# ASIST 3.2.1.2 User Guide

Instructions for Using ASIST

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# What's New in ASIST 3.2.1 and 3.2.1.2?

ASIST 3.2.1 has new features that users of previous versions of ASIST may need to get familiar with. These new features are outlined below. A New icon (appearing in the left margin on this page) appears throughout the User Guide whenever a new feature is discussed. The outline below summarizes each new feature.

ASIST 3.2.1.2 is a maintenance release which added filtering and export features to the ASIST 3.2.1 Advanced Search. Specifics of the feature are included in the Advanced Search section of this document. In addition, custom scripting at the start of workflows has been added for use by designated workflow processes.

Because the majority of updates were provided in ASIST 3.2.1, this User's Guide refers to the designation ASIST 3.2.1 throughout most sections herein.

**Table 1: New Features in ASIST**

| New Feature | Description |
|---|---|
| **Drag and Drop** | ASIST now allows you to drag and drop files from Windows Explorer, the Windows Desktop, or MS Outlook into ASIST folders directly. You can drop files onto a folder icon line or the attachment type or sub attachment type line in various locations in ASIST.<br><br>Included with this function, is the ability to drag and drop **multiple files** at one time.<br><br>To use the feature, the Documentum plug-in must be installed on your workstation, and you must set your user preference to use the plug-in using the new Preferences link at the top of the ASIST Home Page. |
| **Sub Attachment Types** | Attachment types can now have a second level, called sub attachment types. In this manner, a long list of attachment types can be grouped. Sub attachment types can be added, deleted, or re-ordered from the Attachment Types maintenance page. |
| **Attachment and Sub Attachment Types Now Displayed in Attribute Browser** | Attribute Browser display has been updated to include attachment types and sub attachment types. |

| New Feature | Description |
|---|---|
| **User Preferences** | Users can now set their preferences to enable the Documentum plug-in and, by default, show all attachment types on the Attachments tab in ASIST folders (even ones without files). |
| **Right-click Menu Availability Expanded** | Right-click menu option is provided for ASIST Folders throughout ASIST, including the Reports tab. |
| **Delegation of Multiple Tasks** | Delegate Task (delegating an activity in a workflow process) allows user to delegate multiple tasks (parallel activities in a workflow, ex: Bureau Contact and Alternate Bureau Contact) at the same time. In previous versions, only one task could be delegated at a time. If the folder is available in multiple users' inboxes, then the user had to repeat the same function again for all tasks. |
| **Edit Privileges Automatically Provided for User Task in Workflow** | When a workflow task is delegated to any user and if the user doesn't have edit permission on the folder, then the application automatically grants edit permission on the folder before delegating the task. |
| **Search Result Navigation Tools** | Text Search Results and Advanced Search Results are paginated and allow a user to navigate to any page or sort by any column displayed. The total count displayed in the search results corresponds to only folders and not folders and attachments. |
| **Advanced Search Supports Custom Folder Type Folder Attributes** | Advanced Search supports Custom Folder Types (CFTs). Fields displayed in the Search Page are database driven and the fields can be added or removed dynamically. |
| **Choice List Maintenance Page** | "Choice Lists" maintenance option is provided to add custom drop down lists to Custom Folder Types (CFTs). It allows for creating new lists, editing lists and changing the display order of values in the list. |
| **Closing a Folder in the** | "Close Folder" maintenance option is |

| New Feature | Description |
|---|---|
| **Maintenance Page** | provided for the ASIST Administrator to close any folder. A system event with date and time is added to the Folder Status page when a folder is closed. |
| **Reopening a Folder in the Maintenance Page** | If a folder is reopened using the "Reopen Folder" maintenance option, then a system event with date and time is added to the Folder Status Page. |
| **Link to ASIST Administration** | In order to access the ASIST Administrator Maintenance menu, administrators can use a link that is located in the ASIST Maintenance panel on the My Home tab. |
| **Advanced Search Supports Field Choices and Reporting** | Using the Advanced Search mechanism, searches can be designed to include any fields and then saved and reused. In addition, search results can be exported to PDF and then attached to other e-mails. Several searches have been created for use by C&R. |

# Introduction

Welcome to the ASIST 3.2.1.2 User Guide! This guide and reference manual is meant to be a complement to the ASIST Help accessible on the My Home Page of ASIST.

## What is ASIST?

The Agency Secure Image and Storage Tracking System, otherwise known as ASIST, is a software system developed by the USAID Office of Information Resource Management to improve the efficiency and security for using, managing, and storing documents at USAID Missions. Your organization has created storage cabinets in ASIST, similar to the organization of your office filing cabinets and filing systems, to enable you to create and manage related mission tasks. ASIST is accessed using the Agency's web-based information network. The Agency will authorize your ASIST use and designate the tasks that you perform.

## What is the ASIST Storage System?

ASIST allows you to file copies of documents appropriately, without using the physical space required by filing cabinets to store hard copies of the same documents. Another great feature is the ability to retrieve folders quickly and easily as well as delegate tasks to fellow ASIST users. File storage and organization are both accomplished electronically.

Figure 1 shows the major elements of ASIST: Cabinets, Folders, and Attachments. Basically, folders with documents inside (called Attachments in ASIST) are filed into cabinets.

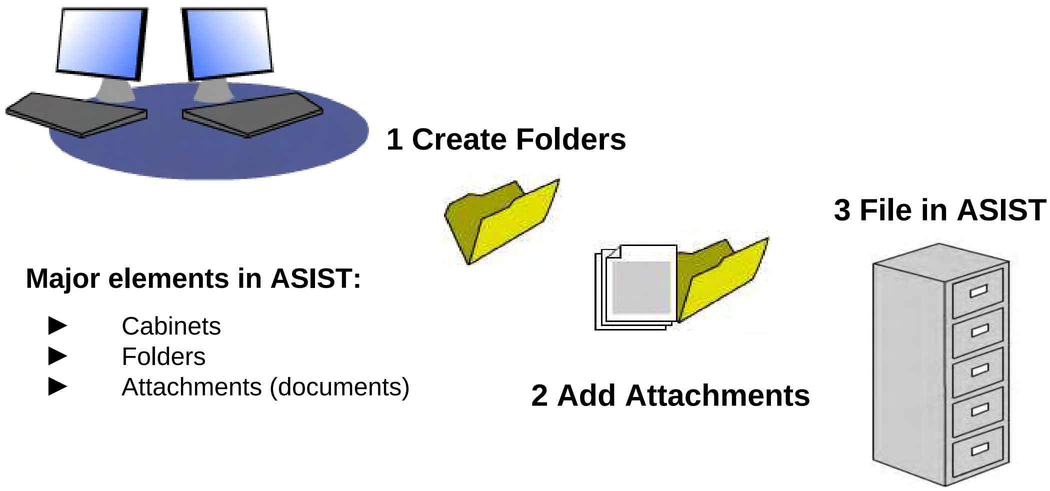



**Figure 1: Major Elements of ASIST**

The following sections further break down the major elements of ASIST, relating them to filing documents physically. It introduces you to the ASIST terminology that you will read in this manual and see on the ASIST interface.

## Cabinets

Typically, Agency Missions create a cabinet for each office. Figure 2 shows a typical cabinet setup at a Mission.

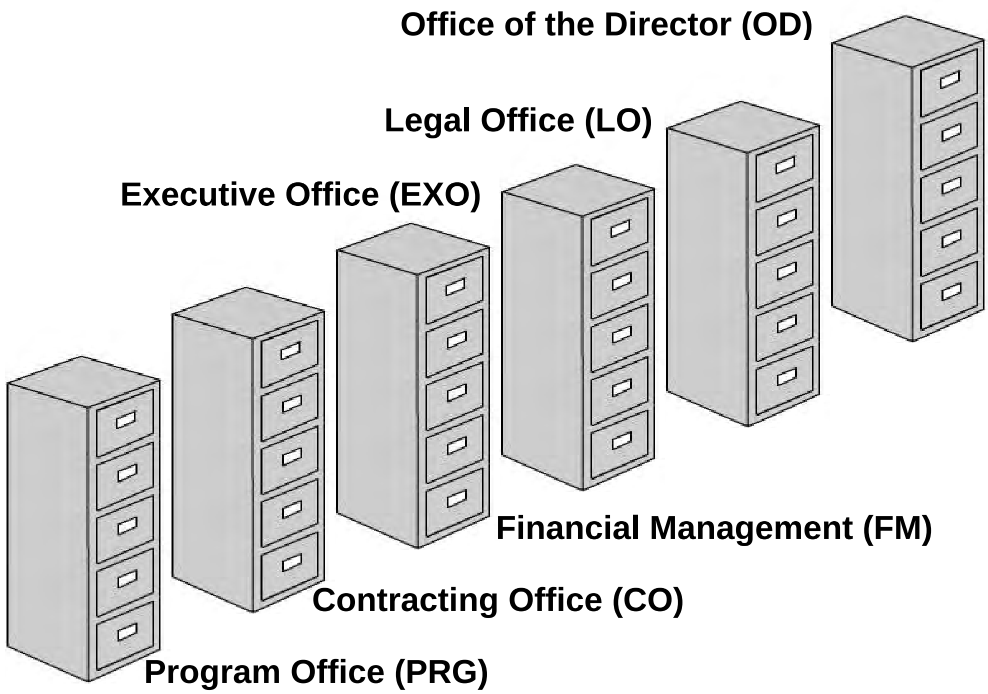



**Figure 2: Standard Cabinet Setup at Missions**

The cabinet names comprise of the two-letter country code, an underscore (_), and the organizational symbol for the office.

For example, the cabinet for the Regional Contracting Office at Botswana would be BC_RCO.

The Program and Technical Office cabinets can designate its cabinets by the strategic objective number or sector as an alternative to a global Program cabinet.

For example, filing for all documentation related to SO11 at Tanzania would be filed in a cabinet named TZ_SO11 if the Mission opted to name cabinets by strategic objective. If they opted to name the cabinets by sector, the cabinet name would be TZ_HEALTH.

## Folder Types

Each cabinet stores folders. These folders are categorized by **folder type**. Folder type refers to the type of document that will be stored in the folder. It drives the type of work activity that users perform on the folder and determines the folder attributes to which users assign values. You will most likely only have access to certain types of folders based on what you do at the Mission.

For example, if you work in Procurement you may only have access to the EXO cabinet, CONTRACT and GENERAL folder types.

A great way to think about folder types is to imagine that each drawer in a cabinet holds only a certain type of folder. A cabinet can have one or more drawers, each holding folders of a custom type or one of the following standard ASIST types:

- ACTIVITY
- CONTRACT
- CORRESPONDENCE
- GENERAL
- INVOICE
- PAYMENT AUTHORIZATION
- PERSONNEL
- VOUCHER

Table 2 describes each folder type in more detail. Each folder type has its own unique icon.

**Table 2: Folder Types**

| Icon | Folder Type | Description |
|---|---|---|
|  | ACTIVITY | ACTIVITY folders are used to support documents that are associated with an organization's strategic objectives, intermediate results, activities, or other types of projects.<br><br>ACTIVITY folders allow you to search for documents by project. |
|  | CONTRACT | CONTRACT folders are used to archive documents that are specific to an obligation type of document such as contracts and purchase orders. Typically, CONTRACT folders can be used to archive all of the information pertaining to the contract management process. Typical types of documents archived in a CONTRACT folder might be memoranda of negotiation, contract budgets, contract originals, solicitations, and modifications.<br><br>One or more CONTRACT folders can be linked to a single VOUCHER or PAYMENT AUTHORIZATION folder. |
|  | CORRESPONDENCE | CORRESPONDENCE folders are used to store, track, and archive correspondence received and replied to by an organization. They support the collaborative drafting of responses to |

| Icon | Folder Type | Description |
|---|---|---|
| | | correspondence. Using this folder type in conjunction with a workflow, users can receive correspondence, assign response due dates, route the folder to other responders, and check its status using the Pending Correspondence report. This folder type is suitable for processing action memorandums, unsolicited proposals, and other public inquiries requiring response and tracking. |
|  | GENERAL | GENERAL folders are used to store and archive general subject material documents. GENERAL folders can be used whenever it is clear that the attributes from a more specific type of folder are not needed. |
|  | INVOICE | INVOICE folders are used to store invoices received from vendors, one folder per invoice. It can also contain supporting documentation, such as receipts. VOUCHER and PAYMENT AUTHORIZATION folders link to invoice folders so that users can see what invoices go against a Phoenix Payment Authorization. One or more INVOICE folders can be linked to a single VOUCHER or PAYMENT AUTHORIZATION folder. |
|  | PAYMENT AUTHORIZATION | PAYMENT AUTHORIZATION folders are typically created when ASIST interfaces with Phoenix. It is not meant to interfere with the use of the Phoenix financial system for the approval and scheduling of payments, but rather provide an archive of associated documentation. PAYMENT AUTHORIZATION folders contain documents and/or links relating to the processing, approval, and scheduling of payments of agency vouchers. One or more INVOICE folders may be linked to a PAYMENT AUTHORIZATION folder. |
|  | PERSONNEL | PERSONNEL folders are used to store documents associated with contracts for service personnel. These service personnel include FSN, TCN, US PSC, etc. The Personnel folder type is a subtype of the CONTRACT folder type. |

| Icon | Folder Type | Description |
|---|---|---|
|  | VOUCHER | VOUCHER folders are typically created when ASIST interfaces with Phoenix. It is not meant to interfere with the use of the Phoenix financial system for the approval and scheduling of payments, but rather provide an archive of associated documentation. VOUCHER folders contain documents and/or links relating to the processing, approval, and scheduling of payments of agency vouchers. One or more INVOICE folders may be linked to a VOUCHER folder. |
| | OTHER FOLDER TYPES… | Other folder types may be available. Other folder types that are specific to your organization may appear in ASIST but are not described in the ASIST User Guide.<br>For more information on developing a folder type not listed in the User Guide, contact Documentum Support in Washington. |

All folders are described by a set of properties that users set, or are set automatically by ASIST. These properties are called **folder attributes**. Folder attributes are also set automatically during Phoenix feeds.

For example, ASIST sets the Date Folder Created attribute automatically to the current date. Users cannot change this attribute. Alternately, the user must set the Fiscal Year attribute.

All of the folder types have these common attributes: folder summary and fields that comprise records management. Other attributes are specific to the folder type and drive the type of work activity that users perform on the folder.

## Sections

Folders can be further grouped together by **section**. A good way to imagine what sections are in a physical file cabinet would be to imagine the section breaks in a cabinet drawer. Figure 3 shows a drawer with section breaks.

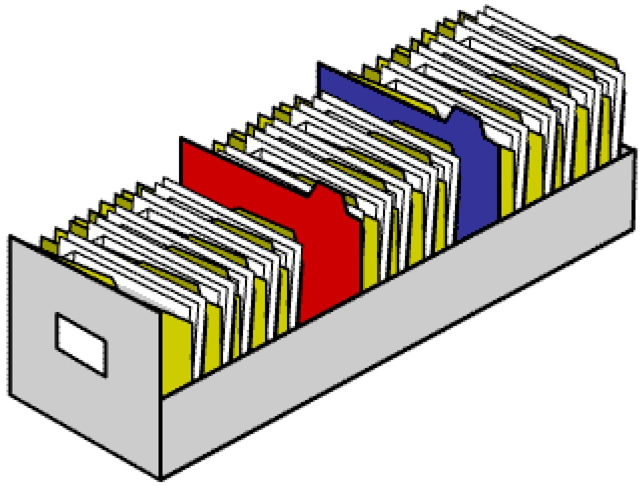


**Figure 3: Sections**

For example, the EXO cabinet may have three folder types: GENERAL, CONTRACT, and CORRESPONDENCE. Each drawer in the cabinet represents one folder type. If you pulled out one of the drawers – say, the CONTRACT drawer – that drawer may be sectioned off by Purchase Order folders in the front part of the drawer, Travel Authorizations folders in the middle, and Task Orders in the back.

Sections are specific to a cabinet and a folder type.

## Attachments

The document that you place into a folder is called an **attachment**. Every folder can have zero or more attachments. Attachments may be electronic documents stored on your local system or network, hard copy documents that you scan into the system using ScanXpress, or links to attachments in other folders. Each attachment has properties. These properties are called **attachment properties**.

## Attachment Types

Attachments can be grouped together by **attachment type**. Figure 4 shows how attachment type can be related to dividers in a folder.

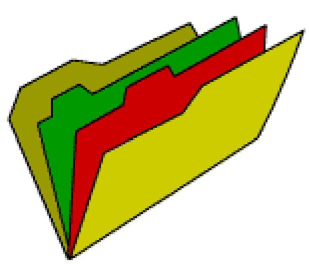


**Figure 4: Attachment Types**

Each divider contains documents of the same type.

For example, if you created a CONTRACT folder in the EXO cabinet for filing Travel Authorizations, you can have several attachment types: Travel Authorization, Trip Request, and Supporting Documentation. The TA is placed under the Travel

Authorization attachment type, the Trip Request is placed under the Trip Request attachment type, and other documents, such as the country cable and travel itinerary are placed under Supporting Documents.

Attachment types are specific to a cabinet and folder type, but can also be set by section. In other words, you can have one set of attachment types for one section and another set of attachment types for another section. You can also have them available for all sections in a cabinet and folder type.

For example, you can create an attachment type called "General Subject Documents" and make it available for all sections in the EXO cabinet CONTRACT folder type. However, you can create an attachment type called "Itinerary" and restrict it to only the section "Travel Authorization (TA)".

In ASIST 3.2.1, attachment types can now have a second level – sub attachment types. In this manner, a long list of attachment types can be further grouped. For example, attachments can be grouped by procurement phase in contracts files.

## Other ASIST Reference Guides

For administrative instructions, refer to the "ASIST 3.2.1 System Administrators Guide".

## Conventions Used in this Guide

Both text and icon conventions are used throughout this guide. Text conventions provide you with visual cues to distinguish between the normal text and page, tabs, link, field, button names, and email addresses. Icon conventions provide you with the ability to quickly identify new ASIST features, examples, important information, notes, and helpful tips. All icons are located in the left hand margin of the user guide pages.

### Text Conventions

Table 3 describes the text conventions used in this guide.

**Table 3: Text Conventions**

| **Reference** | **Convention** | **Example** |
|---|---|---|
| Folder Types | ACTIVITY | Open the ACTIVITY folder. |
| Tab Names | *Italics* | …the *Information* tab… |
| Hyperlinks | Underlined | Print Summary |

| Reference | Convention | Example |
|---|---|---|
| | Clarendon Condensed font | |
| Buttons | **Bold** | **View Details** |
| Folder Attributes[1] | Dotted Underline | Summary |
| Form Field Names | Verdana font | Folder ID |
| Guide Names | "Quoted" Underlined | "Software Loading Guide" |
| E-mail address | `Courier` font | `support.documentum@usaid.gov` |
| Main Pages | "Quoted" | "ASIST Home" page<br>"Folder Maintenance" page |
| Examples | Inside shaded gray, black bordered box. | For example, if…<br>In our example, the… |

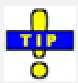
## Icon Conventions

Table 4 describes the icon conventions used in this guide.

**Table 4: Icon Conventions**

| Icon | Convention |
|---|---|

[1] Folder attributes and the form field labels on the Information tab on the "ASIST Folder Maintenance" page may be the same: The word "summary" can be used for both the attribute and the form field label for the text area that captures/displays the summary attribute.

| Icon | Convention |
| --- | --- |
|  | NEW ASIST FEATURE!<br>This icon indicates a new ASIST feature. Users of previous versions of ASIST can look for this icon in the margin to see how ASIST 3.2.1 and 3.2.1.2 is new or improved from its predecessors. A complete list is also located at the beginning of this guide; see What's New in ASIST 3.2.1 and 3.2.1.2? on page 21. |
|  | NOTE.<br>This icon denotes there is a note to the instructions in the text. |
|  | TIP.<br>This icon denotes the text provides a user tip. |
|  | IMPORTANT!<br>This icon denotes that the text is very important. |

# ASIST Fundamentals

The following chapter describes some basics about ASIST that you should know before starting to use it.

## Logging into ASIST

Users can log in by double clicking on their ASIST desktop icon or by entering a URL into their Internet Explorer URL bar.  ASIST uses single sign-on authentication instead of making the user sign on again after having already logged onto their computer.  Whichever method you use to open ASIST you will be taken directly to your account home.  If you are given the message that tells you that you are not a valid user in ASIST, please speak to your ASIST Administrator.

### Using the ASIST Desktop Icon to Open ASIST

All users of ASIST should have a desktop icon that when clicked will open ASIST to their "ASIST Home" page on the *My Home* tab.  This icon is located in the Corporate Application folder on the desktop.  Figure 5 shows the desktop icon:

**Figure 5: ASIST Desktop Icon**

If this icon does not appear in the Corporate Applications folder on your desktop, use one of the URLs described below in Using a URL to Open ASIST.  You must have an ASIST account to access ASIST.   If you do not have the ASIST icon or are unable to log into ASIST, contact your ASIST Administrator.

### Using a URL to Open ASIST

Users must use a different URL depending on if they are logging into a mission ASIST or the USAID/Washington ASIST:

1. Mission ASIST –

   **`http://ismmapp-dmdi.[two-letter country code].usaid.gov:6080/asist`**

2. USAID/Washington –

   **`http://ismmapp-dmdi.us.usaid.gov/asist`**

After successfully logging into ASIST you will be presented with the "ASIST Home" page (see My Home on page 41).

If you are given the message that tells you that you are not a valid user in ASIST, please speak to your ASIST Administrator.

You CANNOT access ASIST outside of USAID's network.

## Logging out of ASIST

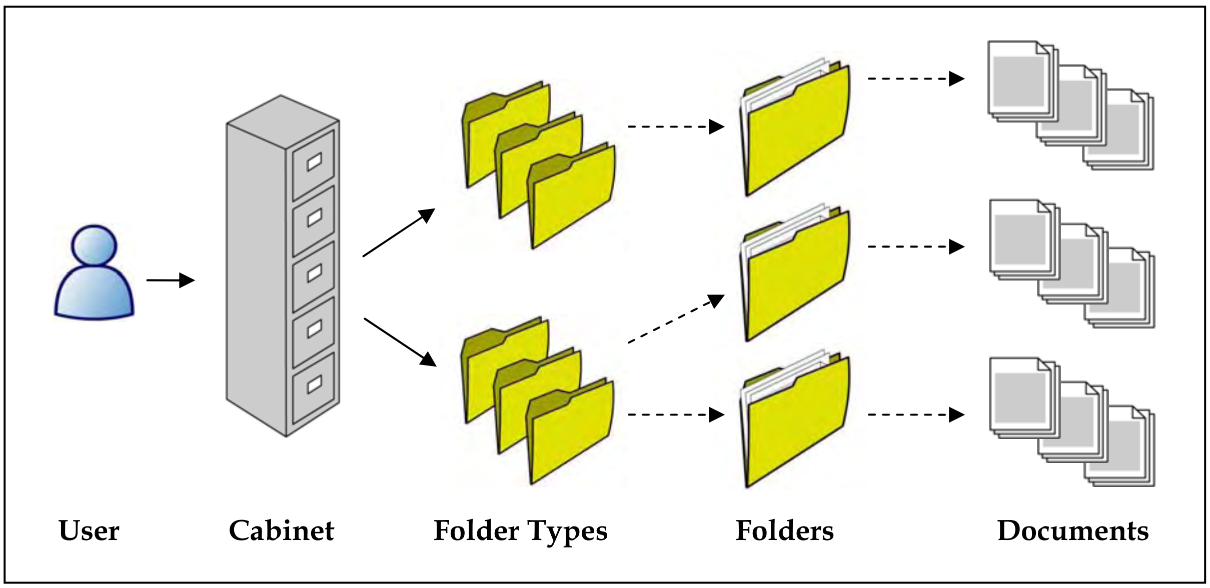
To exit ASIST, you must logout of the system. To logout of ASIST, click Logout on the ASIST link panel. Logging out ends your current session.

## User and Access Group Permissions

ASIST employs two types of security: 1) default permissions and 2) special permissions. Default permissions are granted to individual users and special permissions are granted to users and special workgroups called "Access Groups." Permissions are granted based on levels of the ASIST structure: cabinet/folder type, folder, and document.

