA000000001585	Scheduled	8/30/2016 7:00:00 AM	8/30/2016 4:00:00 PM	No	No
CSA000000001701	Scheduled	9/24/2016 7:00:00 AM	9/25/2016 1:00:00 PM	No	No
CSA000000001801	Started	9/26/2016 5:00:00 AM	9/27/2016 8:00:00 PM	No	No
CSA000000001901	Scheduled	9/26/2016 5:00:00 AM	9/26/2016 10:00:00 AM	No	No

Buttons: Refresh, View (highlighted in red), New, Save, Print, View Audit Log.





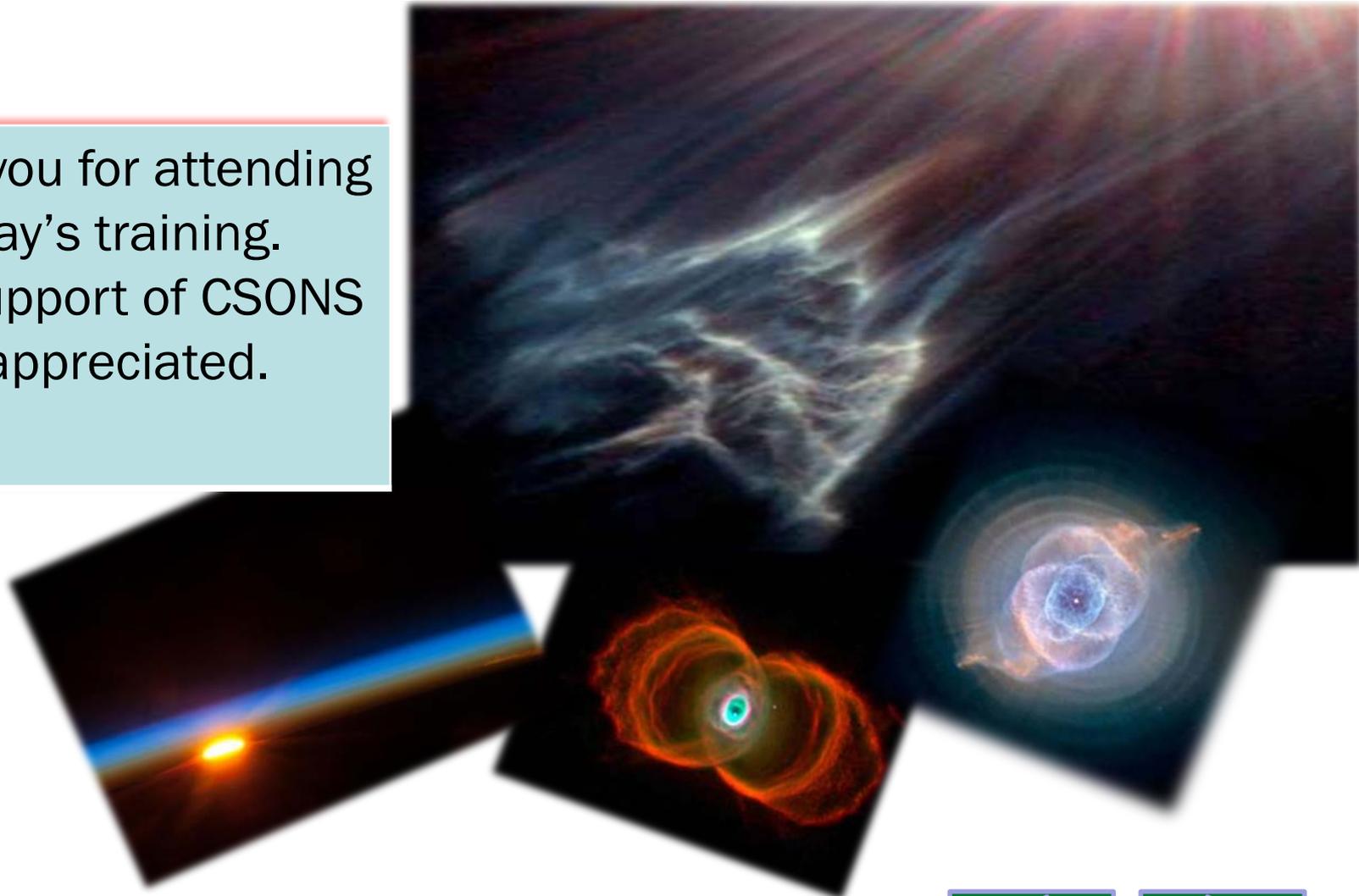
Questions, Comments or Concerns





In Conclusion...

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





Office of the
Chief Information Officer