### Default Permissions

The following figure shows how a user receives default permission to the different levels of the ASIST structure:




**Permission granted by** → **Inherited** - - - - →

**Figure 6: Permissions in ASIST**

A user is granted permission to a cabinet and certain folder types within that cabinet. A certain folder type within a cabinet in short-hand is known as a "cabinet/folder type." Permission to the folders and documents within that cabinet/folder type are inherited. In other words, if the user is granted view permission to a cabinet/folder type, then the user is able to view the folders within that cabinet/folder type. Likewise, the user is able to view the documents within those folders.

The System Administrator grants default permissions.

### Permission Types

There are three types of permissions:

1. **View** (also known as "Read" or "Read-Only") – This type of permission allows a user to view folders and documents within a cabinet/folder type, but not to modify them. Furthermore, the user CANNOT create a new folder within a cabinet/folder type to which the user only has View permission. Regardless of the user's permission to access a cabinet/folder type, a user's permission to view an existing individual folder or document may be revoked on the folder level by another user who has permission to do so.

2. **Create** – This type of permission allows a user to view and modify folders and documents within a cabinet/folder type. Furthermore, a user CAN create a new folder within a cabinet/folder type to which the user has Create permission. Regardless of the user's permission to access a cabinet/folder type, another user who has permission to do so may revoke or grant permissions to that user on the folder level.

   **Create with Restriction (CWR)**

   If the cabinet is set to the Create with Restriction (CWR) default, only the folder owner will be able to modify a folder after it is created. This is a cabinet-level default permission that can be over-ridden using folder-level permissions.

   **Create with Restriction (CWOR)**

   If the cabinet is set to the Create without Restriction (CWOR), any user with permission to create a folder in the cabinet and folder type can modify a folder even though he may not own it. CWOR is the default cabinet-level permission setting.

3. **Write** (also known as "Modify") – This type of permission is specific to individual folders and documents only. Write permission allows a user to modify the folder(s) or document(s) to which they were exclusively given permission to modify. This applies to folder(s) and document(s) to which they may not necessarily have Create permission.

The Administrator sets default permissions for users. They provide users with permission to view and/or create folders within a cabinet/folder type. The same type of permission is granted to folders and the documents within the cabinet/folder type. A user that receives the Create permission is also allowed to modify the same cabinet/folder type folders by default.

For example, the Administrator for John Smith provides John with permission to view CONTRACT folders in the OS_BACKUP cabinet, but he cannot modify them. Conversely, he is allowed to view, create, and modify CONTRACT folders in the OS_CURRENT cabinet.

## Access Groups

The Administrator also creates Access Groups. Access Groups are groups of users created to facilitate providing multiple users the permission to view and/or create specific folders or documents. Most frequently, an Access Group corresponds to an organization or a workgroup.

The Administrator creates a group called EX_CONTRACT_WKGP and places John, Mary, and Tim into this Access Group since they all have similar tasks in their office. When John, Mary, or Tim creates new folders to which only they should have permission to modify, they explicitly give only the Access Group EX_CONTRACT_WKGP permission to modify those folders. They can, however, provide permission for other users to view the folders.

### Special Permissions

By default, users are granted permission to view and/or create folders of a certain type within a cabinet. However, an individual folder can be further restricted to specific users or Access Groups by using the Change Permission screen accessed from the "Folder Maintenance" page. Inside of a folder, a single document may be further restricted to a single Access Group. The folder owner ALWAYS has Read and Write permission to the folder and any documents within that folder.

When a user is created, they are provided permission to view and/or create folders within a cabinet(s) and folder type(s). A user that is provided permission to create inherits the permission to view and modify by default.

At the time of folder creation or during maintenance, users with proper permission can grant special folder access to other users without default permission to the cabinet/folder type. A user can be granted permission to view and/or modify a folder as an individual user or by belonging to an Access Group. They can only be granted special access to a document by belonging to an Access Group. Conversely, users can also be restricted from viewing and/or modifying a folder or document to which they have inherited default permission.

## Folder Menu

Throughout ASIST, where you see a folder icon or a folder ID link, you can use the Folder Menu (Figure 7).


**Figure 7: Folder Menu**

Roll over either the folder icon or the folder ID link with your pointer/mouse and right-click to open a menu with functions that can be performed on a folder (Figure 8).

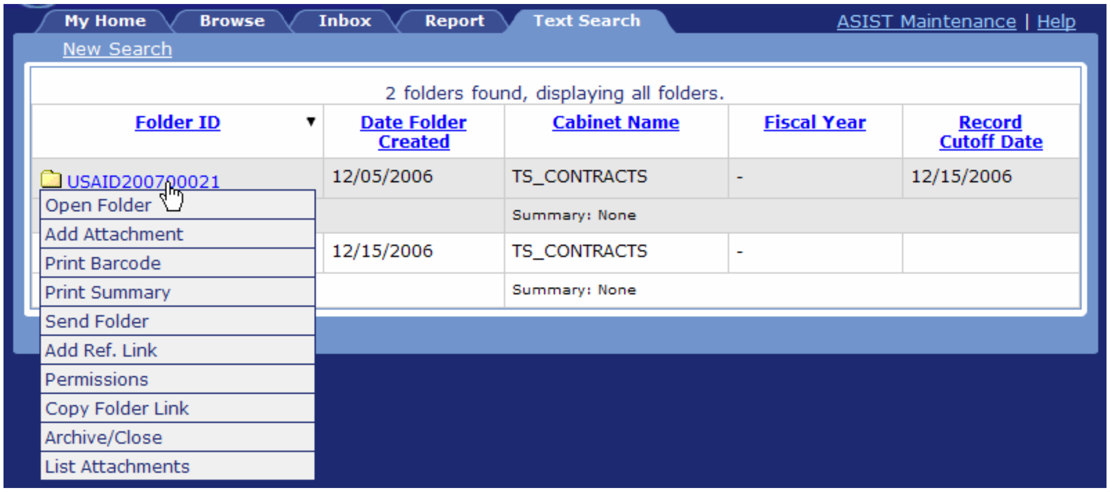



**Figure 8: Using the Folder Menu**

Many of the functions available to you on the Folder Menu are also available to you in the "ASIST Folder Maintenance" page at the top of the *Information* or *Attachments* tabs. For example, if you select the Add Attachment option you will get the same Add Attachment screen as if you clicked the Add link in the "ASIST Folder Maintenance" page on the *Attachments* tab (see Attach an Electronic Document on page 105 for more information).

The List Attachments option on the Folder Menu is slightly different. It lists the attachments without opening the *Attachments* tab of the folder on the "ASIST Folder Maintenance" page (Figure 9).

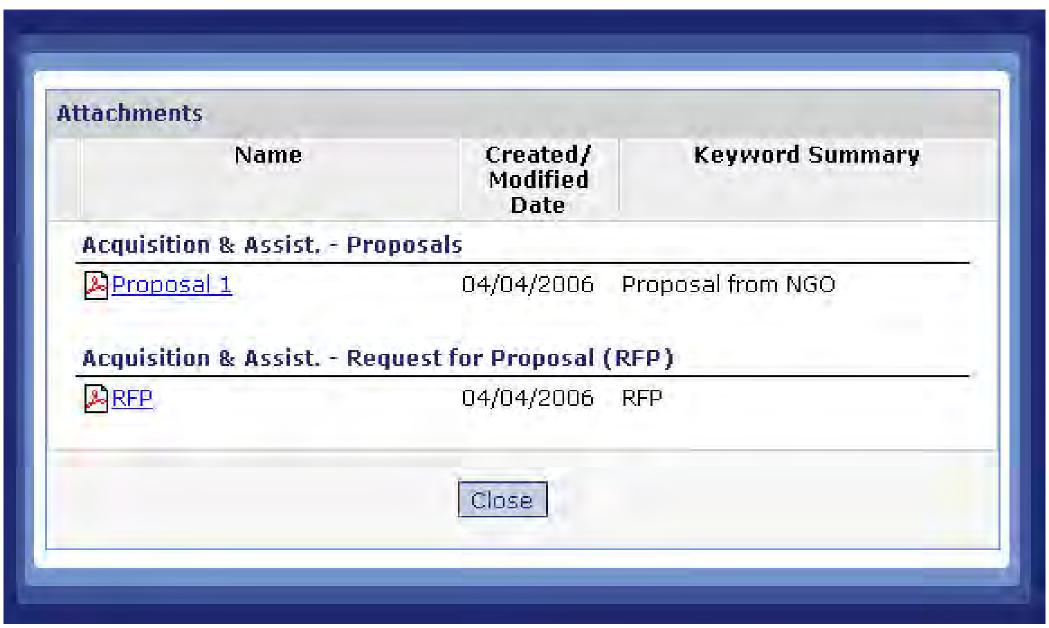



**Figure 9: Listing Folder Attachments**

## Attachment Menu

Throughout ASIST, where you see an attachment icon or an attachment ID link, you can use the Attachment Menu (Figure 10).

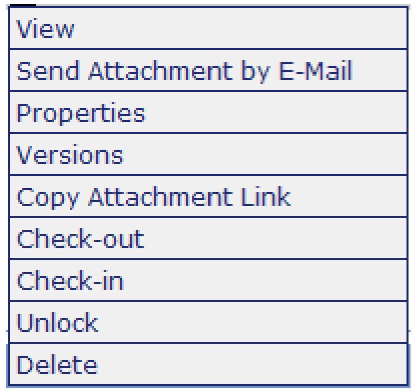



**Figure 10: Attachment Menu**

Roll over either the attachment icon or the attachment ID link with your pointer/mouse and right-click to open a menu with functions that can be performed on an attachment (Figure 11).

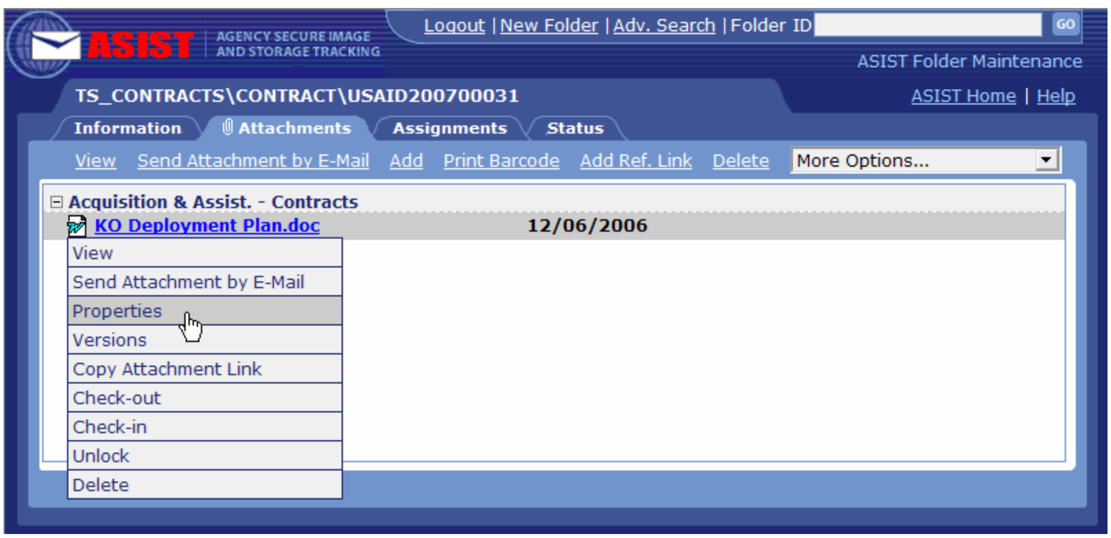



**Figure 11: Using the Attachment Menu**

Many of the functions available to you on the Attachment Menu are also available to you in the "ASIST Folder Maintenance" page at the top of the *Attachments* tabs (see Attachment Icon on page 119).

## Dates

Holidays and the Calendar Tool are basic date functions of ASIST. They are described in this section.

## Holidays

Holidays are used in calculating correspondence folders that are overdue. The major American holidays that the U.S. Federal Government observes are included in the ASIST holiday list by default. Holidays may be changed or added by the ASIST Administrator, if necessary.

## Calendar Tool

Any field that requires you to enter the date displays a calendar icon to the right of the field (Figure 12).

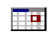


**Figure 12: Calendar Icon**

The calendar icon is displayed next to all date fields (Figure 13).


**Figure 13: Calendar Tool Button Next to a Field**

To set the date in a date field, perform the following:

1. Click on the calendar icon to open the Calendar Tool window (Figure 14).


**Figure 14: Calendar Tool**

2. The number in **bold red** is the current date.

   Navigate the Calendar Tool by using the arrows at the top of the window underneath the month and year label:

| | |
|---|---|
| [<<] | Click [<<] link to go back one year. In the figure above, clicking on [<<] brings the month to October 2004. |
| [>>] | Click [>>] link to go forward one year. In the figure above, clicking on [>>] brings the month to October 2006. |

| | |
|---|---|
| [<] | Click [<] link to go back one month. In the figure above, clicking on [<] brings the month to September 2005. |
| [<] | Click [>] link to go forward one month. In the figure above, clicking on [>] brings the month to November 2005. |

3. To select the date, click on the number link. In the figure above, to select May 8, 2008, click on the 8 link.
4. The Calendar Tool window closes and the date field is automatically populated with the date in MM/DD/YYYY format (Figure 15).
5. To clear a date that was chosen, select the Calendar Tool and click the Clear Date link.

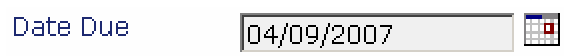



**Figure 15: Date Field with Date Set**

# My Home

The "ASIST Home" page is the welcoming page after logging into ASIST.  It consists of the Links panel, five tabs with the *My Home* tab selected, and a series of panels meant to be the starting point for many ASIST activities.  Figure 16 shows a *My Home* tab for an ASIST user.  The *My Home* tab is different for each user depending on the user's tasks.

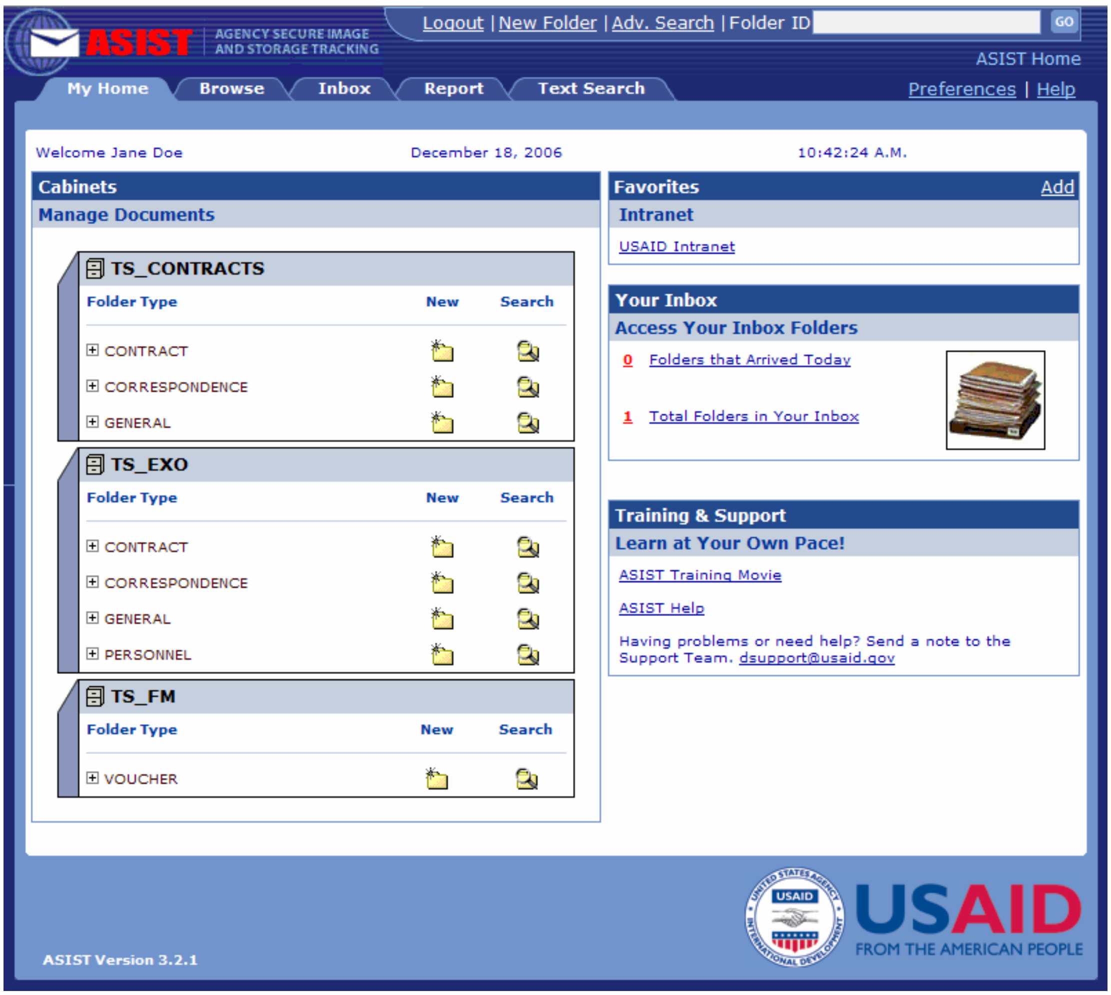



**Figure 16: My Home Tab**

The following sections discuss the different areas of the *My Home* tab.

## Preferences

The Preferences link allows a user to set his preferences for functionality in ASIST.  Preferences allow the user to enable or disable the ability to drag and drop files into ASIST (see Drag and Drop an Electronic Document on page 111).  Preferences also allow the user to display all attachment types on a folder's attachment type, regardless of whether there is an attachment of that type.  This preference makes it easier to perform drag and drop into a folder.

To change user preferences, perform the following:

1. Click the Preferences link on the "ASIST Home" page. The Set Preferences page opens (Figure 17).

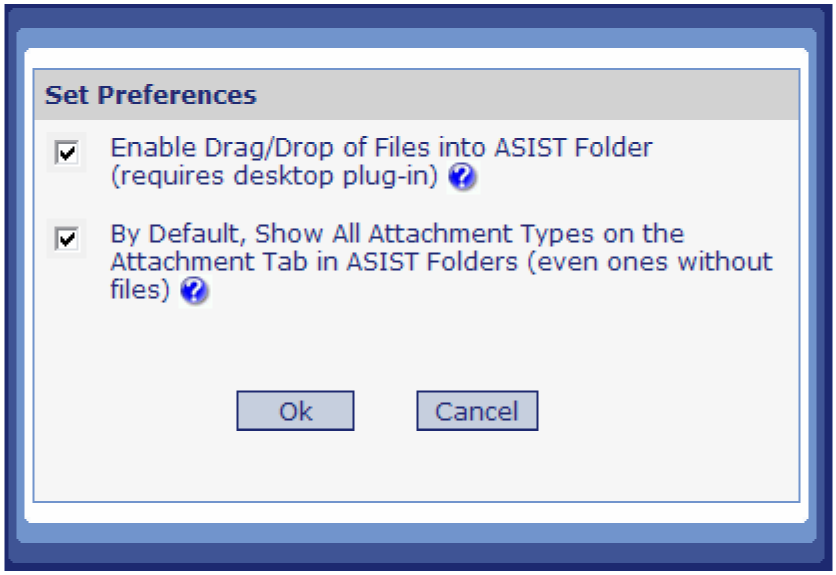



**Figure 17: Set Preferences**

2. To enable drag and drop into an ASIST folder, place a checkmark next to Enable Drag/Drop of Files into ASIST Folder (requires desktop plug-in).
3. To enable showing all attachment types in a folder, place a checkmark next to By Default, Show All Attachment Types on the Attachment Tab in ASIST Folders (even ones without files).
4. Press the **Ok** button.

## Help

The Help link opens ASIST Help. For more information on ASIST Help, see Training & Support Panel. The Help link is available from all tabs in ASIST.

## Links Panel

The Link Panel provides links for several ASIST functions. Figure 18 shows the Link Panel.


**Figure 18: Link Panel**

The Logout link logs you out of ASIST and ends your session. For more information on logging out of ASIST, see Logging out of ASIST on page 34.

The New Folder link allows you to create a new folder. For more information on creating a new folder, see Creating a New Folder on page 52.

The Adv. Search link allows you to start a new Advanced Search. For more information on conducting an Advanced Search, see Advanced Search on page 140.

The Folder ID field is the Quick-Search field. For more information on using the Quick-Search field, see Quick-Search Field on page 136.

## Cabinets Panel

On the left hand side of the *My Home* tab is the Cabinets panel. This panel shows in which cabinets and folder types you have permission to create new folders or view existing folders. This panel also allows you to create and search for folders.

The Cabinets panel is divided into sub-panels, each showing a cabinet to which you have access. Figure 19 shows the sub-cabinet panel for an EXO cabinet.

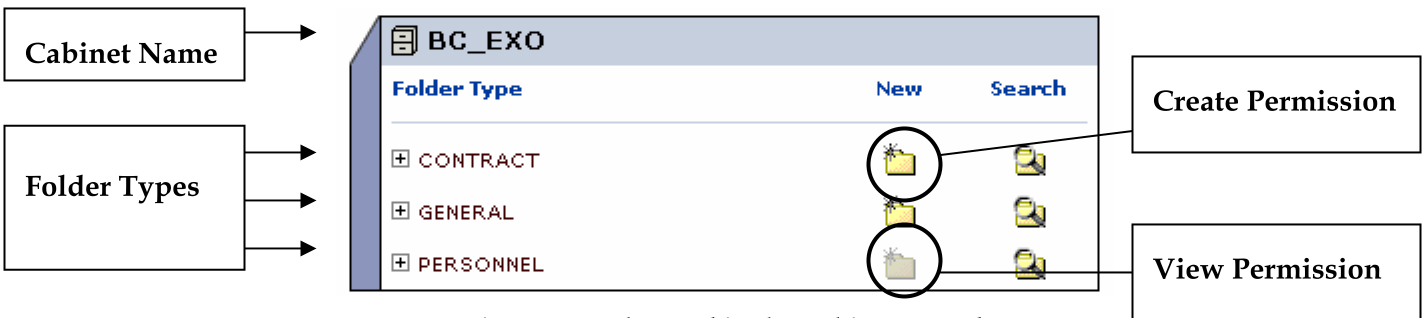


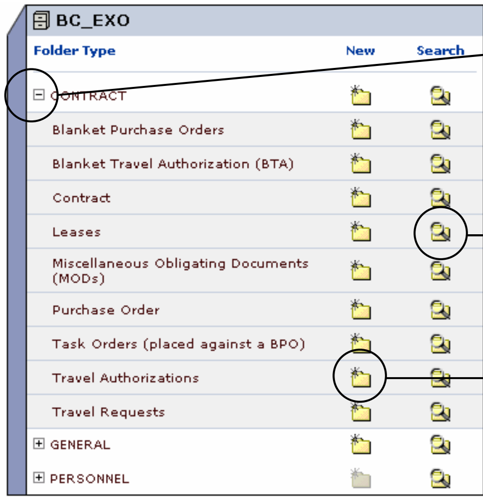

**Figure 19: Sub-Panel in the Cabinets Panel**

Each cabinet sub-panel shows the folder types in the cabinet in which you have permission to create a new folder or search for folders. The folder icons opposite of the folder type label provide you with the function to create a new folder or search for a folder inside the folder type. Table 5 describes the icon functions:

**Table 5: Cabinet Panel Icons**

| Icon | Function |
|---|---|
|  | Create New Folder – If this icon is opposite the folder type or section label you can create new folders in that folder type. |
|  | View Only Permission – If this icon is opposite the folder type or section label you CANNOT create new folders in that folder type. However, you can view folders in that folder type. |
|  | Search – This icon is used to search for folders in the folder type or section opposite the icon. |

You can expand the branches under each folder type by clicking on the [+] to the left of the label. This exposes the sections for the cabinet and folder type. Figure 20 displays the sections for the folder type CONTRACT in the BC_EXO cabinet.




**Expand Folder Type**

Click on the [+] to expand the folder type to display the sections. Click on the [-] to close the folder type.

**Search in Section**

Click on the Search Folder icon to search inside the section.

**Create New Folder in Section**

Click on the New Folder icon to create a new folder in the section.

**Figure 20: Expanding Folder Type to Reveal Sections**

From here, you can use the icons on the right hand side to create new folders or to search for folders that are in that section.

## ASIST Maintenance Panel

The ASIST Maintenance panel displays the System Administrator Menu link (Figure 21). The System Administrator Menu link opens the "ASIST Maintenance" page. The options in ASIST Maintenance are discussed in the "ASIST 3.2.1 System Administrators Guide". Only ASIST Administrators have the ASIST Maintenance panel on the *My Home* tab.


**Figure 21: ASIST Maintenance Panel**

## Favorites Panel

The Favorites panel displays shortcuts to web addresses, ASIST folders, and ASIST attachments. Figure 22 shows the Favorites panel with shortcuts in the groups named "ASIST Favorites" and "Personal". An ASIST Administrator must grant a user the ability to view the Favorites panel on the *My Home* tab.

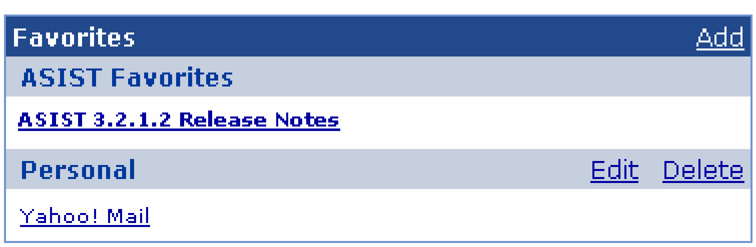



**Figure 22: Favorites Panel**

Shortcuts can be created for personal use, access group use, or global use. Only an ASIST Administrator can create and edit shortcuts for global use.

## Adding a Favorites Group

Each Favorites shortcut must belong to a Favorites group.

To create a Favorites group, perform the following:

1. Click the Add link in the Favorites header. The Add window appears (Figure 23).

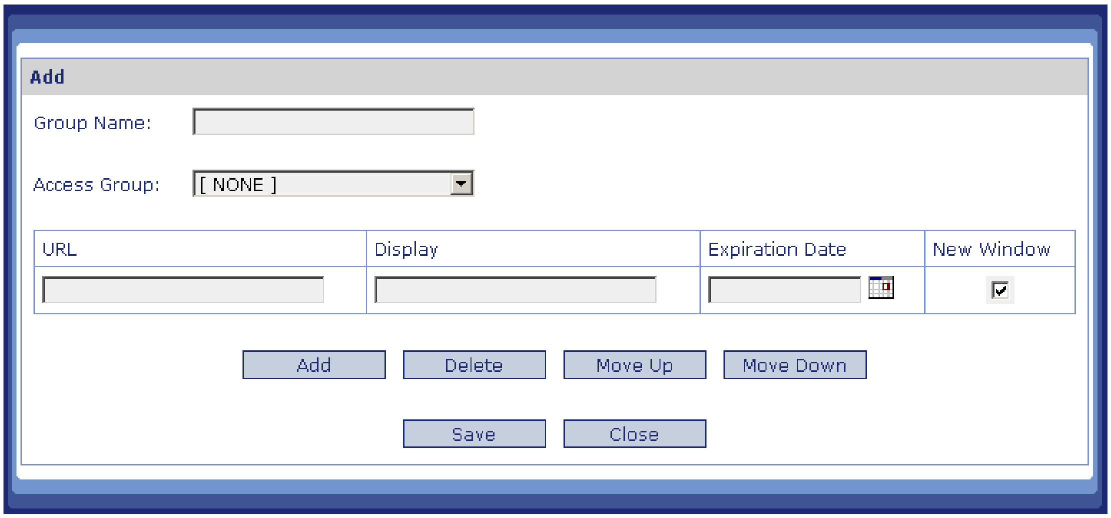



**Figure 23: Add Favorites Group**

2. In the Group Name field, enter the name of the Favorites group you want to create.
3. From the Access Group drop-down menu, select the name of the Access Group whose members can view the group links.
   a. Select "[NONE]" to create a group for personal use.
   b. Select the access group name to create a group for access group use. The access groups available in the drop-down menu are those access groups for which you are a member.
   c. Select "GLOBAL" to create a group for global use. All ASIST users are able to use the shortcuts in a global group. Only an ASIST Administrator can create a global group.

   NOTE: The ASIST Administrator must grant a user permission to share Favorites groups. If the Access Group drop-down menu is not present on the Add window, consult your ASIST Administrator. If a user does not have permission to share a Favorites group, any Favorites group that is created is designated for personal use only.

4. In the URL text area, enter the URL for the shortcut you want to put in the group. For example, enter "http://inside.usaid.gov" (Figure 24).
5. In the Display text area, enter the display name for the shortcut. For example, enter "USAID Intranet" (Figure 24).

6. In the Expiration Date field, user the Calendar Tool (see Calendar Tool on page 39) to enter the date the shortcut expires. When a shortcut expires, it is no longer visible on the Favorites panel. If the shortcut should not expire, do not enter a date in this field (Figure 24).
7. If the shortcut should open a new browser window, check the New Window checkbox. If this box is not checked, the shortcut will open in the current browser window (Figure 24).

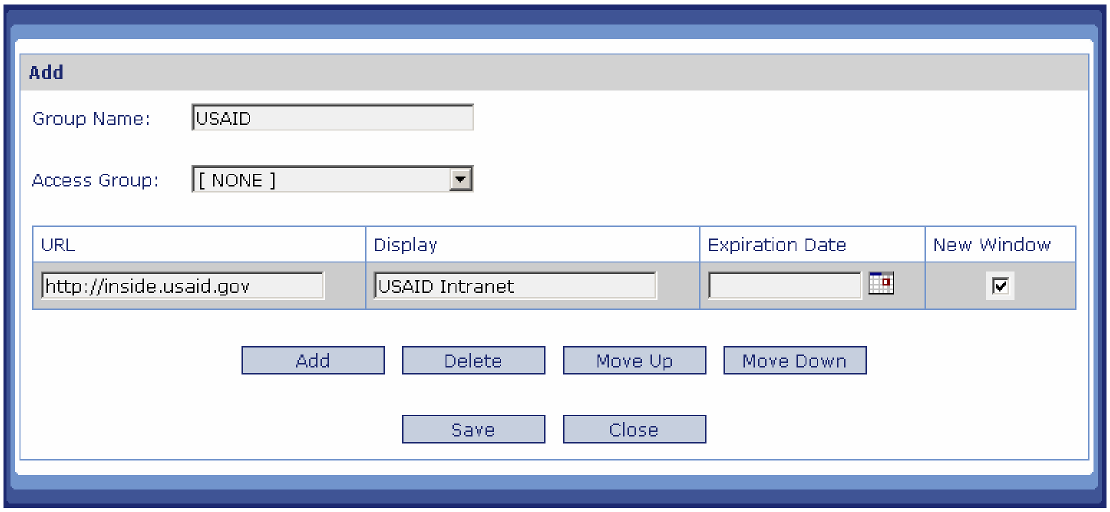



**Figure 24: USAID Intranet Favorites Shortcut**

8. Press the **Save** button. The group is created and the link is added to the group (Figure 25).

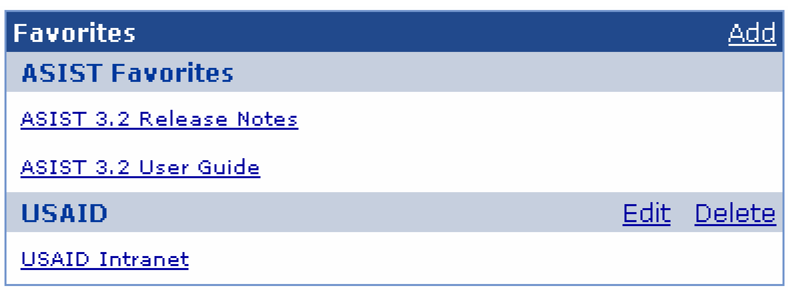



**Figure 25: New Favorites Group**

## Deleting a Favorites Group

You can delete a Favorites group that you created. You cannot delete Favorites groups created for access groups or global groups.

To delete a Favorites group, perform the following:

1. Click the Delete link in the header of the group you want to delete. A deletion confirmation appears (Figure 26).


**Figure 26: Delete Favorites Group Confirmation**

2. Press the **OK** button to delete the Favorites group.

## Editing Shortcuts in a Favorites Group

Favorites groups can be modified by adding shortcuts, deleting shortcuts, or editing existing shortcuts. You can only modify groups that you create.

### ❖ Adding a Shortcut to a Favorites Group

To add a shortcut to a Favorites group, perform the following:

1. Click the Edit link in the header of the group to which you want to add a shortcut. The Edit group window appears (Figure 27).

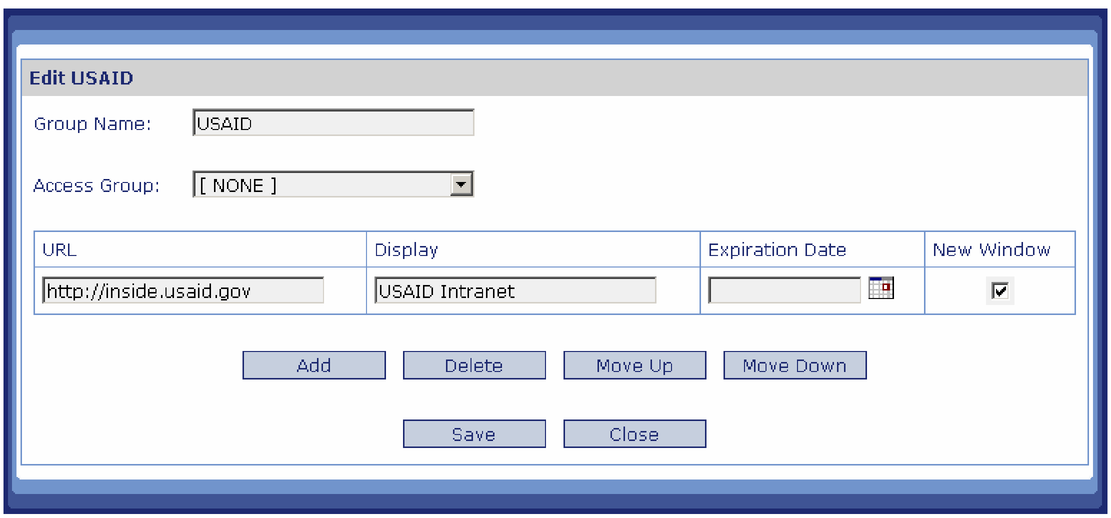



**Figure 27: Edit Favorites Group**

2. Press the **Add** button**.** A new row appears in the URL table (Figure 28). The new row is highlighted.

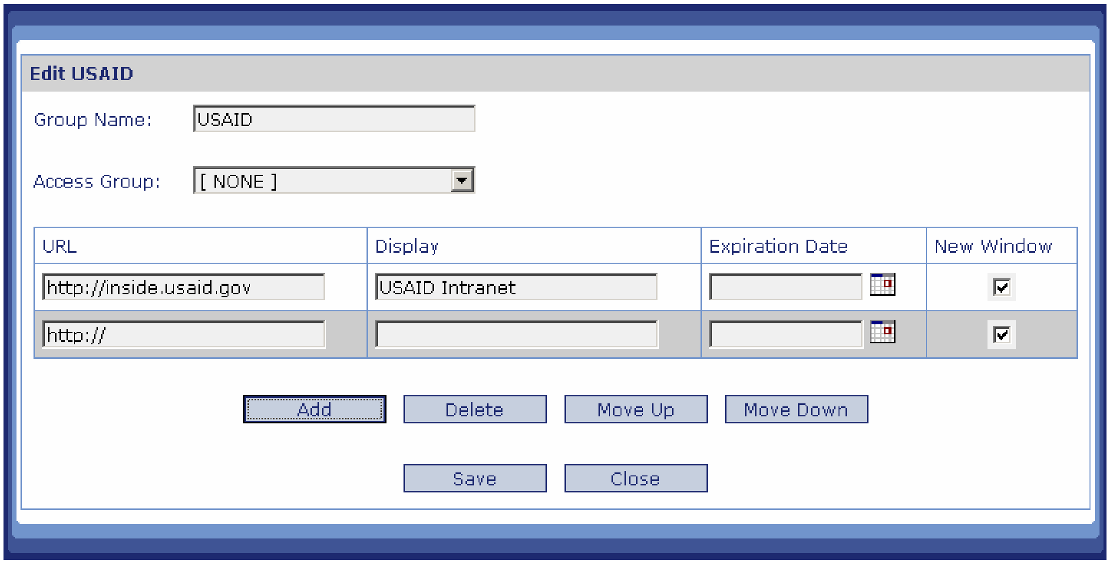



**Figure 28: Add a Shortcut to a Favorites Group**

3. Perform steps 4 through 7 in Adding a Favorites Group on page 45.
4. Press the **Save** button.

### ❖ Deleting a Shortcut from a Favorites Group

To delete a shortcut from a Favorites group, perform the following:

1. Click the Edit link in the header of the group to which you want to add a shortcut. The Edit group window appears (Figure 27).
2. Highlight the row of the shortcut you want to delete.
3. Press the **Delete** button. The shortcut is removed from the list of shortcuts.
4. Press the **Save** button.

### ❖ Editing a Shortcut in a Favorites Group

To edit a shortcut in a Favorites group, perform the following:

1. Click the Edit link in the header of the group to which you want to edit a shortcut. The Edit group window appears (Figure 27).
2. Edit the URL, Display, Expiration Date or New Window attribute of the shortcut you want to change.
3. Press the **Save** button.

### ❖ Changing the Display Order of Shortcuts in a Favorites Group

To change the display order of a shortcut in a Favorites group, perform the following:

1. Click the Edit link in the header of the group to which you want to reorder a shortcut. The Edit group window appears (Figure 27).

2. Highlight the row of the shortcut you want to move up in the display order and press the **Move Up** button. You cannot move the first shortcut up in the display order.
3. Highlight the row of the shortcut you want to move down in the display order and press the **Move Down** button. You cannot move the last shortcut down in the display order.
4. Press the **Save** button.

## Your Inbox Panel

The Your Inbox panel displays the number of folders that have arrived in your inbox today and gives the total number of folders in your inbox. Figure 29 shows the Your Inbox panel with a count of two total folders in Your Inbox. Out of those two folders, one arrived today, as shown in the count for "Folders that Arrived Today".

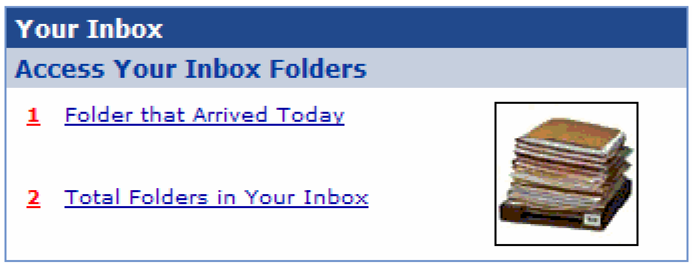



**Figure 29: Your Inbox Panel**

Clicking on the underlined totals to the left of the totals' descriptions will open the *Inbox* tab.

In ASIST 3.2.1, clicking the Folder that Arrived Today link will open the *Inbox* tab and display only the folders that arrived today. Clicking the Total Folders in Your Inbox link will open the *Inbox* tab and display all folders in the Inbox. On the *Inbox* tab, the user can also switch between these two views using an *Inbox* tab filter. For more information on Your Inbox, see Your Inbox on page 160.

## Report Panels

The Pending Correspondence, Voucher, Contract, Invoice, and Payment Authorization panels correspond to reports that can be generated (run) from the *Report* tab. The panels provide a summary of the report, whereas clicking through the number links and generating the full report provide you with more information. A user's access to report panels is determined in his staff profile. An ASIST Administrator must grant a user the ability to view report panels on the *My Home* tab.

### Pending Correspondence Panel

The Pending Correspondence Panel shows what CORRESPONDENCE folders are pending, due today, and overdue. Figure 30 shows the pending correspondence for a user who is with the AINS organization. The user has one overdue correspondence, two due today, and three due within ten days.

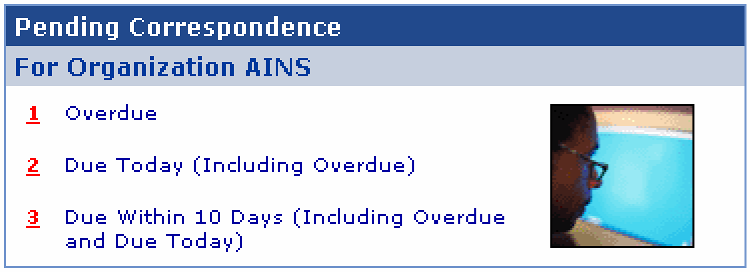



**Figure 30: Pending Correspondence Panel**

By clicking on the number link to the left of the description, the user can open the *Report* tab, generate a more specific report, and print barcodes. For more information on generating reports, see Reports on page 165.

## Contract, Invoice, Payment Authorization, and Voucher Panels

The Contract, Invoice, Payment Authorization, and Voucher panels indicate the number of folders that are new to the system and for which a document needs to be "scanned". Voucher, contract, invoice, and payment authorization folders can be created automatically with Phoenix feeds. For more information on interfacing with the Phoenix financial system, see Interfacing ASIST with Phoenix on page 197. Figure 31 displays the different report panels.

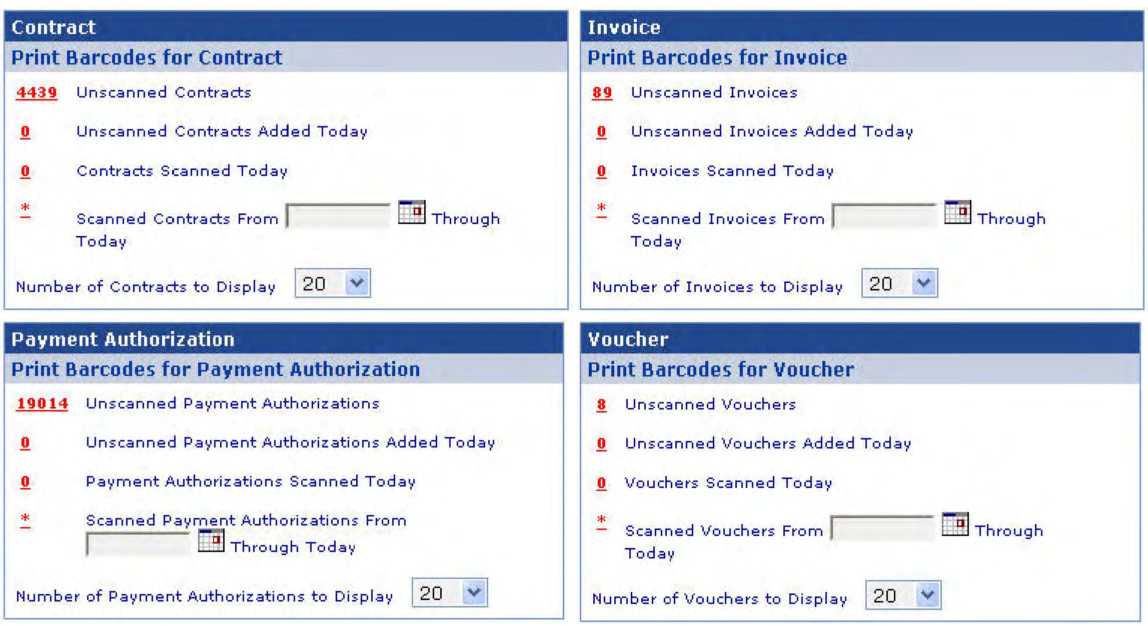



**Figure 31: Report Panels**

By clicking on the number link to the left of the description, the user can open the *Report* tab, generate a more specific report, and print barcodes. For more information on generating reports, see Reports on page 165.

Scanning to the folders means printing out the barcodes and scanning in a document that belongs in the folder.

For example, contracts need to be scanned into the folders created by the obligation feeds from Phoenix. The Contract panel shows the number of CONTRACT folders that do not have a contract scanned into them.

For more information on processing barcodes, see Reports on page 165.

## Training & Support Panel

The last sub-panel on the *My Home* tab is "Training & Support" (Figure 32). This panel provides three ways to obtain help on using ASIST.


**Figure 32: Training & Support Panel**

Clicking the ASIST Training Movie link plays a movie that provides a multi-media presentation of ASIST. To use the movie with sound, make sure that your computer has a sound card and speakers. Text of the movie audio is also provided in case your system does not have a sound card or speakers.

The ASIST Help link opens ASIST Help, a web-based Microsoft® Windows-like help application. ASIST Help provides the ability to

1. Search by ASIST topic;
2. Search by keyword in an indexed list;
3. Or, search by keyword(s).

Clicking dsupport@usaid.gov opens a new mail message in your current default mail application, addressed to `dsupport@usaid.gov`. Here, you can submit a question or problem to ASIST support staff. Staff members are available to respond to your questions 9:00am to 5:00pm EST, Monday through Friday.

## Creating a New Folder

In order to create a new folder in ASIST, you must have Create permission on the cabinet and folder type in which you want to create a new folder.

For example, if you want to create a new CONTRACT folder for a Purchase Order (PO) you will need to have Create permission on the EXO cabinet CONTRACT folder type.

Your ASIST Administrator can provide permission to create a new folder in a cabinet and folder type.

You can create a new folder one of two ways:

1. Click on the New Folder link in the Links panel on the "ASIST Home" page. For more information on the Links panel, see Links Panel on page 42.

2. Click on a New icon (see Table 5 on page 43) in the Cabinets panel to create a new folder in the cabinet, folder type, and/or section desired.

### Creating a New Folder from the New Folder Link

To create a new folder from the New Folder link in the Link Panel, perform the following:

1. Click the New Folder link.  Figure 33 shows the Create New Folder window.

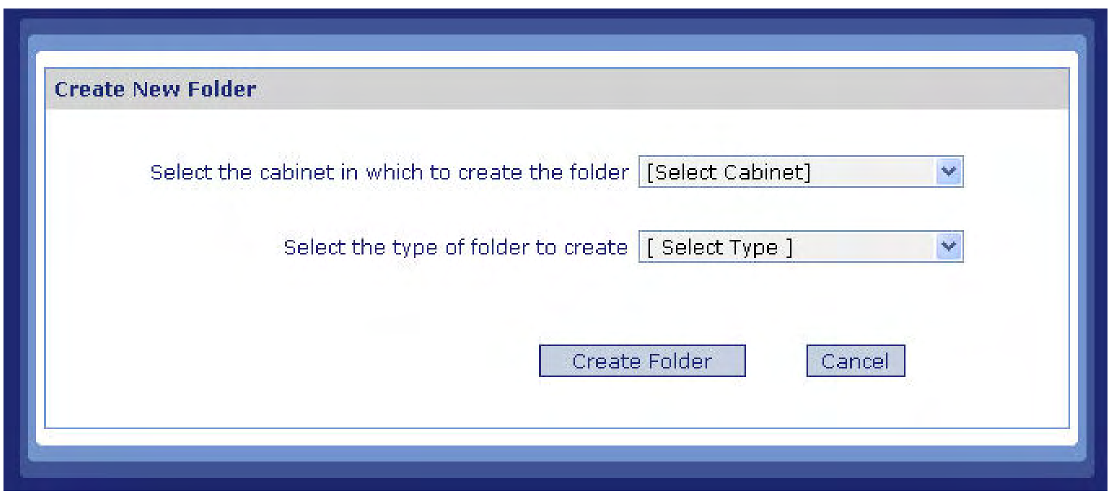



**Figure 33: Create New Folder**

2. Select the cabinet in which to create the new folder from the list in the first drop-down menu labeled "Select the cabinet in which to create the folder".

3. Select the folder type to create in the second drop-down menu labeled "Select the type of folder to create".

NOTE: You CANNOT select a folder type without first having selected a cabinet. Each cabinet has a different set of folder types.  Even though you may have permission to the cabinet, you may not have permission to certain folder types within the cabinet.

4. After selecting the folder type, a text field appears underneath the second drop-down menu, labeled "Enter the folder ID". The text field is pre-populated with a default folder ID (Figure 34).

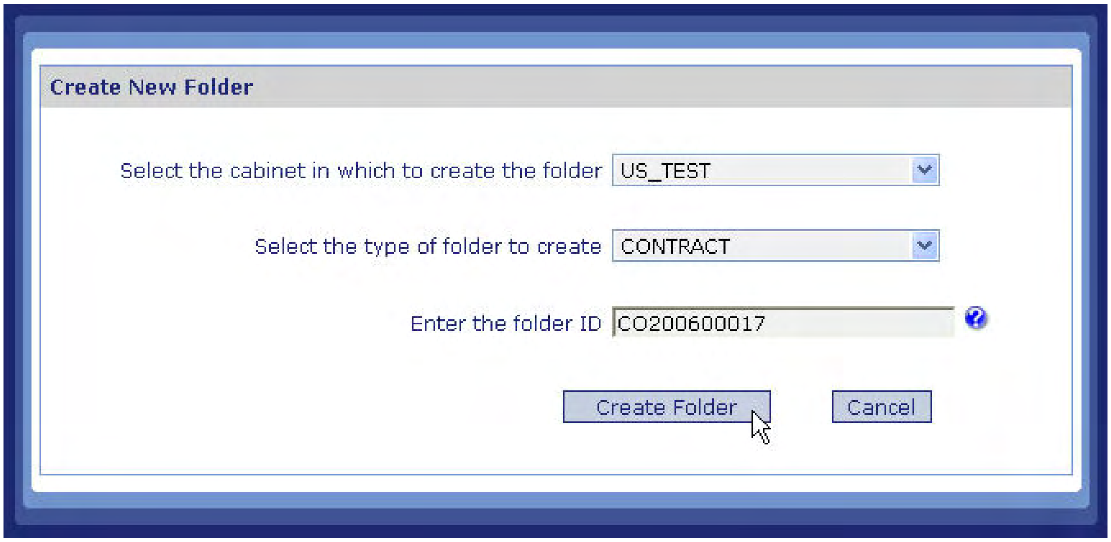



**Figure 34: Default Folder ID**

Figure 34 shows the default folder ID for the US_TEST cabinet CONTRACT folder being created. The default folder ID is based on the following nomenclature:

The "CO" is your organization; in this case it represents Contracting Office. The "2006" portion of the folder ID is the current fiscal year (not the calendar year). The "00017" is an incremental number assigned to folders as they are created. The next folder to be created in ASIST will be "00018".

You can assign your own folder ID to the folder by removing the default folder ID and entering the new one in the text field.

> For example, if you are creating a CONTRACT folder, the folder ID you assign will be the contract number. The contract number and the folder ID should be the same.

5. Press the **Create Folder** button. The folder is created and you are directed to the *Information* tab on the "ASIST Folder Maintenance" page. For more information on folder information and attributes, see Folder Information on page 55.

## Creating a New Folder from the Cabinets Panel

The method of creating a new folder from the Cabinets panel is similar to the method described in Creating a New Folder from the New Folder Link, above. However, using the Cabinets panel allows you to skip steps 1 – 3 as well as pre-select the folder's section.

## Creating a New Folder in Cabinet and Folder Type

If you select the New icon that is directly opposite a folder type listing, the cabinet and folder type is pre-selected for you in the New Folder window.

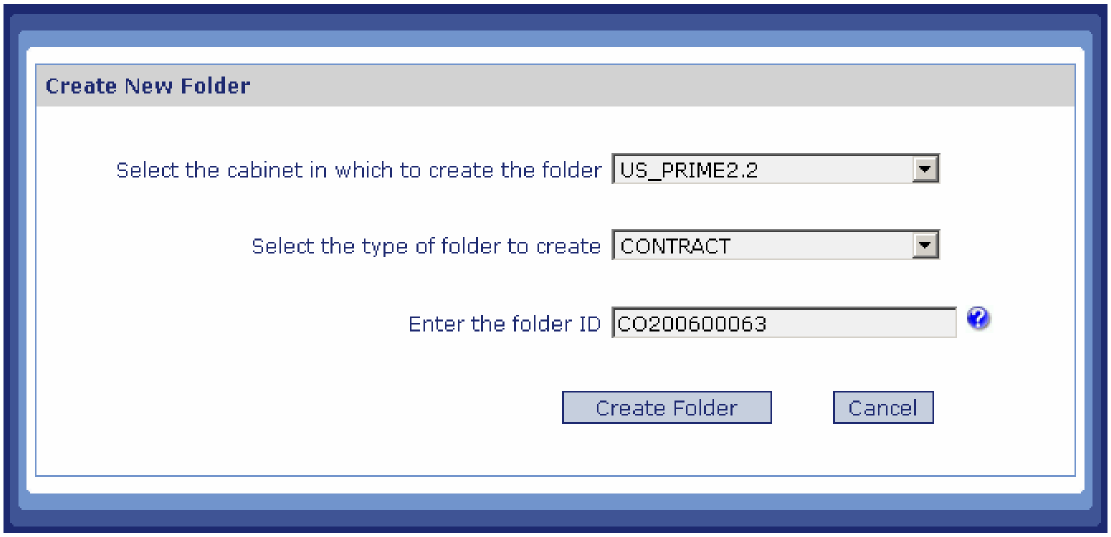



**Figure 35: Creating a New Folder in Cabinet and Folder type**

In Figure 35, a new folder will be created in the US_PRIME2.2 cabinet CONTRACT folder type.

## Creating a New Folder in Cabinet, Folder Type, and Section

If you select the New icon that is directly opposite a section listing, the cabinet, folder type, and section is pre-selected for you.

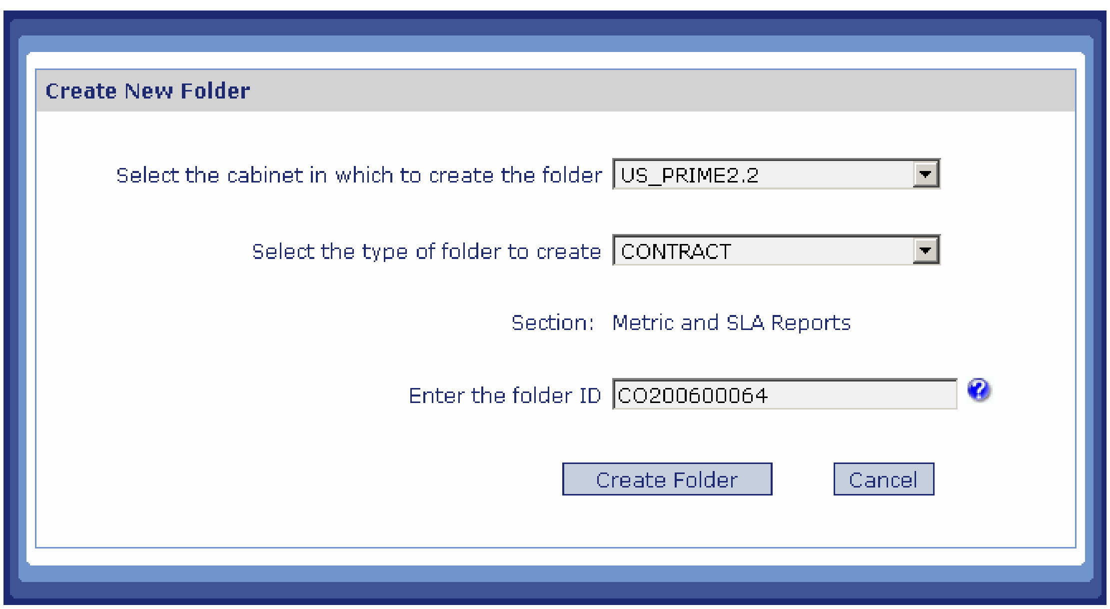



**Figure 36: Creating a New Folder in Cabinet, Folder Type, and Section**

In Figure 36, a new folder will be created in the US_PRIME2.2 cabinet CONTRACT folder type in the Metric and SLA Reports section.

# Folder Information

After a folder is created, the *Information* tab for that folder is displayed on the "ASIST Folder Maintenance" page.

This tab contains links to perform folder functions and form fields that capture and display folder attributes.  The folder function links are just below the tabs.  The form fields for folder attributes are below the folder functions and are comprised of the Summary field and field blocks.  Figure 37, shows all of the elements of the *Information* tab.

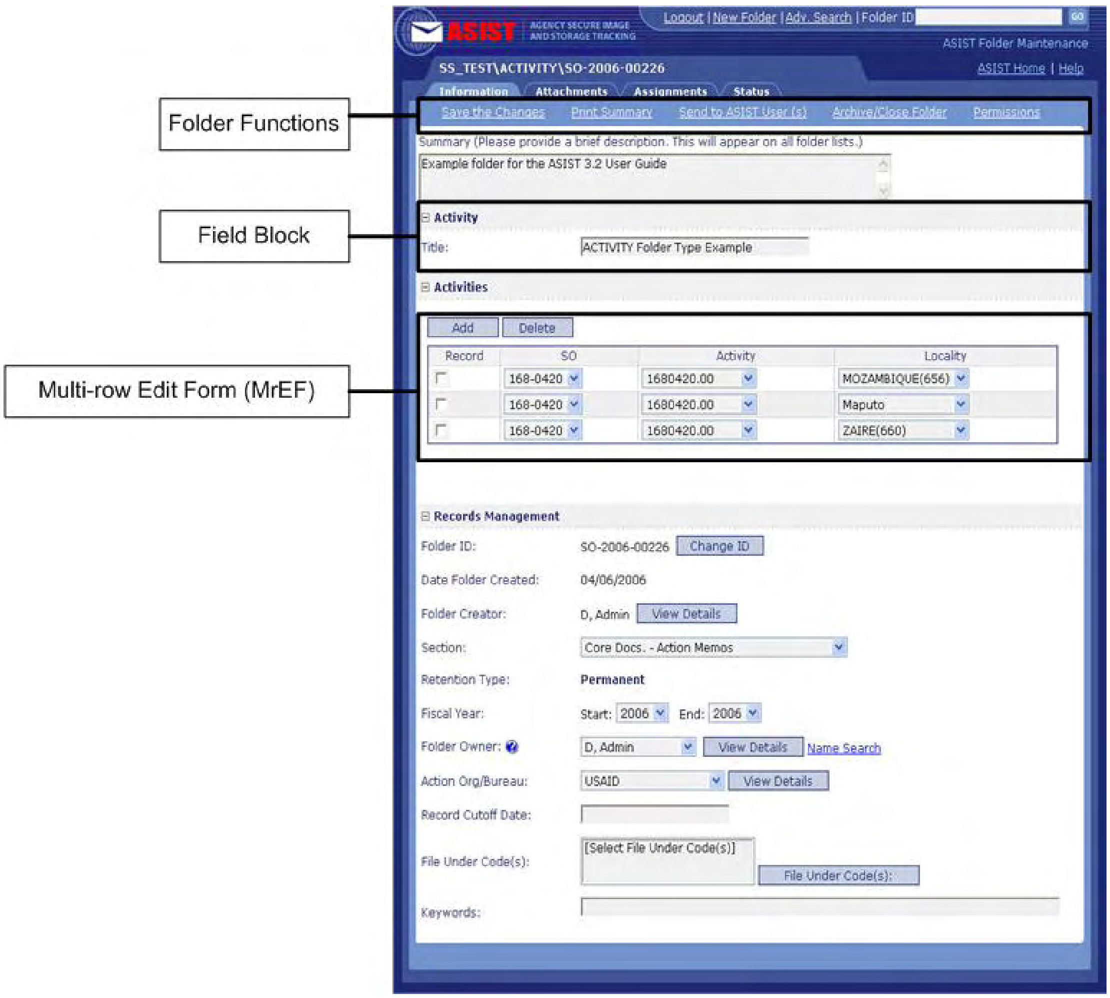



**Figure 37: Folder Maintenance Page, Information Tab**

Each folder type has a different set of folder attributes.  Figure 37 shows the attributes for an ACTIVITY folder type.

The following sections provide a more detailed explanation of folder functions and the folder attributes of all of the folder types.

## Folder Attributes

Folder attributes are the properties of a folder; they tell the user what information is contained in the folder. In a physical filing system, folder attributes are equivalent to information written on the cover of a folder.

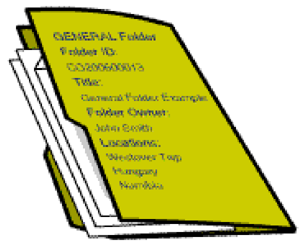



**Figure 38: Folder Attributes**

Each folder type has a different set of folder attributes.

The folder attributes section of the *Information* tab has two unique elements: Field Blocks and Multi-row Edit Forms (MrEF). These elements facilitate displaying information on the tab with a minimum amount of vertical scrolling.

### Field Blocks

Folder attributes are grouped together into **field blocks**. In Figure 39 there are two field blocks shown, Payment Authorization and Accounting and Activity Details. These field blocks are part of the PAYMENT_AUTHORIZATION folder type.

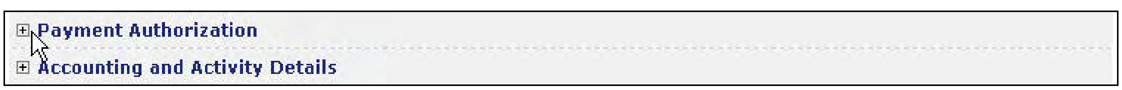



**Figure 39: Closed Field Block**

By clicking on the [+] to the left of the field block label, the field block opens, as shown in Figure 40. When the Payment Authorization field block opens, it exposes the folder attributes that are grouped together under the topic "Payment Authorization".

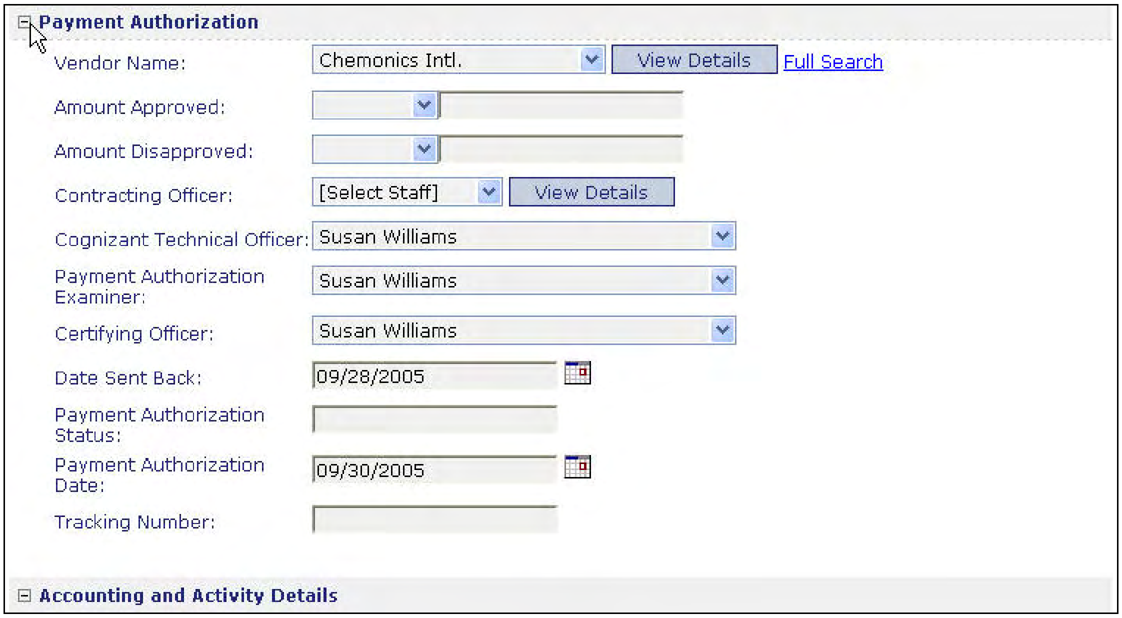



**Figure 40: Open Field Block**

The field blocks remain open or closed depending on what state you leave the field blocks upon exiting the *Information* tab. Each folder of a folder type maintains the same field block state. Folders of different folder types may have different field block states.

For example, you leave the Payment Authorization field block open, as in Figure 40, and then exit the folder. The next time you open that folder or another Payment Authorization folder, the Payment Authorization field block will be open.

Field block states are user account-specific. The state in which another user leaves the field blocks on a folder type does not affect the state of the field blocks you leave for the same folder type.

## Multi-Row Edit Form (MrEF)

Data that needs to be maintained as line items is stored and managed in multi-row edit forms, or MrEFs. This form element is akin to having a spreadsheet embedded into the *Information* tab.

An MrEF form element is always placed into a field block by itself. In other words, you will not find an MrEF and other field types mixed into a field block together. Figure 41 shows the MrEF for the field block Activities.


**Figure 41: Activities Field Block - Multi-Row Edit Form (MrEF)**

The following field blocks employ MrEFs to present and manage data:

- Activities
- Accounting and Activity Details
- Invoice
- Locality
- Reference Documents/Folders

There are two portions to the MrEF. The top portion provides the functions to add a new row and delete one or more rows. The bottom portion displays the line items. Once a line is added you can edit the data in the lines using the inline editing features.

### ❖ Adding a Line Item

To add a line item to MrEF, perform the following:

1. Press the **Add** button. A new line item will appear in the bottom portion of the MrEF (Figure 42).

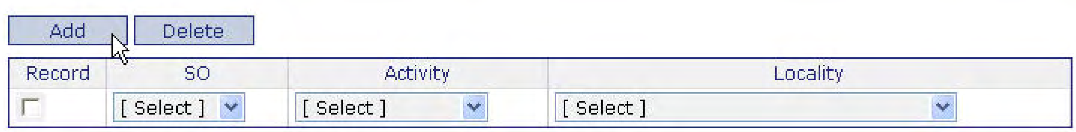



**Figure 42: Adding a Line Item to an MrEF**

2. Use the inline form fields to edit the new row (Figure 43).


**Figure 43: Using Inline Form Fields in MrEF**

3. Add as many rows as necessary by pressing the **Add** button.
4. Click the Save the Changes link at the top of the *Information* tab to make sure the new rows are saved.

If the Document Number of a line item matches a folder ID that exists in ASIST, a folder icon appears to the left of the folder ID. Clicking this icon opens the folder indicated by the Document Number (Figure 44).


**Figure 44: Folder Icon Link to another Folder**

In Figure 44, the folder icon appears to the left of the Document Number "OAA-2006-00202". The icon is displayed because the folder ID matches the folder ID of a folder in ASIST. By clicking on the folder icon, the folder OAA-2006-00202 will open.

### ❖ Updating a Line Item

To update a line item in an MrEF, perform the following:

1. Go to the cell in the MrEF table and edit the data in the cell's form field, as shown in Figure 45.

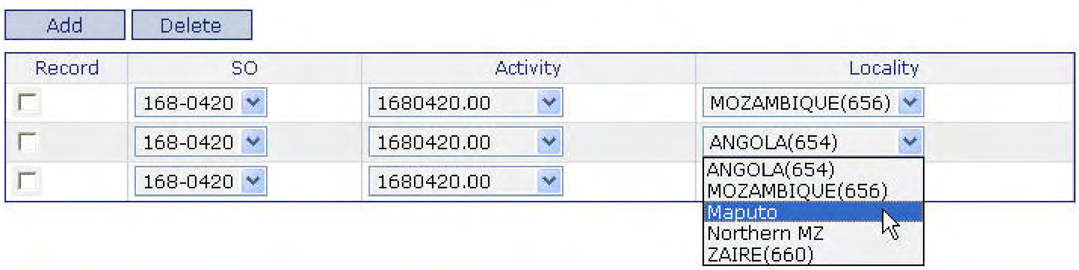



**Figure 45: Editing Inline in MrEF**

2. Click the <u>Save the Changes</u> link at the top of the *Information* tab to make sure the changes you make are saved.

### ❖ Deleting a Line Item

To delete a line item from the MrEF, perform the following:

1. Select the row or rows to delete by checking the checkbox in the Record column (Figure 46).


**Figure 46: Deleting One or More Lines in MrEF**

2. Press the **Delete** button.
3. Click the <u>Save the Changes</u> link at the top of the *Information* tab.

## Correspondents, Vendors, and Employees

Correspondents, vendors, and employees are all extracted from the same source: the Phoenix financial system. Since all three categories of individuals (employees and independent contractors), organizations (such as NGOs), and companies (e.g. Chemonics International) are paid through the Mission, their information is entered into one of the two financial systems. These systems are interfaced with ASIST thereby providing you with the same information. See Interfacing ASIST with Phoenix on page 197 if your Mission uses the Phoenix financial system.

It is possible to create new correspondents, vendors, and employees in ASIST. However, if the ASIST at your Mission is interfaced with Phoenix, any correspondent, vendor, or employee's information may be overwritten when the daily feed occurs. This keeps the correspondent, vendor, and employee information synchronized between systems (Phoenix and ASIST). For more information on creating new correspondents, vendors, and employees, see Creating a New Contact, Vendor, or Employee on page 60.

Correspondents, vendors, and employees are categorized by contact type. The form field label for each of these is different on the *Information* tab depending on the folder type:

A Correspondent Name is set in the CORRESPONDENCE folder type.

A Vendor Name is set in the CONTRACT, INVOICE, PAYMENT AUTHORIZATION, and VOUCHER folder types.

An Employee Name is set in the PERSONNEL folder type.

Figure 47 shows the `Vendor Name` field.

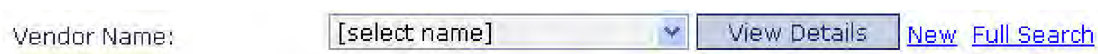



**Figure 47: Vendor Name Field**

There are two ways to set the field:

1. **Drop-down Menu** – The drop-down menu will only display frequently used correspondents, vendors, and employees. These are persons who have been designated as frequently used by users authorized to add or modify correspondents, vendors, and employees. If the desired correspondent, vendor, or employee does not appear in the drop-down menu, use the Full Search method.
2. **Full Search Link** – The Full Search link opens the Find window. Use the Find window to narrow your search for the correspondent, vendor, or employee. Full Search is described in detail in the section Searching for a Correspondent, Vendor, or Employee Using the Full Search.

### ❖ Searching for a Correspondent, Vendor, or Employee Using the Full Search

The Full Search link allows you to search for a correspondent, vendor, or employee by multiple criteria, including last name and organization. You can make your search as broad or as narrow as you want.

To find a correspondent, vendor, or employee, perform the following:

1. Click the Full Search link. Figure 48 shows the Full Search link to the right of the `Correspondent Name` field.

**Figure 48: Clicking Full Search Link**

2. The Search window opens.

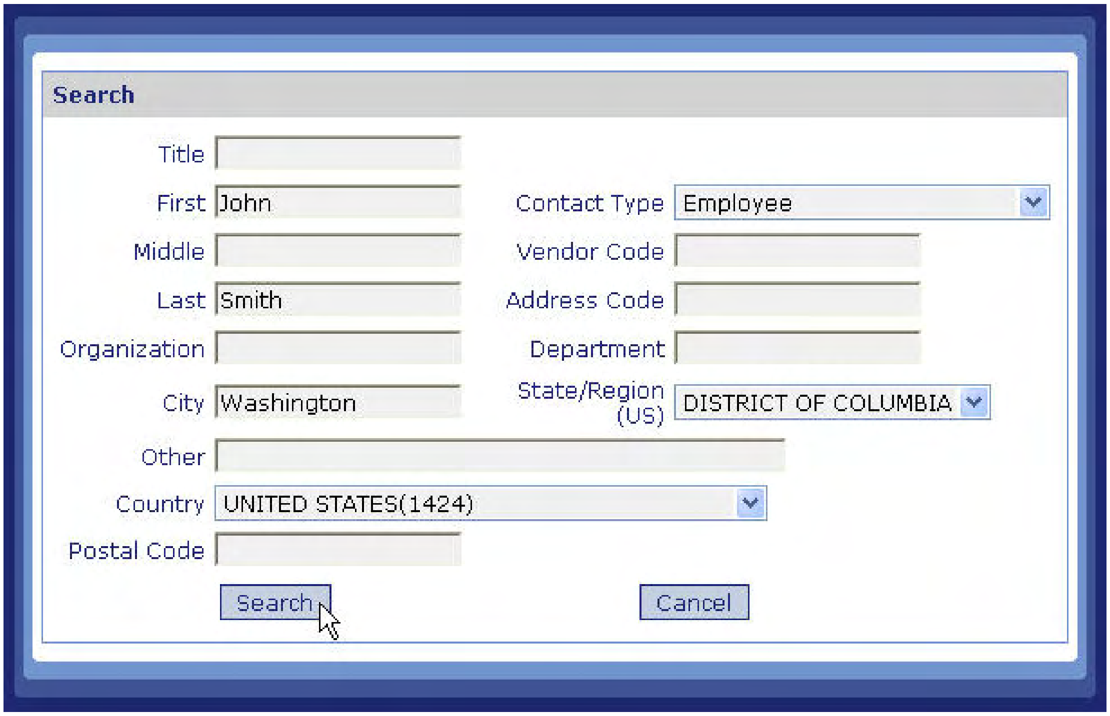



**Figure 49: Search Pop-up Window**

3. Enter search criteria by which you want to narrow your search into the form fields. Figure 49 shows the Search window with several fields filled in. The search is not case-sensitive.

   The most important fields in using the form are `First`, `Last`, and `Organization`. At the very least the correspondent, vendor, or employee's first and last name and/or organization name are extracted from the financial systems into ASIST. Other information, such as `Title` or `City`, may or may not be available for extraction from Phoenix and thereby may or may not be available to search on in ASIST.

4. Press the **Search** button. A list of matching results is displayed. Figure 50 shows the search results for the search in Figure 49.

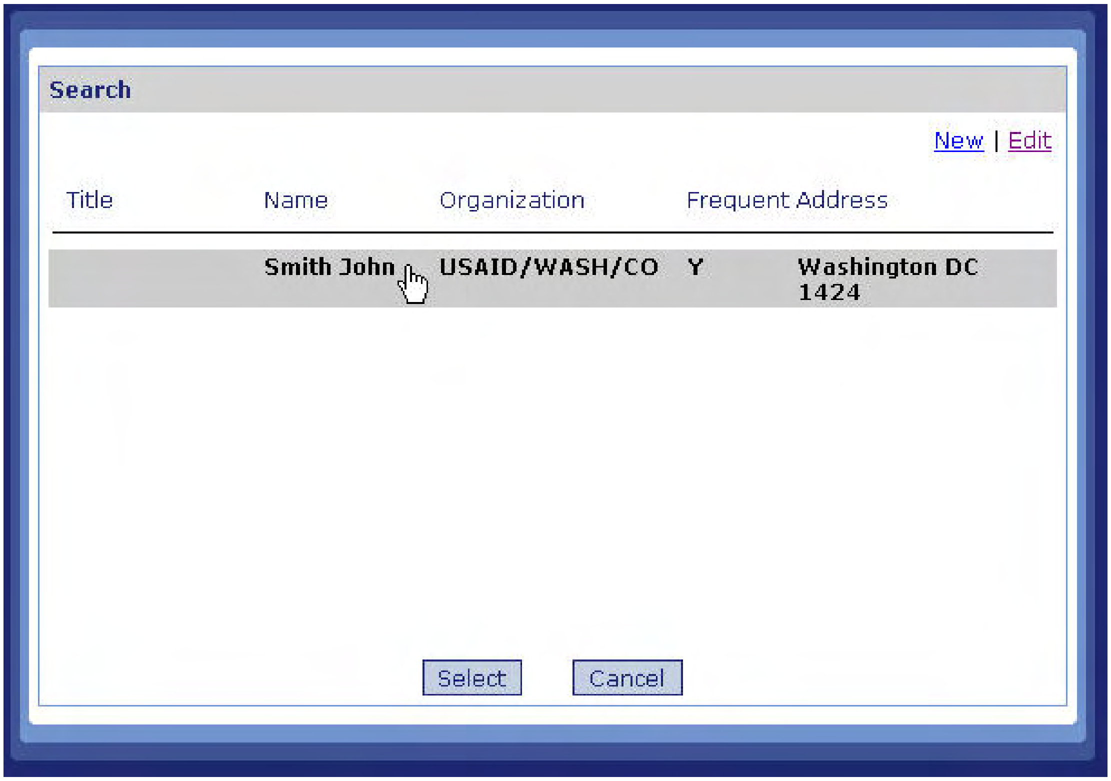



**Figure 50: Search Results**

5. Highlight the row of the name of the correspondent, vendor, or employee you wish to appear in the property field where you launched the search.

6. Press the **Select** button. The name is now displayed as the selected option in the `Correspondent`, `Vendor`, or `Employee` drop-down menu (Figure 51).


**Figure 51: Contact Selected**

### ❖ Creating a New Contact, Vendor, or Employee

You can add a new correspondent, vendor, or employee in ASIST. You must have the proper permission in your staff profile to perform this function. Your ASIST Administrator sets this permission.

The New link allows you to add a new correspondent, vendor, or employee.


**Figure 52: Clicking New Link**

To add a new correspondent, vendor, or employee, perform the following:

1. Click the New link. The Edit window opens. Figure 53 shows the window with the form fields filled out with a new employee's information.

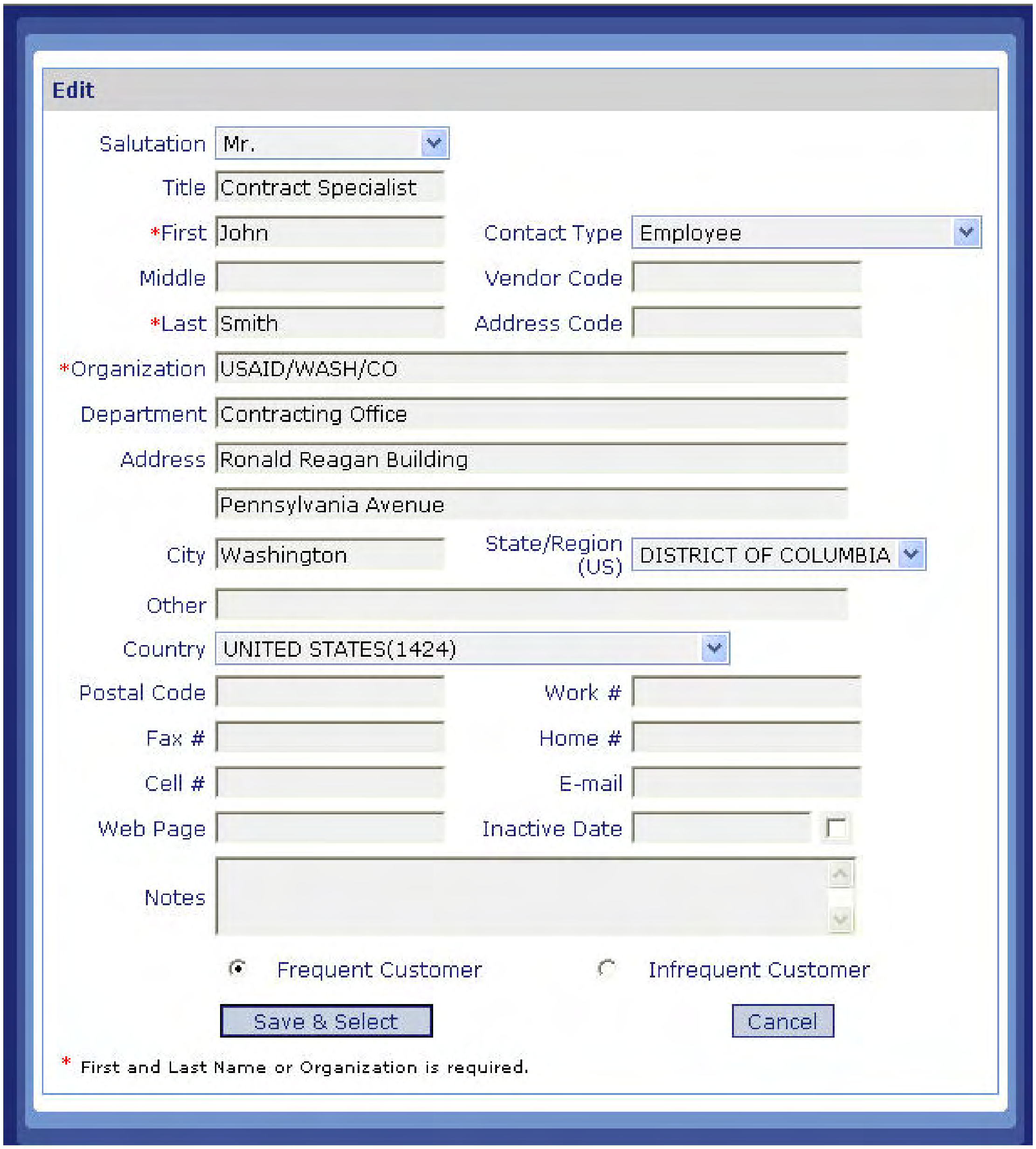



**Figure 53: Creating a New Correspondent, Vendor, or Employee**

2. The First and Last fields OR the Organization field are required to create a new correspondent, vendor, or employee. If the correspondent or vendor is a business or organization, enter its name in the Organization field. If the correspondent, vendor, or employee is an individual, enter their first and last name in the First and Last fields respectively. You can supply both a first and last name of the primary contact at an organization AND write in the organization's name as well.

   The remaining fields on the Edit window allow you to enter more specific information about the correspondent, vendor, or employee.

3. Press the **Save & Select** button to save the changes and make the new correspondent, vendor, or employee the selected option in the

Correspondent, Vendor, or Employee form field on the *Information* tab. The *Information* tab opens with the folder properties displayed and the new contact added to the folder.

## Viewing the Details of Certain Attributes

The **View Details** button allows you to view the details of certain attributes on the *Information* tab. This function can be used to view the following attributes:

**Table 6: Viewing Details of Attributes**

| Field Label | Details of… |
|---|---|
| Correspondent Name | Correspondent, Vendor, or Employee |
| Vendor Name | Correspondent, Vendor, or Employee |
| Employee Name | Correspondent, Vendor, or Employee |
| Folder Creator | ASIST User Profile |
| Folder Owner | ASIST User Profile |
| Action Organization/Bureau | Action Organization or Bureau |

To view the details of the attribute, perform the following:

1. Press the **View Details** button to the right of the field, as in Figure 54.


**Figure 54: Press View Details Button**

2. If the details are for an ASIST user, the user's profile appears in a Staff Edit window as read-only information, as seen in Figure 55.

   Press the **Close** button to close the window.


**Figure 55: View ASIST User Profile**

If the details are for a correspondent, vendor, or employee, the Edit Correspondent, Vendor, or Employee window opens populated with read-only information about the correspondent, vendor, or employee, as seen in Figure 56.

Press the **Save & Select** or **Cancel** button to close the window.

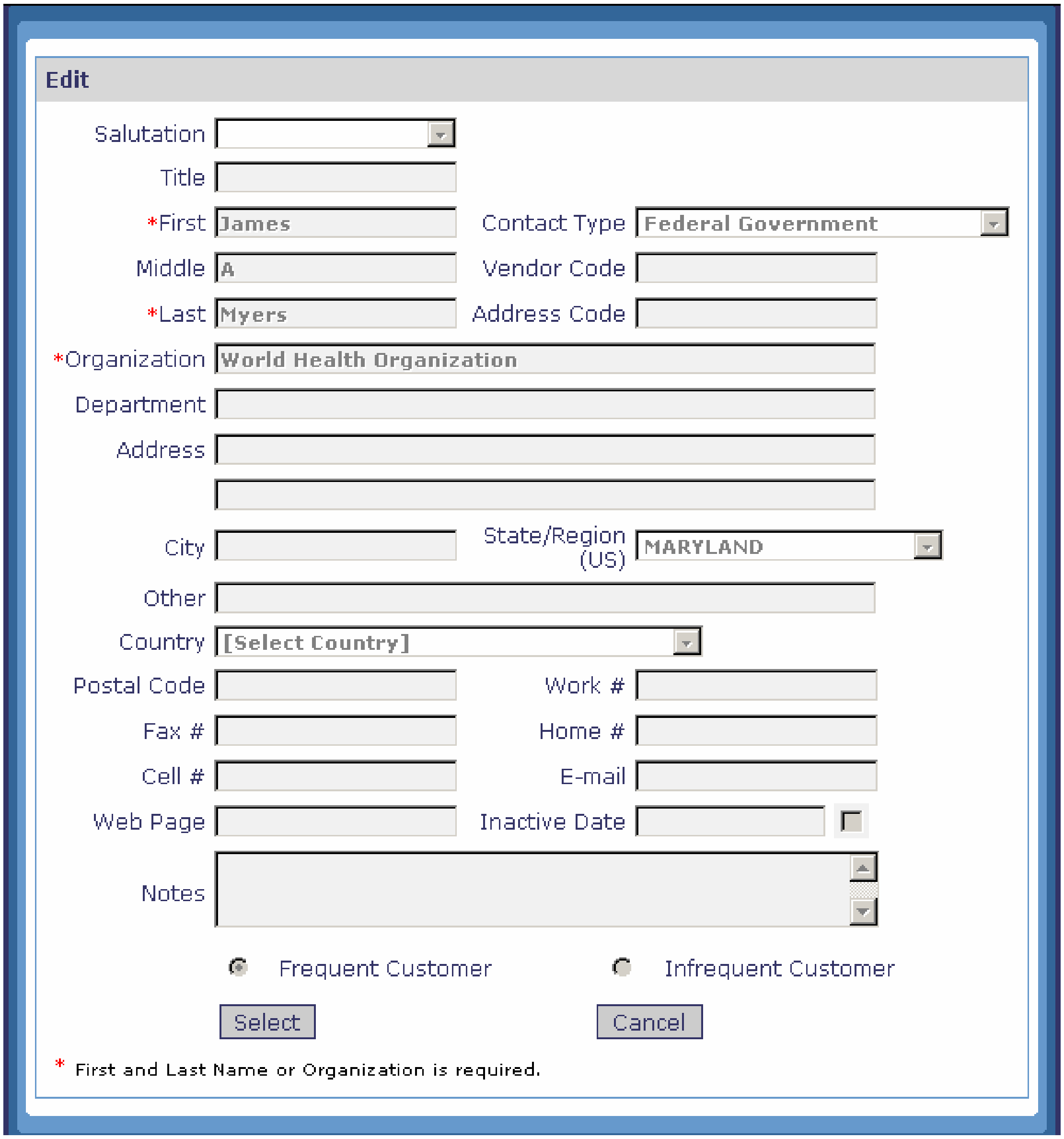



**Figure 56: View Correspondent, Vendor, or Employee Details**

If the attribute is an action organization or bureau, the Action Organization /Bureau Details window opens with read-only information about the organization or bureau, as shown in Figure 57.

Press the **Close** button to return to the *Information* tab.


**Figure 57: View Action Organization/Bureau Details**

## Summary Attribute

The first folder attribute for ALL folder types is the Summary attribute. The Summary text area captures this attribute. Figure 58 shows the Summary text area.


**Figure 58: Summary Text Area**

This attribute is always located at the top of the *Information* tab on the "ASIST Folder Maintenance" page. The Summary attribute is very important because the description provided in the Summary text area is displayed on all folder lists throughout ASIST. This helps users quickly distinguish between different folders in folder lists.

Figure 59 shows all folders in a user's Inbox. Summary is listed for each folder.


**Figure 59: Summary Used in Folder Listing**

If no Summary is provided, the folder Summary in folder lists will display "None".

TIP

Provide a good description for the folder: short and concise, yet descriptive. Other users should be able to skim down the folder list and tell exactly what is in each folder. For example, for CONTRACT folders pertaining to TAs, descriptions may include the name of the person for whom the TA is made, the date of the travel, and the travel destination. An example description would be "Smith, John. South Africa, Johannesburg. 10/1/05 – 10/15/05".

## Records Management Field Block

All folder types have a Records Management field block. This field block is always the last field block on the *Information* tab. Figure 60 shows the Records Management block field.


**Figure 60: Records Management Attributes**

The Records Management field block displays the following attributes:

## ❖ Folder ID

The Folder ID is automatically assigned to the folder if you do not assign one at the time of folder creation.

To change the folder ID, perform the following:

1. Press the **Change ID** button to the right of the Folder ID attribute. The Rename Folder ID window opens, as shown in Figure 61.

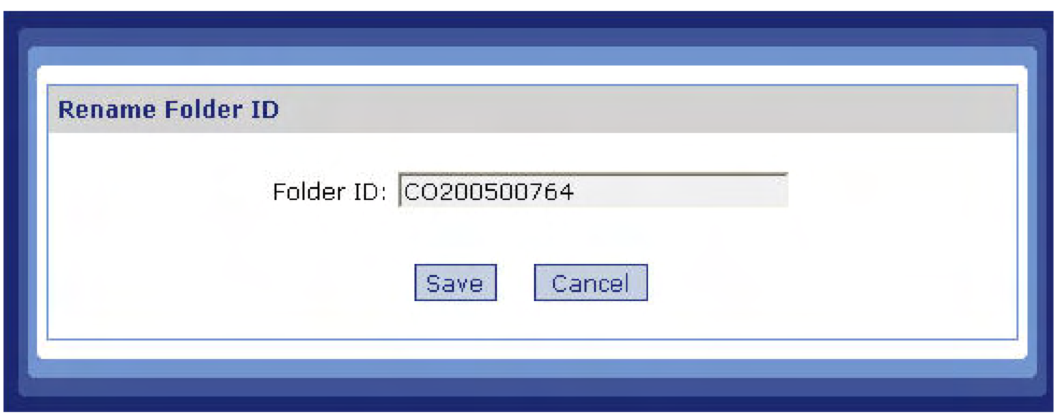



**Figure 61: Changing the Folder ID**

2. Change the number in the `Folder ID` field and press the **Save** button.
3. The Rename Folder ID window closes and the Folder ID is changed on the *Information* tab and in the Records Management field block.

NOTE: The original Folder ID is maintained in the System Events log for the folder.

### ❖ Date Folder Created

The Date Folder Created is automatically set to the date and time when the folder is created. It cannot be changed.

### ❖ Folder Creator

The Folder Creator is automatically set to the user who creates the folder. It cannot be changed.

### ❖ Section

The Section can be set during folder creation or afterwards. During folder creation it can be set from the cabinet panel on the *My Home* tab. See Creating a New Folder in Cabinet, Folder Type, and Section on page 54 for more information on setting the Section during folder creation. In the Records Management field block, set the Section by using the `Section` drop-down menu.

### ❖ Retention Type

The Retention Type depends on the selected Section. The Retention Type can be "Temporary", "Permanent", or “Not Applicable”. This attribute cannot be changed on the *Information* tab form. You must contact your ASIST Administrator to have the Retention Type changed for a Section.

### ❖ Fiscal Year

The Fiscal Year can be set by selecting the beginning fiscal year from the `Start` drop-down menu and selecting the end fiscal year from the `End` drop-down menu. To set the FY to a single year, set both `Start` and `End` to the same year. For example, to set the FY to 2007 only, set `Start` to 2007 and `End` to 2007.

### ❖ Folder Owner

The Folder Owner is automatically set to the user who created the folder. The folder owner can be changed.

The Folder Owner automatically has Write privileges to this folder. Folder Owner privileges cannot be removed. If the Folder Owner is changed in the `Folder Owner` drop-down menu and the changes are saved, the former Folder Owner no longer has automatic Write privileges and any privileges he had can be removed.

You can use the `Folder Owner` drop-down menu to select a new Folder Owner from the list, or use the Name Search link to set the Folder Owner.

To change the Folder Owner using the Name Search link, perform the following:

1. Click the Name Search link to the right of the **View Details** button.
2. The Find Staff window opens (Figure 62).

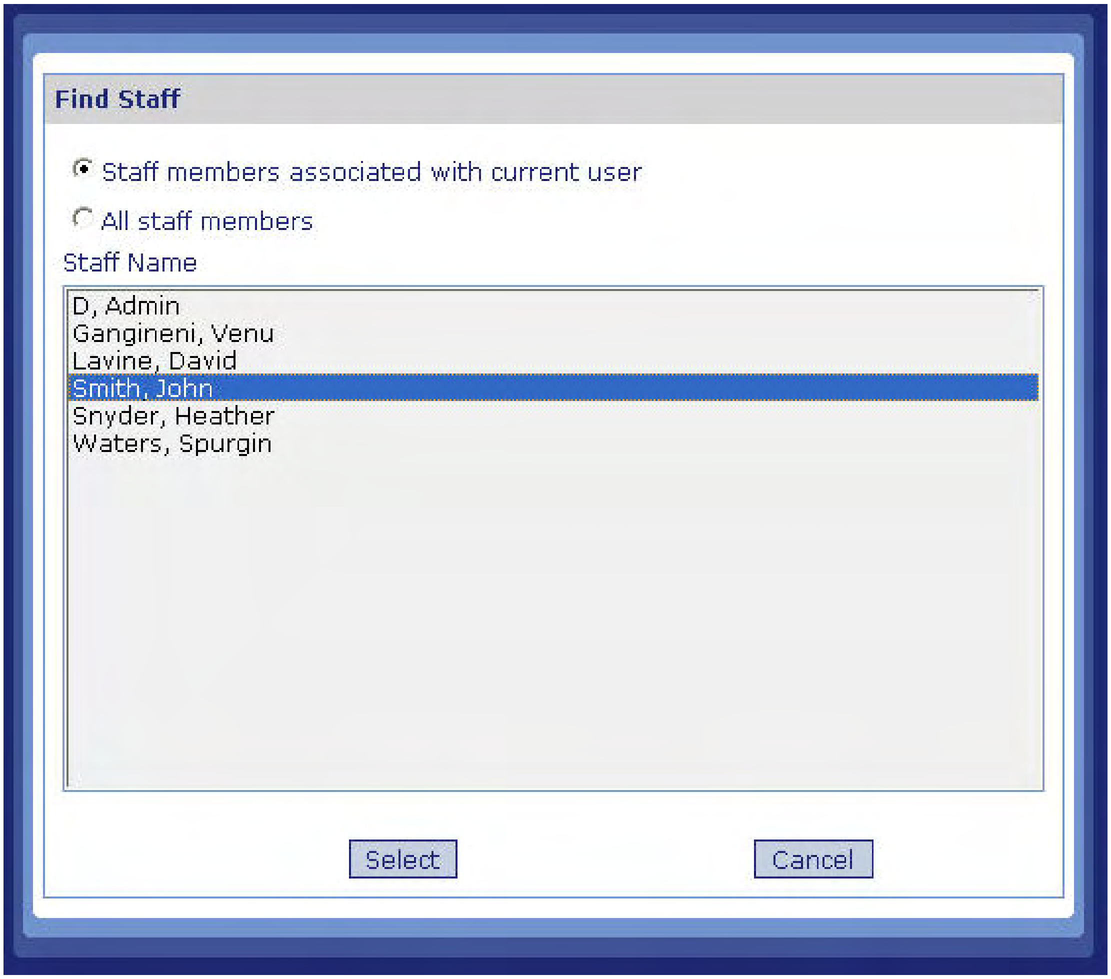



**Figure 62: Selecting a Folder Owner**

3. In the top portion of the screen, select from Staff members associated with current user or All staff members radio buttons. At the bottom of the screen are displayed user names.

   Staff members associated with current user displays users that belong to the same access groups to which you belong.

For example, if you belong to the US_EXO_PROC access group and so do Susan Williams and Ted Langley, those names will be listed in the bottom portion of the window when you select the Staff members associated with current user radio button.

   All staff members displays all users in ASIST.

4. In the bottom portion of the screen, select the user by highlighting his name.
5. Press the **Select** button. The *Information* tab refreshes and the Folder Owner is updated.

### ❖ Action Organization or Bureau

The Action Organization or Bureau attribute is automatically set to the organization of the user. For example, if John Smith's profile has his organization set to EXO, then any folder he creates will set the Action Organization or Bureau attribute to EXO. The Action Organization or Bureau attribute can be changed after folder creation. To change it, select the organization name from the Action Org/Bureau drop-down menu. The details of the organization or bureau can also be viewed by pressing the **View Details** button (Figure 63).


**Figure 63: Action Organization/Bureau Details**

### ❖ Record Cutoff Date

The Record Cutoff Date is the date the folder was archived/closed. This date is set automatically when a user archives/closes the folder.

To archive/close a folder and set the Record Cutoff Date, follow the instructions found in Archive/Close Folder on page 100.

Once a folder is archived/closed, the date is displayed read-only in the Record Cutoff Date field (Figure 64).


**Figure 64: Record Cutoff Date Set**

## ❖ File Codes

File codes provide an easy way to cross index and group folders by subject matter or any other custom grouping defined for a cabinet. You can also think of file codes as a predefined list of keywords from which users can select to ensure consistent use of folders.

The *Information* tab provides a utility to select one or more file codes from both a cabinet specific list or from the USAID standard list of subject codes. The use of file codes in combination with the Attribute Browser (see Attribute Browser on page 147) and Advanced Search (see Advanced Search on page 140) provide a consistent way of locating and indexing related material when other attributes won't suffice.

> For example, file codes may be used by offices such as the C&R office to categorize incoming correspondence. ASIST allows one folder to be filed under several different codes. This eliminates the need to create copies of the correspondence to file under multiple file codes.

The File Under Code(s) list is used for filing codes (Figure 65).

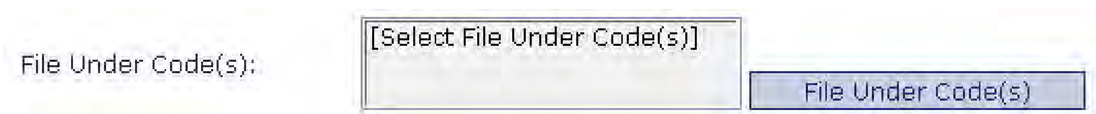



**Figure 65: File Under Code(s) List**

To add a file under code to a folder, perform the following:

1. Press the **File Under Code(s)** button to the right of the File Under Code(s) text area.
2. The File Codes window opens, as shown in Figure 66.

   To select a file code from cabinet-specific file codes, select the Cabinet radio button. These are file under codes that your ASIST Administrator has set up and are specific only to the cabinet you are using.

   To select a file code from general USAID subject codes, select the General radio button.

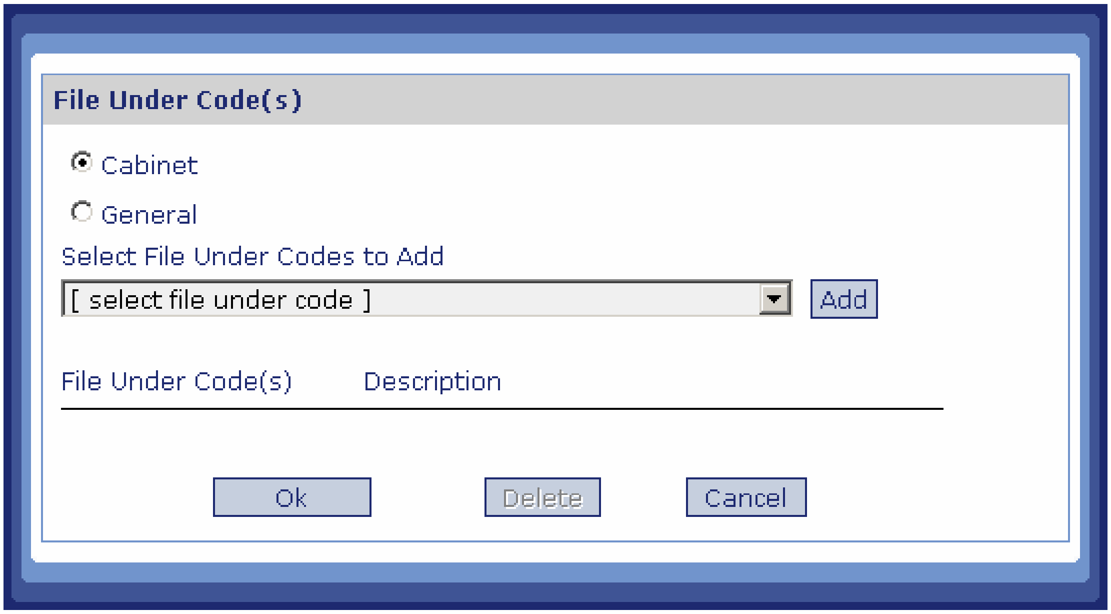



**Figure 66: File Codes**

3. Select the file code from the drop-down menu.
4. Press the **Add** button. Continue to add file codes until you are finished. The added file codes appear on the window as illustrated in Figure 67.

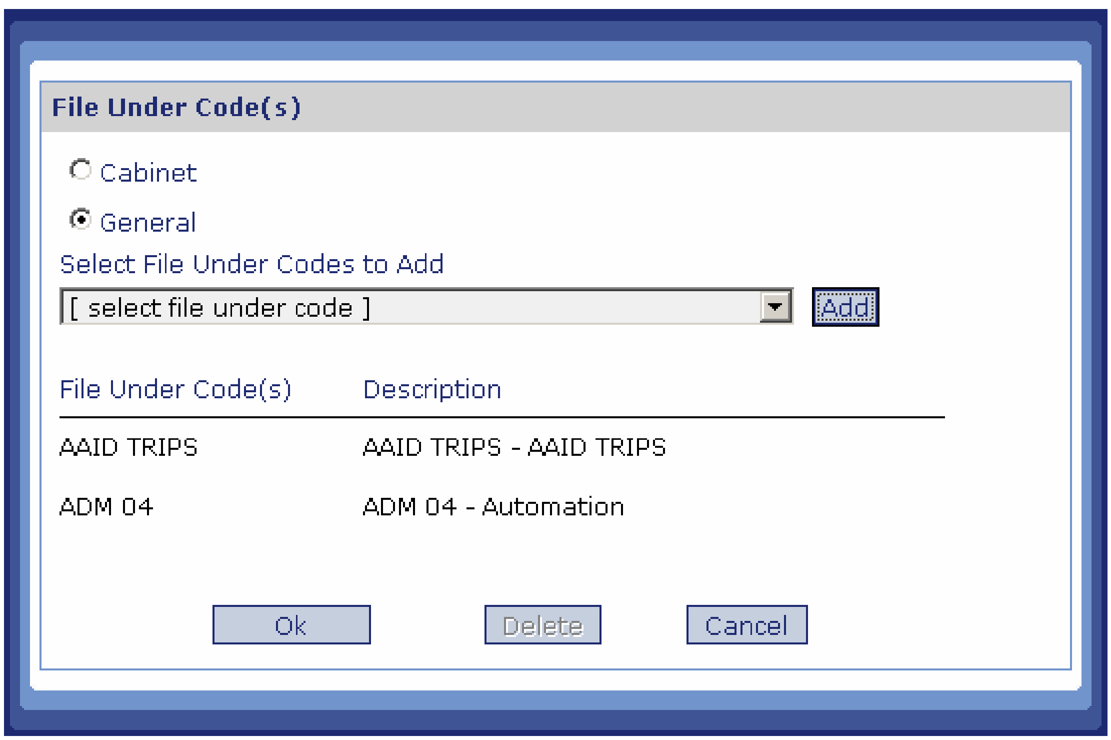



**Figure 67: Add File Codes**

5. When finished, press the **Close** button. The file codes are added to the list to the right of the field label.


**Figure 68: Information Tab - File Codes**

To delete a file code from a folder, perform the following:

1. Press the **File Under Code(s)** button to the right of the File Under Code(s) list.
2. The File Codes window opens, as shown in Figure 69. The current file codes are listed at the bottom of the window.

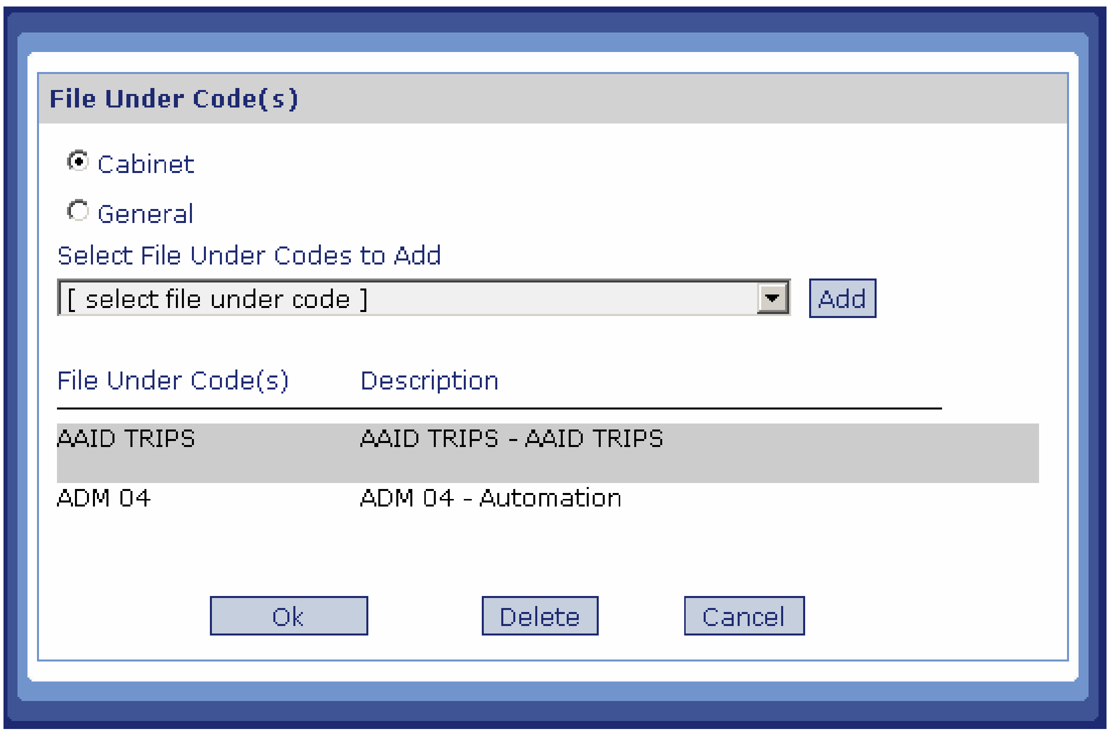



**Figure 69: Delete File Codes**

3. Select the file code to delete by highlighting the row of the file code.
4. Press the **Delete** button. Repeat these steps for every file code that you want to delete.
5. Press the **Close** button. The File Codes window closes and the Information tab refreshes with the refreshed list of file codes displayed in the File Under Code(s) list.

❖ **Keywords**

ASIST can search on the value of any attribute or content of attachments. However, there may be a keyword or phrase that does not exist in any attributes or in any of the attachments in the folder. These keywords and phrases can be entered in the Keywords field.

For example, if you attached hard copy documents that are hand-written and not legible enough for ScanXpress to OCR properly, you may want to write those keywords and phrases into the Keywords field.

Enter each keyword into the field with a space delimiting each word. There is no need for a comma or any other separator.

## ACTIVITY Folder Attributes

The ACTIVITY folder is primarily used by the Program and Technical Offices for filing program-related documentation.

Figure 70 shows the field blocks and folder attributes for the ACTIVITY folder.

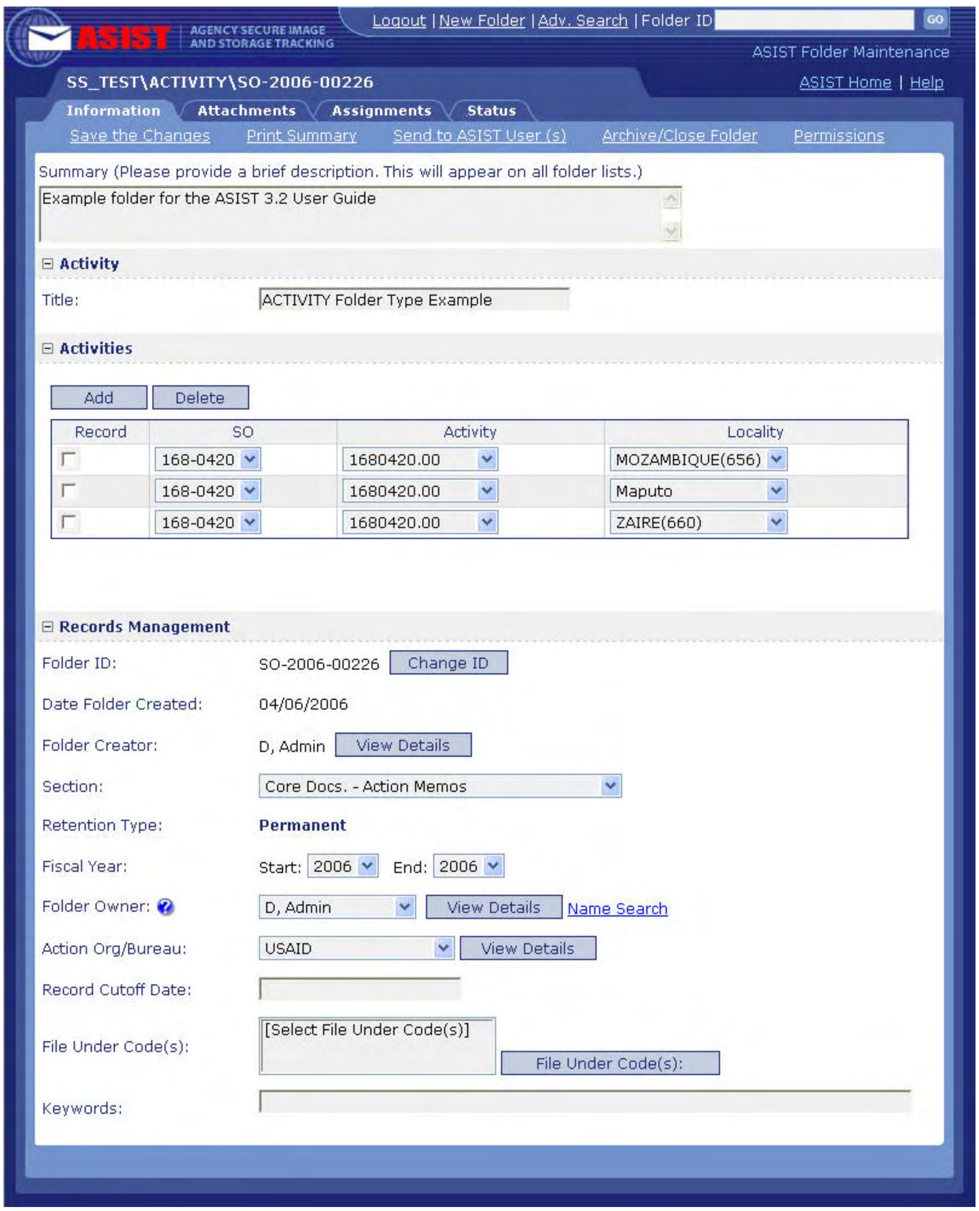



**Figure 70: ACTIVITY Folder Attributes**

The Summary field is discussed in the section Summary Attribute on page 67. The Records Management field block is discussed in the section Records Management Field Block on page 68.

### ❖ Activity Field Block

The Activity field block maintains only one field, Title.

#### *Title*

The Title attribute is not used in folder search result lists or the Inbox folder list. You can use this field as another means of searching for a folder.

TIP

The Title of the folder may be the same as the summary, but you should make sure to have a concise, specific, and accurate description in the Summary field. Remember, it is the folder summaries that users will scan in folder search result lists.

### ❖ Activities Field Block

The Activities field block contains the Activities MrEF. It is used to set one or more SOs, Activities, and Localities to the folder. Figure 71 illustrates the Activities MrEF detailing the folder with two SOs, Activities, and Localities.


**Figure 71: Multi-Row Edit Form in the Activities Field Block**

For instructions on how to use the MrEF form element see Multi-Row Edit Form (MrEF) on page 57.

SO and Activity are designated by your mission for the program/projects you are working on. Locality may be a country, city, region, or frequently used address.

Your ASIST Administrator sets up the selections for SOs, Activities, and Localities. If any of the selections are not presented in the drop-down menus at the bottom portion of the MrEF, consult your ASIST Administrator.

## CONTRACT Folder Attributes

The CONTRACT folder is primarily used by the Contracting Office and EXO Procurement Office for filing contracts, agreements, purchase orders, and other vehicles of acquisition or assistance.

Figure 72 shows the field blocks and folder attributes for the ACTIVITY folder.

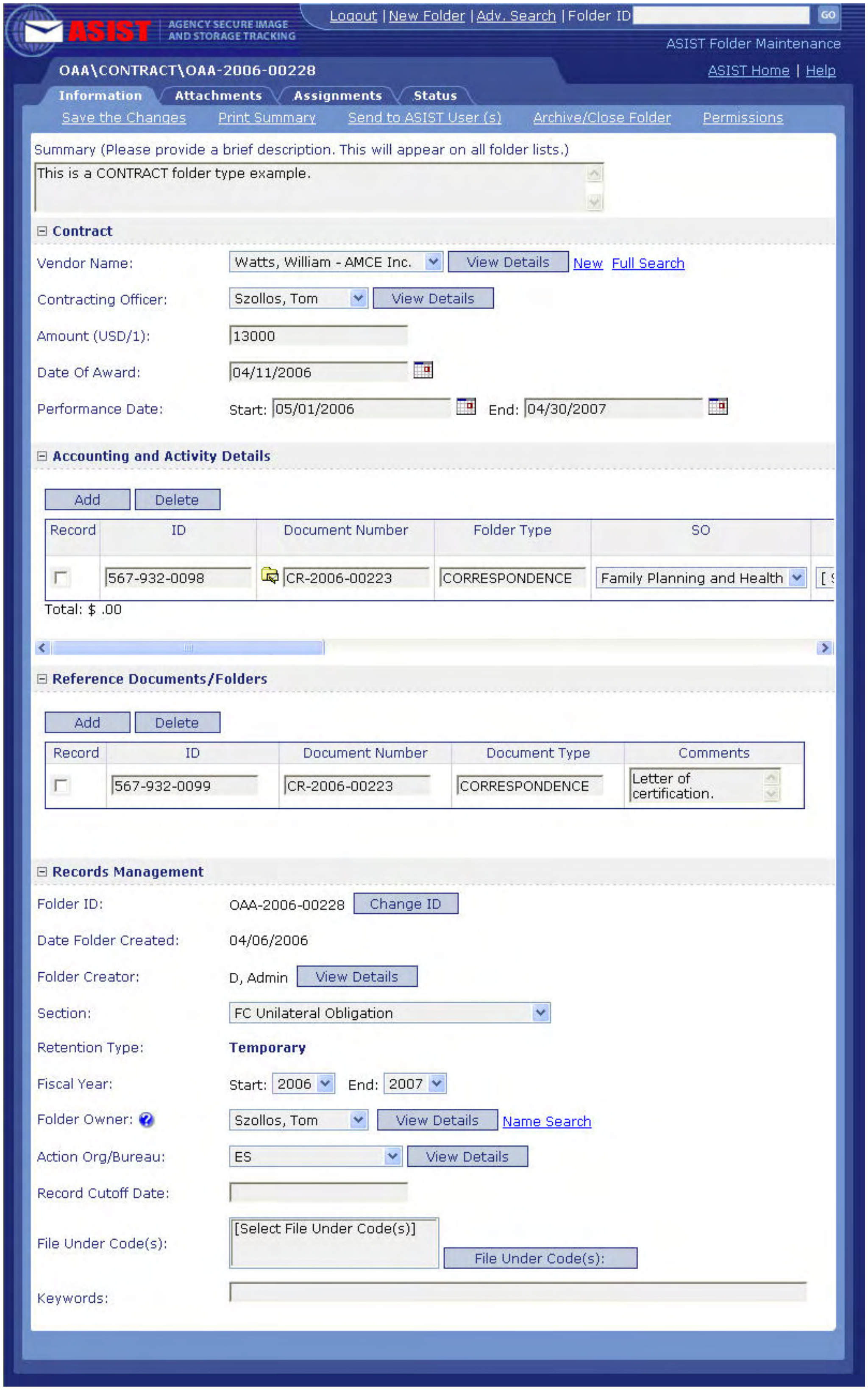



**Figure 72: CONTRACT Folder Attributes**

The Summary field is discussed in the section Summary Attribute on page 67. The Records Management field block is discussed in the section Records Management Field Block on page 68.

## ❖ Contract Field Block

The Contract field block maintains data related to the contract contained in the folder.

### *Vendor Name*

The Vendor Name is the individual, company, or organization for which the contract is written. To set the Vendor Name, use the drop-down menu to the right of the field label or the Full Search link to the right of the **View Details** button.

For more information on setting the Vendor Name, see Correspondents, Vendors, and Employees on page 59.

### *Contracting Officer*

To set the Contracting Officer, select the name of the officer from the drop-down menu. Your ASIST Administrator sets the options for Contracting Officer.

### *Contract Amount*

Enter the amount of the contract in US Dollars.

### *Date of Award*

Enter the date when the award was given for the contract. Use the Calendar Tool to set the date. For more information on setting the date using the Calendar Tool see Calendar Tool on page 39.

### *Performance Date*

Enter the contract performance start date in the first field and the end date in the second field. Use the Calendar Tool to set the date. For more information on setting the date using the Calendar Tool see Calendar Tool on page 39.

## ❖ Accounting and Activity Details Field Block

The Accounting and Activity Details Field Block is a Multi-Row Edit Form (MrEF) that allows you to capture and manage obligation information.

If your Mission uses Phoenix, the obligation document information may be fed into ASIST and this field block will be populated by the obligations entered into Phoenix. Any changes to this field block in ASIST may be overwritten when the feed runs.

Each line item shows the following information about each obligation:

ID

Document Number

Folder Type

SO

Activity

Locality/BGA (Country Code)

Budget

Fund

OCC (Category)

Distribution

Management

Operating Unit

Comments

Amount

For more information on how to manage data in an MrEF, see Multi-Row Edit Form (MrEF) on page 57.

## CORRESPONDENCE Folder Attributes

The CORRESPONDENCE folder is primarily used by the Correspondence & Records Office for filing correspondence received and sent out by the Mission.

Figure 73 shows the field blocks and folder attributes for the CORRESPONDENCE folder.

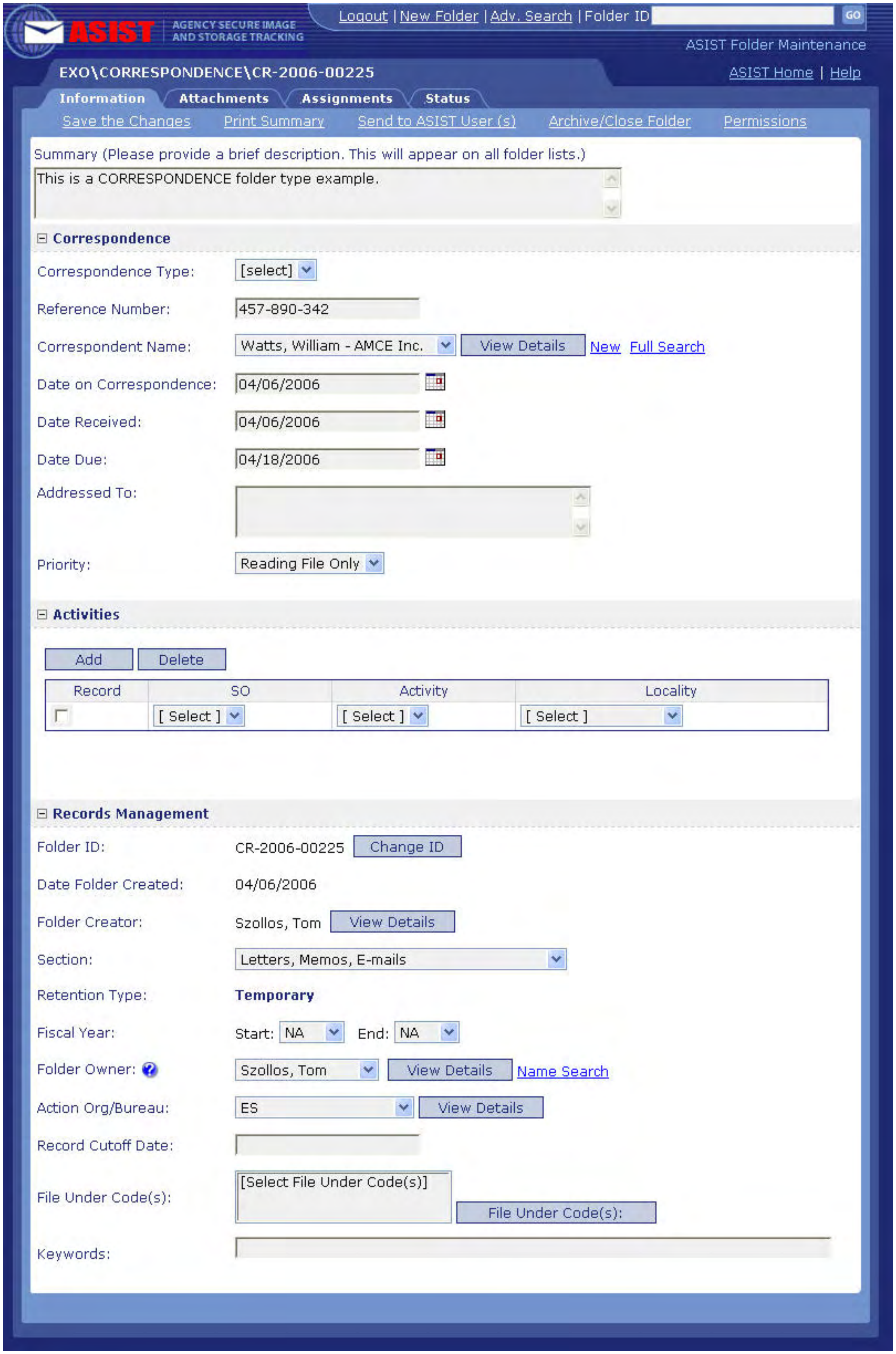



**Figure 73: CORRESPONDENCE Folder Attributes**

The Summary field is discussed in the section Summary Attribute on page 67. The Records Management field block is discussed in the section Records Management Field Block on page 68.

## ❖ Correspondence Field Block

The Correspondence field block maintains data related to the correspondence in the folder.

### *Correspondence Type*

Correspondence Type refers to the type of correspondence in the folder. Such types may include Letter and Memo. To set the Correspondence Type, select the type from the drop-down menu. Your ASIST Administrator sets up the selections for Correspondence Type. If any desired selection is not presented in the drop-down menu, consult your ASIST Administrator.

### *Reference Number*

Reference Number may be used to further track the correspondence item in a secondary tracking system.

### *Correspondent Name*

The Correspondent Name is the individual, company, or organization that sent the correspondence. To set the Correspondent Name, use the drop-down menu to the right of the field label or the Full Search link to the right of the **View Details** button.

For more information on setting the Vendor Name, see Correspondents, Vendors, and Employees on page 59.

### *Date Received*

Enter the date when the correspondence was received. Use the Calendar Tool to set the date. For more information on setting the date using the Calendar Tool see Calendar Tool on page 39.

### *Date on Correspondence*

Enter the date shown on the correspondence. Use the Calendar Tool to set the date. For more information on setting the date using the Calendar Tool see Calendar Tool on page 39.

### *Date Due*

Enter the date by which the correspondence must be responded to. Use the Calendar Tool to set the date. For more information on setting the date using the Calendar Tool see Calendar Tool on page 39.

### *Address To*

Enter the name of the individual or office to which the correspondence is addressed.

### *Priority*

Priority is the level of consideration given to the correspondence. Priority options include "Normal", "Reading File Only", and "Urgent". The default value is "Normal". To set the Priority, use the drop-down menu to the right of the field label.

### ❖ Activities Field Block

The Activities field block contains the Activities MrEF. It is used to set one or more SOs, Activities, and Localities to the folder. Figure 74 illustrates the Activities MrEF detailing the folder with two SOs, Activities, and Localities.


**Figure 74: Multi-Row Edit Form in the Activities Field Block**

For instructions on how to use the MrEF form element see Multi-Row Edit Form (MrEF) on page 57.

SO and Activity are designated by your mission for the program/projects you are working on. Locality may be a country, city, region, or frequently used address.

Your ASIST Administrator sets up the selections for SOs, Activities, and Localities. If any desired selection is not presented in the drop-down menus at the bottom portion of the MrEF, consult your ASIST Administrator.

## GENERAL Folder Attributes

The GENERAL folder is primarily used by each office for filing documents of a general subject matter.

Figure 75 shows the field blocks and folder attributes for the GENERAL folder.

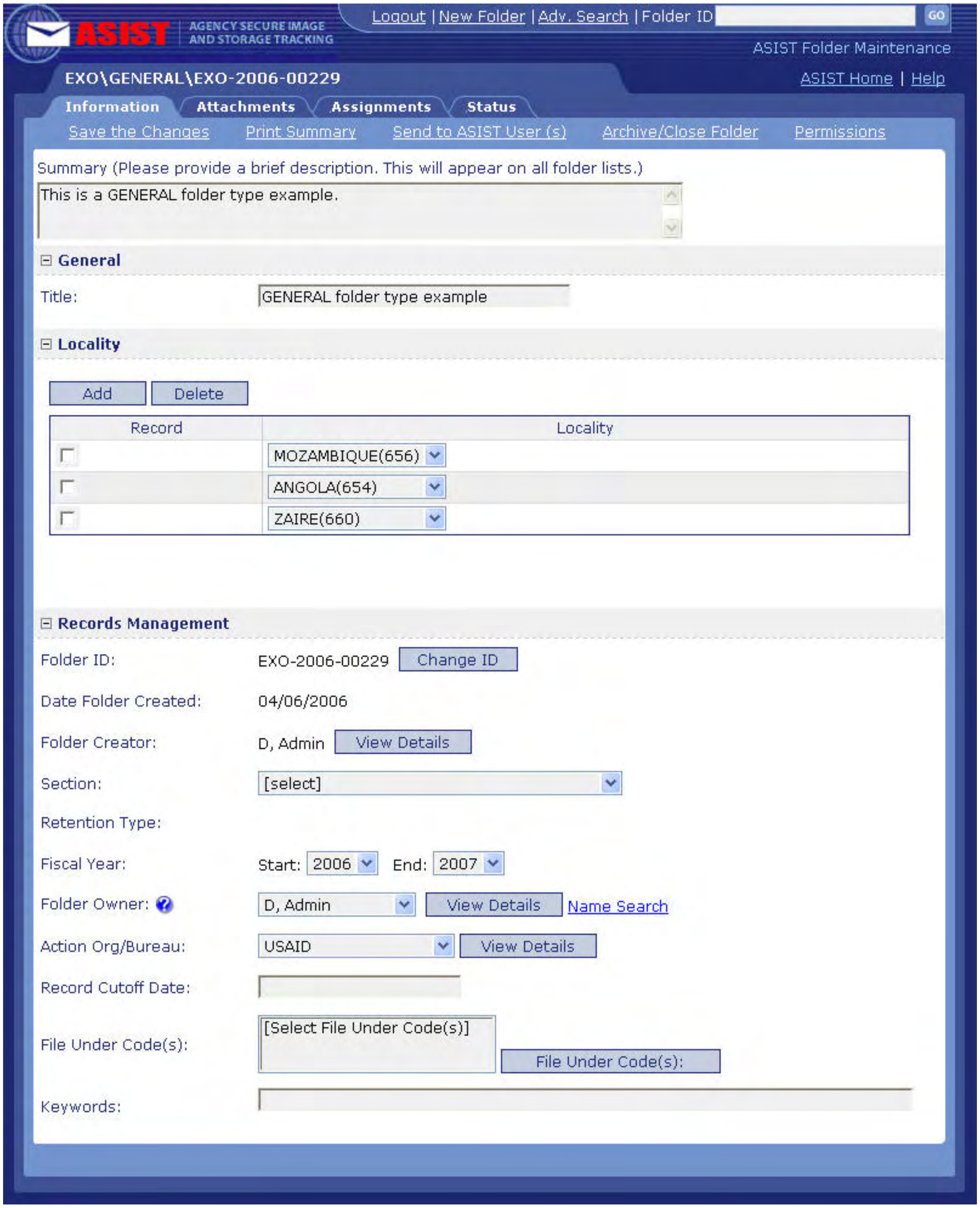



**Figure 75: General Folder Information**

The Summary field is discussed in the section Summary Attribute on page 67. The Records Management field block is discussed in the section Records Management Field Block on page 68.

## ❖ General Field Block

The General field block maintains only one field, Title.

### *Title*

The Title attribute is not used in folder search result lists or the Inbox folder list. You can use this field as another means of searching for a folder.

The Title of the folder may be the same as the summary, but you should make sure to have a concise, specific, and accurate description in the Summary field. Remember, it is the folder summaries that users will see in folder search result lists.

### ❖ Locality Field Block

The Locality field block contains the Locality MrEF. It is used to set one or more Localities to the folder. Figure 76 illustrates the Locality MrEF detailing the folder with two Localities.

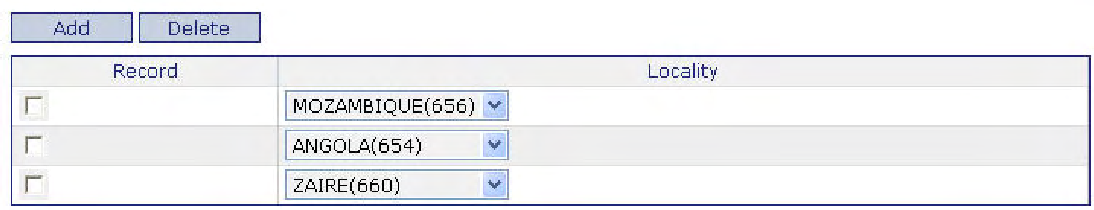



**Figure 76: Multi-Row Edit Form in the Locality Field Block**

For instructions on how to use the MrEF form element see Multi-Row Edit Form (MrEF) on page 57.

Locality may be a country, city, region, or frequently used address.

Your ASIST Administrator sets up the selections for Localities. If any desired selection is not presented in the drop-down menus at the bottom portion of the MrEF, consult your ASIST Administrator.

## INVOICE Folder Attributes

The INVOICE folder is primarily used by the FM office for filing invoices related to Vouchers.

Figure 77 shows the field blocks and folder attributes for the INVOICE folder.

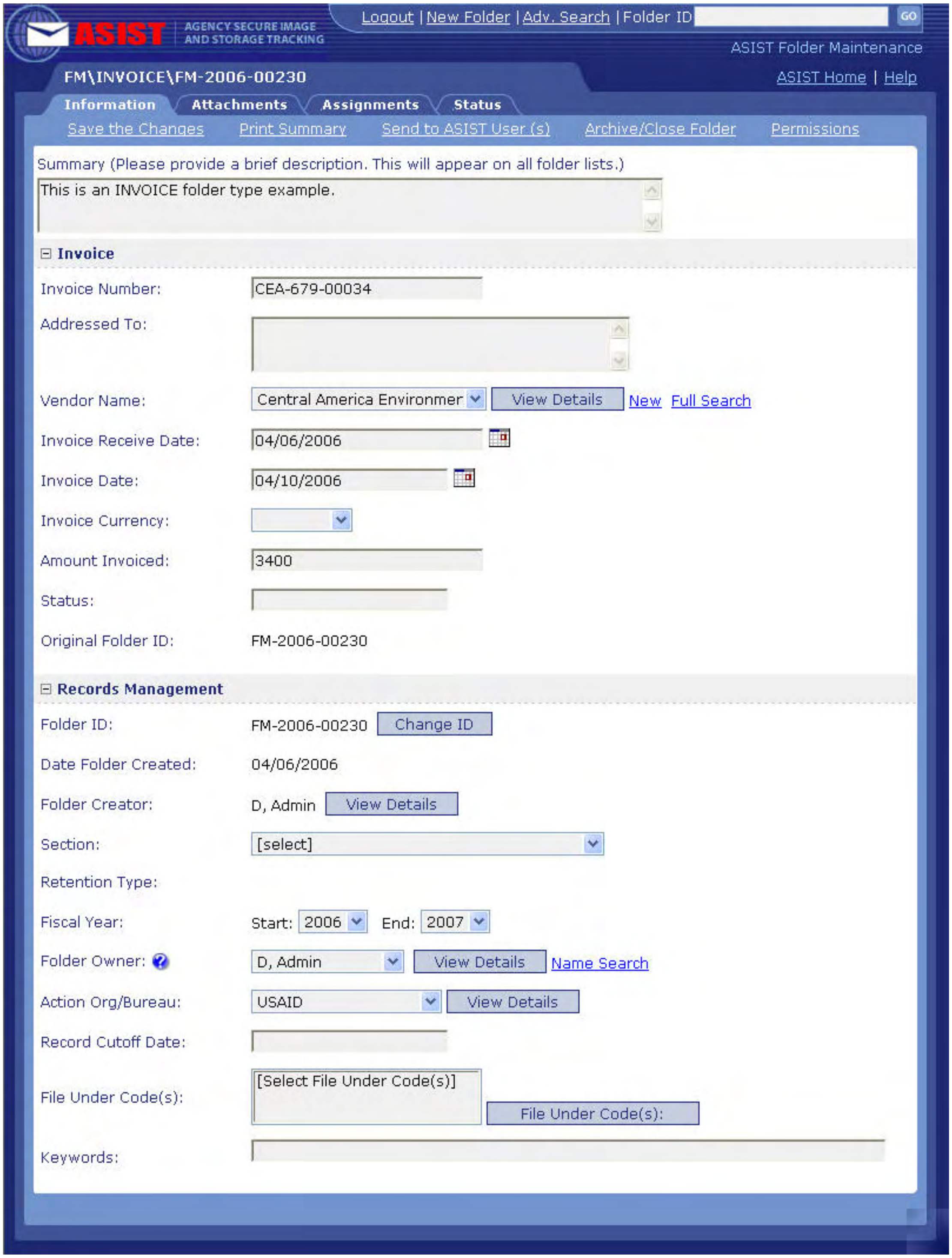



**Figure 77: INVOICE Folder Attributes**

The Summary field is discussed in the section Summary Attribute on page 67. The Records Management field block is discussed in the section Records Management Field Block on page 68.

## ❖ Invoice Field Block

The Invoice field block maintains data related to the invoice contained in the folder.

### *Invoice Number*

Invoice Number is the number shown on the invoice. This number may or may not be the same as the folder ID.

### *Addressed To*

Addressed To is the name of the individual or group to whom the invoice is addressed.

### *Vendor Name*

The Vendor Name is the individual, company, or organization that sent the invoice. To set the Vendor Name, use the drop-down menu to the right of the field label or the Full Search link to the right of the **View Details** button.

For more information on setting the Vendor Name, see Correspondents, Vendors, and Employees on page 59.

### *Invoice Receive Date*

Enter the date the invoice was received. Use the Calendar Tool to set the date. For more information on setting the date using the Calendar Tool see Calendar Tool on page 39.

### *Invoice Date*

Enter the date shown on the invoice. Use the Calendar Tool to set the date. For more information on setting the date using the Calendar Tool see Calendar Tool on page 39.

### *Invoice Currency*

Invoice Currency is the currency code for the invoice amount. For example, a value of "USD/1" implies the invoice amount is US Dollars. To set the Invoice Currency, use the drop-down menu to the right of the field label

### *Amount Invoiced*

Enter the amount of the invoice.

### *Status*

Enter the status of the invoice. For example, enter "PENDING" for an invoice that is pending approval.

### *Original Folder ID*

The Original Folder ID is the original folder ID of the folder created for the invoice. If the folder ID is changed for that folder, this attribute retains the original folder ID.

## PERSONNEL Folder Attributes

The PERSONNEL folder is primarily used by the EXO/Human Resources office for filing personnel related documents. These documents may include service contracts, performance evaluations and salary actions. This folder type is a sub type of the CONTRACT folder type.

Figure 78 shows the field blocks and folder attributes for the PERSONNEL folder.

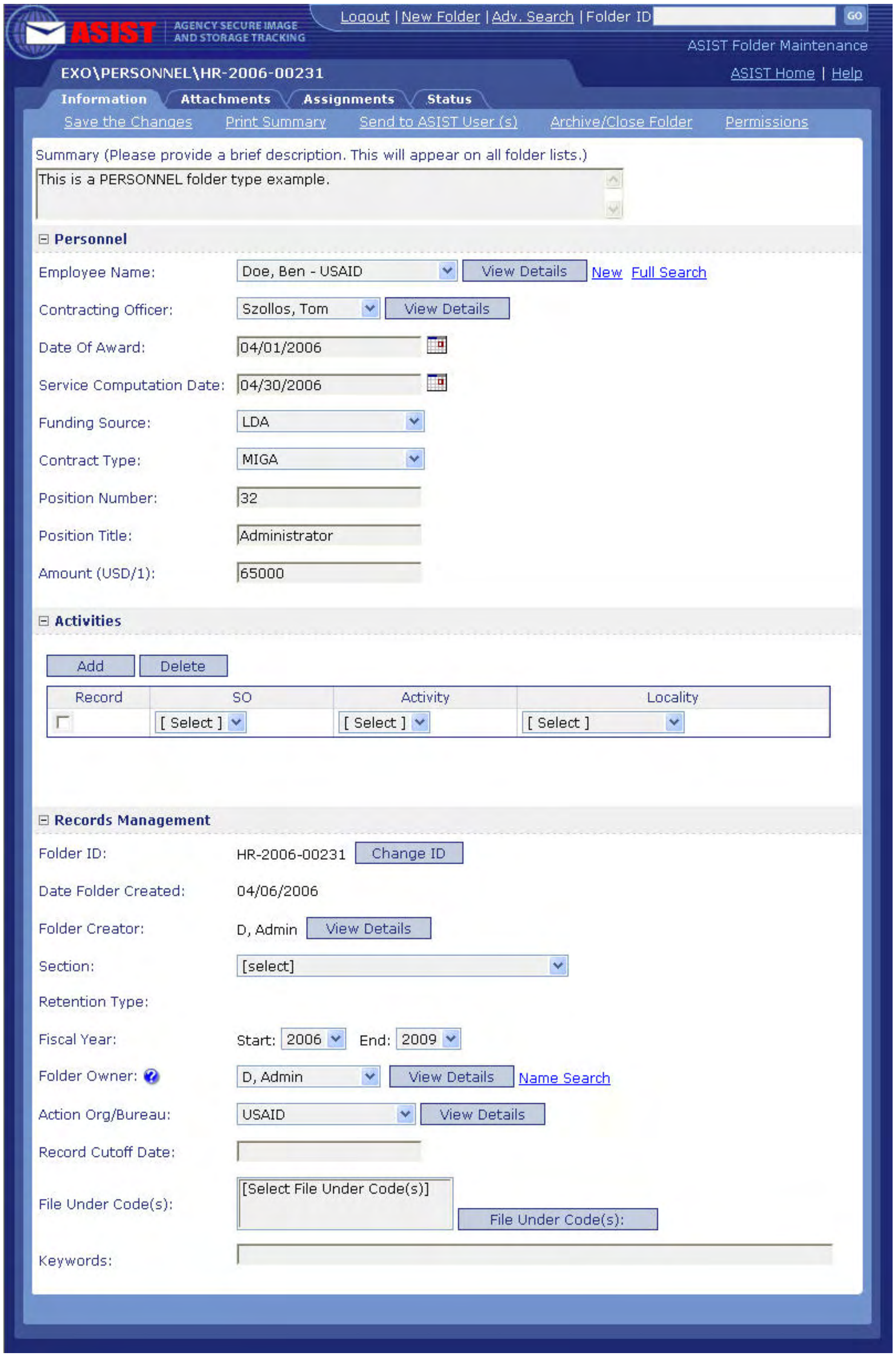



**Figure 78: PERSONNEL Folder Attributes**

The Summary field is discussed in the section Summary Attribute on page 67. The Records Management field block is discussed in the section Records Management Field Block on page 68.

## ❖ Personnel Field Block

The Personnel field block maintains data related to an Employee.

### *Employee Name*

The Employee Name is the name of the employee whose contracts, evaluations, and other supporting documents are stored in the folder. To set the Employee Name, use the drop-down menu to the right of the field label or the Full Search link to the right of the **View Details** button.

For more information on setting the Employee Name, see Correspondents, Vendors, and Employees on page 59.

### *Contracting Officer*

To set the Contracting Officer, select the name of the officer from the drop-down menu. The options for Contracting Officer are set by your ASIST Administrator.

### *Date of Award*

Enter the date when the contract was awarded to the employee. Use the Calendar Tool to set the date. For more information on setting the date using the Calendar Tool see Calendar Tool on page 39.

### *Service Computation Date*

Enter the date on which the employee began government service. Use the Calendar Tool to set the date. For more information on setting the date using the Calendar Tool see Calendar Tool on page 39.

### *Funding Source*

Funding Source is the fund from which the employee's salary is paid. Select the Funding Source from the drop-down menu. Funding sources include FOEA, LDA, MIGA, PROG, and TRUS.

### *Contract Type*

Contract Type is the type of procurement vehicle or type of engagement that defines the person's relationship to USAID. Contract types include USDH, FSNPSC, LH USPSC, OH USPSC, LH TCNPSC, OH TCNPSC, TAACS, Fellows, IDI, and Other. Select the Contract Type from the drop-down menu.

### *Position Number*

Position Number is the local number assigned by the internal mission for the position.

### *Position Title*

Position Title is the title of the employee's position.

### *Amount (USD/1)*

Enter the amount of the service contract in US Dollars.

## ❖ Activities Field Block

The Activities field block contains the Activities MrEF. It is used to set one or more SOs, Activities, and Localities to the folder. Figure 79 illustrates the Activities MrEF detailing the folder with two SOs, Activities, and Localities.

Add Delete

| Record | SO | Activity | Locality |
|---|---|---|---|
| ☐ | 168-0420 | 1680420.00 | MOZAMBIQUE(656) |
| ☐ | 168-0420 | 1680420.00 | Maputo |
| ☐ | 168-0420 | 1680420.00 | ZAIRE(660) |

**Figure 79: Multi-Row Edit Form in the Activities Field Block**

For instructions on how to use the MrEF form element see Multi-Row Edit Form (MrEF) on page 57.

SO and Activity are designated by your mission for the program/projects you are working on. Locality may be a country, city, region, or frequently used address.

Your ASIST Administrator sets up the selections for SOs, Activities, and Localities. If any of the selections are not presented in the drop-down menus at the bottom portion of the MrEF, consult your ASIST Administrator.

## VOUCHER and PAYMENT AUTHORIZATION Folder Attributes

The VOUCHER and PAYMENT AUTHORIZATION folder is primarily used by the FM office for filing Vouchers or Payment Authorizations. Vouchers and Payment Authorizations are cross-referenced with their associated invoices and obligations.

Figure 80 and Figure 81 show the field blocks and folder attributes for the VOUCHER and PAYMENT AUTHORIZATION folders. The field blocks and folder attributes are identical for both folder types.

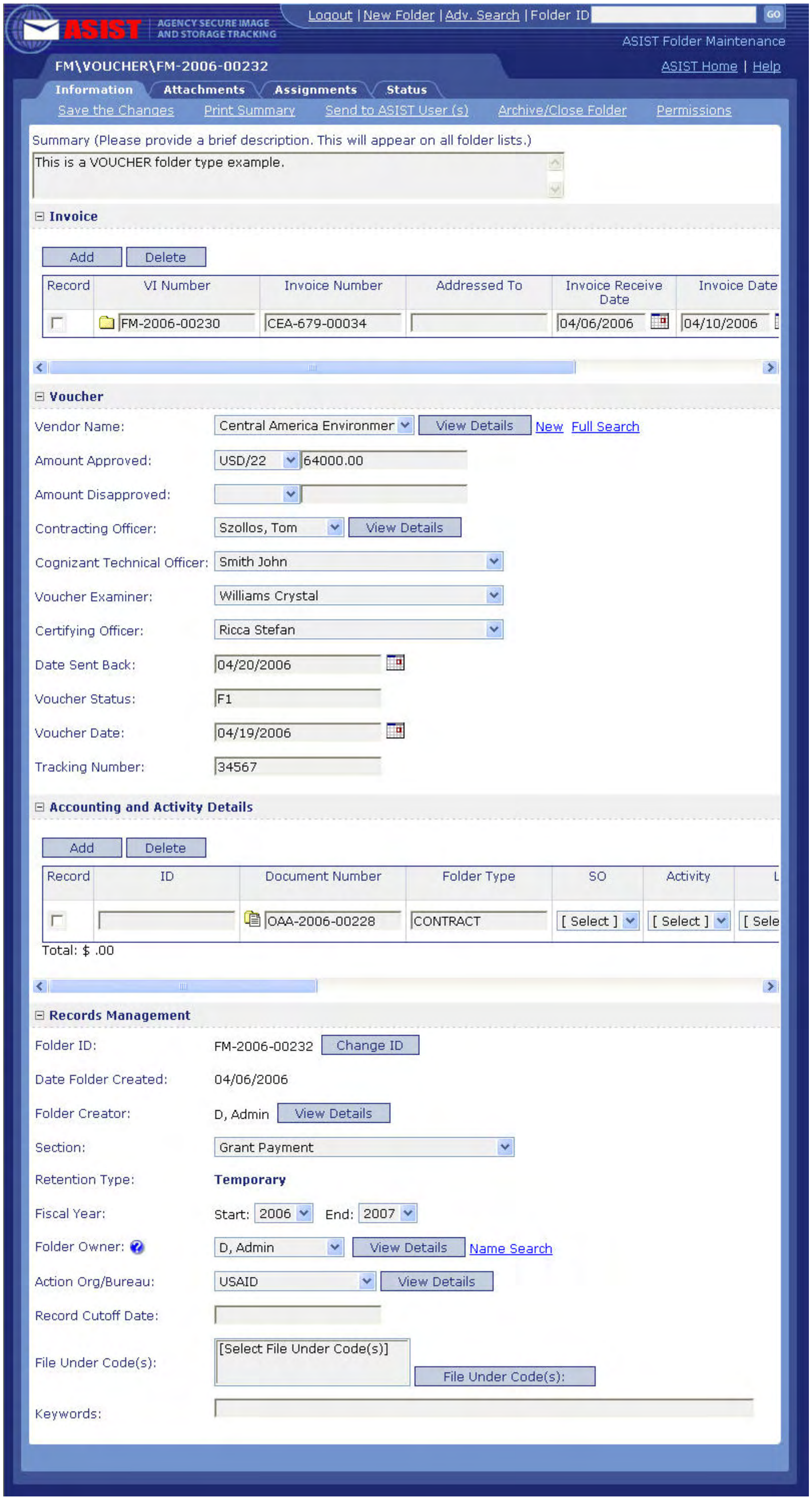



**Figure 80: Voucher Folder Information**

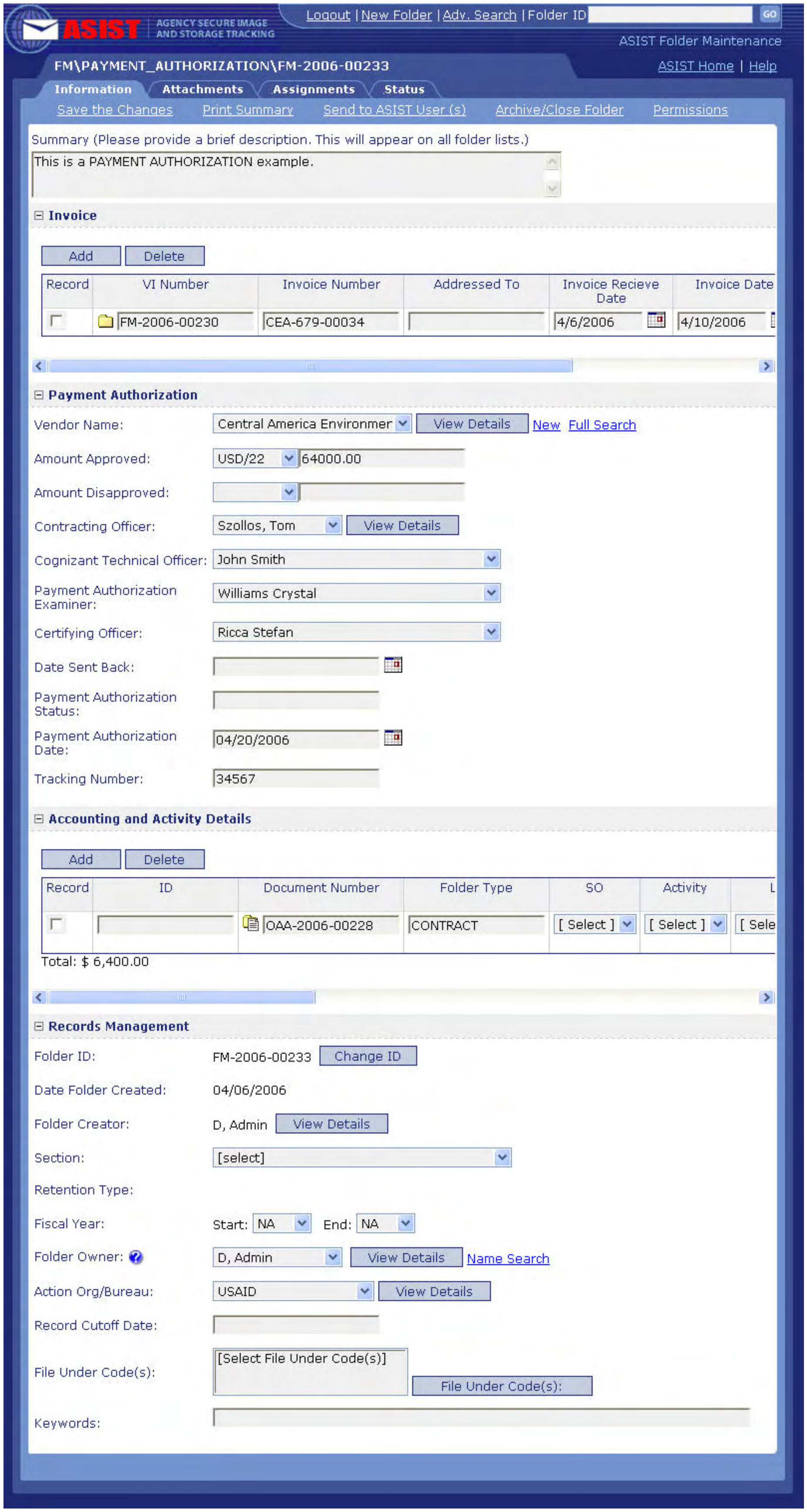

ASIST
AGENCY SECURE IMAGE AND STORAGE TRACKING
Logout | New Folder | Adv. Search | Folder ID
GO
ASIST Folder Maintenance
FM\PAYMENT_AUTHORIZATION\FM-2006-00233
ASIST Home | Help
Information
Attachments
Assignments
Status
Save the Changes
Print Summary
Send to ASIST User (s)
Archive/Close Folder
Permissions
Summary (Please provide a brief description. This will appear on all folder lists.)
This is a PAYMENT AUTHORIZATION example.
Invoice
Add
Delete
Record
VI Number
Invoice Number
Addressed To
Invoice Recieve Date
Invoice Date
FM-2006-00230
CEA-679-00034
4/6/2006
4/10/2006
Payment Authorization
Vendor Name:
Central America Environmer
View Details
New
Full Search
Amount Approved:
USD/22
64000.00
Amount Disapproved:
Contracting Officer:
Szollos, Tom
View Details
Cognizant Technical Officer:
John Smith
Payment Authorization Examiner:
Williams Crystal
Certifying Officer:
Ricca Stefan
Date Sent Back:
Payment Authorization Status:
Payment Authorization Date:
04/20/2006
Tracking Number:
34567
Accounting and Activity Details
Add
Delete
Record
ID
Document Number
Folder Type
SO
Activity
OAA-2006-00228
CONTRACT
[ Select ]
[ Select ]
[ Sele
Total: $ 6,400.00
Records Management
Folder ID:
FM-2006-00233
Change ID
Date Folder Created:
04/06/2006
Folder Creator:
D, Admin
View Details
Section:
[select]
Retention Type:
Fiscal Year:
Start:
NA
End:
NA
Folder Owner:
D, Admin
View Details
Name Search
Action Org/Bureau:
USAID
View Details
Record Cutoff Date:
File Under Code(s):
[Select File Under Code(s)]
File Under Code(s):
Keywords:

**Figure 81: PAYMENT AUTHORIZATION Folder Attributes**

The Summary field is discussed in the section Summary Attribute on page 67. The Records Management field block is discussed in the section Records Management Field Block on page 68.

## ❖ Invoice Field Block

The Invoice Field Block is a Multi-Row Edit Form (MrEF) that allows you to capture and manage invoice information for the voucher/payment authorization.

TIP If your Mission uses Phoenix, the invoice information may be fed into ASIST and this field block will be populated by the voucher and invoice detail entered into Phoenix. Any changes to this field block in ASIST may be overwritten when the feed runs.

Figure 82 illustrates the Invoice MrEF associating an invoice to the folder.

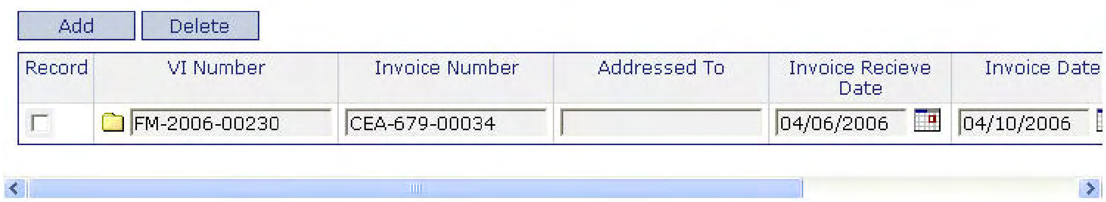



**Figure 82: Multi-Row Edit Form in the Invoice Field Block**

Each line item shows the following information about each invoice:

VI Number

Invoice Number

Addressed To

Invoice Receive Date

Invoice Date

Invoice Currency

Amount Invoiced

For instructions on how to use the MrEF form element see Multi-Row Edit Form (MrEF) on page 57.

## ❖ Voucher Field Block

The Voucher field block maintains data related to the Voucher/Payment Authorization.

### *Vendor Name*

The Vendor Name is the individual, company, or organization to whom the voucher/payment authorization must be paid. To set the Vendor Name, use the drop-down menu to the right of the field label or the Full Search link to the right of the **View Details** button.

For more information on setting the Vendor Name, see Correspondents, Vendors, and Employees on page 59.

### *Amount Approved*

Amount Approved is the amount from the total voucher/payment authorization amount that was approved for payment. Select the currency code from the drop-down menu immediately to the right of the field label. Enter the amount approved in the text area to the right of the currency code drop-down menu. Figure 83 shows an amount approved of $100,056.25 US Dollars.

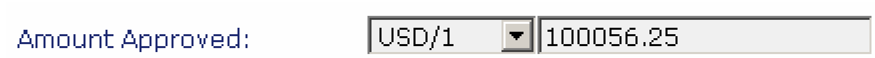



**Figure 83: Amount Approved for a Voucher**

### *Amount Disapproved*

Amount Disapproved is the amount from the total voucher/payment authorization amount that was NOT approved for payment. Select the currency code from the drop-down menu immediately to the right of the field label. Enter the amount disapproved in the text area to the right of the currency code drop-down menu. Figure 84 shows an amount disapproved of $500.00 US Dollars.

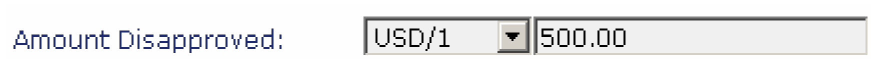



**Figure 84: Amount Disapproved for a Voucher**

### *Contracting Officer*

To set the Contracting Officer, select the name of the CTO from the drop-down menu. The ASIST Administrator sets up the options for Contracting Officer.

### *Cognizant Technical Officer*

To set the Cognizant Technical Officer, select the name of the officer from the drop-down menu. If the desired name is not in the list, select the "Type In Here To Add An Option Not Listed" option (Figure 85).

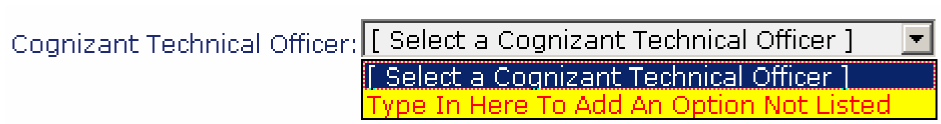



**Figure 85: Cognizant Technical Officer Selection**

Type the name directly into the drop-down menu (Figure 86).


**Figure 86: Drop-Down Menu Data Entry (Cognizant Technical Officer)**

### *Voucher Examiner/Payment Authorization Examiner*

To set the Voucher Examiner/Payment Authorization Examiner, select the name of the Voucher Examiner/Payment Authorization Examiner from the drop-down menu. If the desired name is not in the list, select the “Type In Here To Add An Option Not Listed” option and type the name in manually (see Cognizant Technical Officer).

### *Certifying Officer*

To set the Certifying Officer, select the name of the CO from the drop-down menu. If the desired name is not in the list, select the “Type In Here To Add An Option Not Listed” option and type the name in manually (see Cognizant Technical Officer).

### *Date Sent Back*

Enter the voucher/payment authorization’s sent back date. Use the Calendar Tool to set the date. For more information on setting the date using the Calendar Tool see Calendar Tool on page 39.

### *Voucher Status/Payment Authorization Status*

Enter the voucher/payment authorization’s status.

### *Voucher Date/Payment Authorization Date*

Enter the voucher/payment authorization’s date. Use the Calendar Tool to set the date. For more information on setting the date using the Calendar Tool see Calendar Tool on page 39.

### *Tracking Number*

Enter the tracking number for the voucher.

## ❖ Accounting and Activity Details Field Block

The Accounting and Activity Details Field Block is a Multi-Row Edit Form (MrEF) that allows you to capture and manage obligation information.

TIP

If your Mission uses Phoenix, the obligation document information may be fed into ASIST and this field block will be populated by the obligations entered into Phoenix. Any changes to this field block in ASIST may be overwritten when the feed runs.

Each line item shows the following information about each obligation:

ID

Document Number

Folder Type

SO

Activity

Locality/BGA (Country Code)

Budget

Fund

OCC (Category)

Distribution

Management

Operating Unit

Comments

Amount

For more information on how to manage data in an MrEF, see Multi-Row Edit Form (MrEF) on page 57.

## Folder Functions

Some of the properties on the *Information* tab can be manipulated via their own functions. Such functions include saving changes to property values, printing a summary of folder properties, and setting permissions. These functions are launched by clicking links on the *Information* tab. Each function is described in the following sections.

### Save the Changes

In order to save any changes made on the *Information* tab, click the Save the Changes link. If you try to navigate away from the *Information* tab, you will be prompted to save the changes (Figure 87).

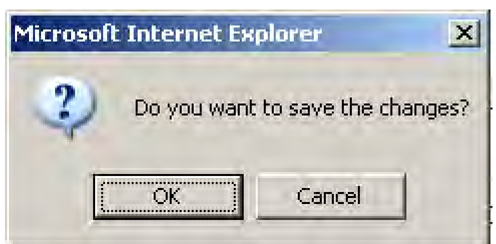



**Figure 87: Save the Changes Prompt**

Press the **OK** button to save the changes. Press the **Cancel** button if you do NOT want to save the changes.

### Print Summary

The Print Summary link in the *Information* tab header provides the ability to view or print a folder property summary in a printer-friendly format.

To view the folder summary of a folder, perform the following:

1. Click the *Information* tab to view the folder properties.
2. Click the Print Summary link in the *Information* tab header. The printer-friendly summary displays (Figure 88).

| | |
|---|---|
| USAID FROM THE AMERICAN PEOPLE | Folder ID: FM-2006-00233<br>Folder Type: PAYMENT_AUTHORIZATION<br>Folder Cabinet: FM<br>Section: |

**Summary:**
This is a PAYMENT AUTHORIZATION example.

**Payment Authorization**

| | |
|---|---|
| Vendor Name: | Central America Environmental Activities |
| Amount Approved: | 64000 |
| Amount Disapproved: | |
| Contracting Officer: | Szollos, Tom |
| Cognizant Technology Officer: | John Smith |
| Payment Authorization Examiner: | Williams Crystal |
| Certifying Officer: | Ricca Stefan |
| Date Sent Back: | |
| Payment Authorization Status: | |
| Payment Authorization Date: | 04/20/2006 |
| Tracking Number: | 34567 |

**Records Management**

| | |
|---|---|
| Folder ID: | FM-2006-00233 |
| Date Folder Created: | 04/06/2006 |
| Folder Creator: | D, Admin |
| Section: | |
| Retention Type: | |
| Fiscal Year: | Start: End: |
| Folder Owner: | D, Admin |
| Action Org/Bureau: | USAID |
| Record Cutoff Date: | |
| File Under Code(s): | |
| Keywords: | |

**Figure 88: Print Summary**

3. To print the summary, select **File > Print** from the browser menu and follow your normal system printing operation (Figure 89).

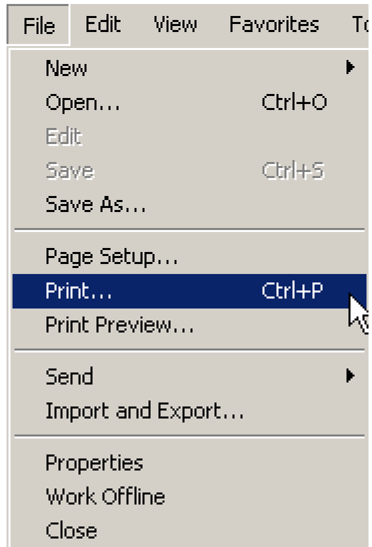



**Figure 89: Print Summary: File > Print**

## Send to ASIST User(s)

The Send to ASIST User(s) link forwards the folder to another ASIST user's inbox and allows the sender to include a short message regarding the folder. For example, if a user is unable to complete a required task associated with a folder or in cases where it is necessary to decline a task, the Send to ASIST User(s) link can be used to send the task and folder back to the originator – the person who sent the folder to the user. The sent folder is displayed in the recipient staff member's inbox. An e-mail notifies the recipient of the folder's delivery.

To send a folder to an ASIST user, perform the following:

1. Click the Send to ASIST User(s) link in the *Information* tab header.
2. The Send to ASIST User(s) window opens (Figure 90).

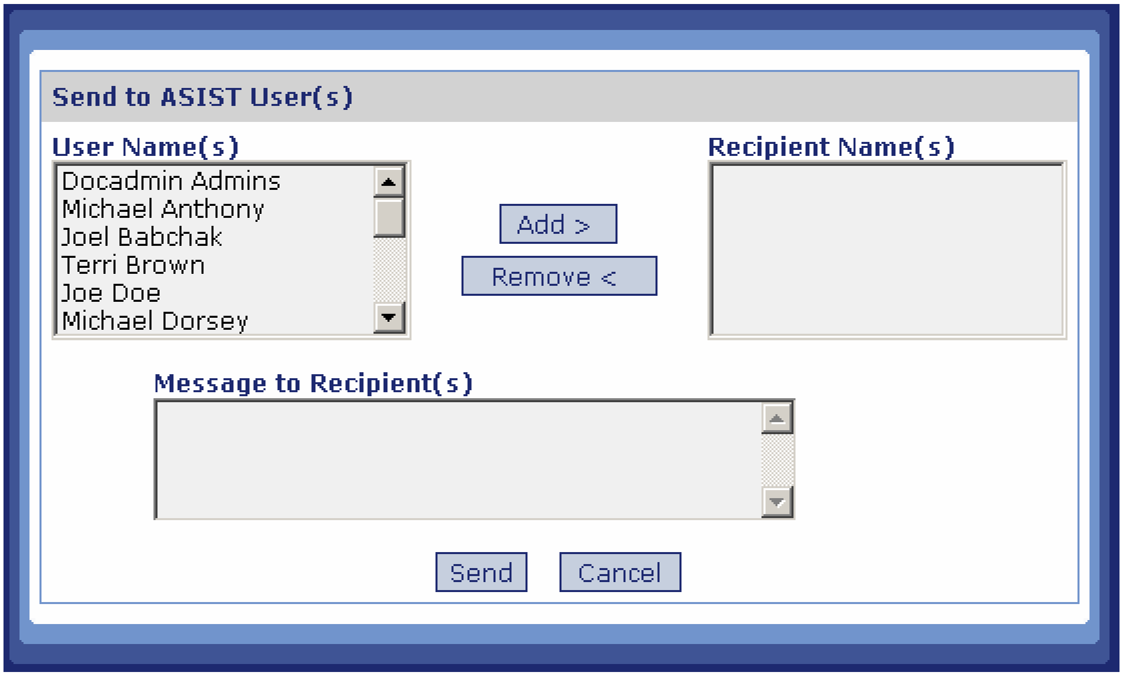



**Figure 90: Send to ASIST User(s)**

Highlight the user(s) to send the folder to in the User Name(s) list and press the **Add >** button to add them to the Recipient Name(s) list (Figure 91). To remove a recipient from the Recipient Name(s) list, highlight the name and press the **Remove <** button.

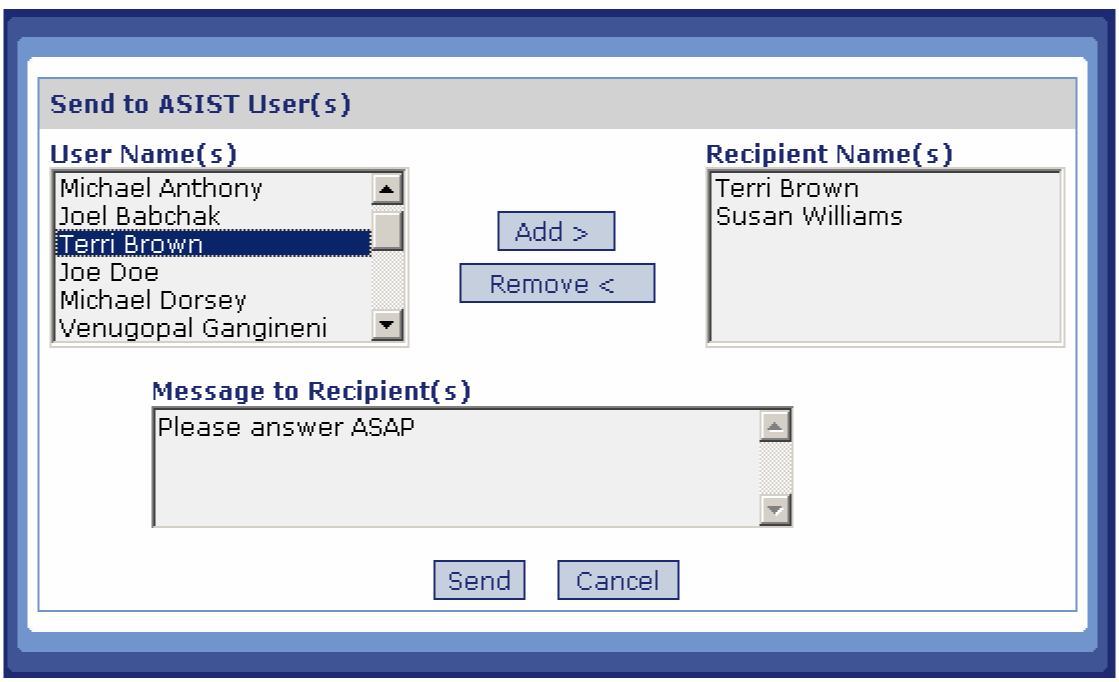



**Figure 91: Send to ASIST User(s) - Add Recipient**

3. In the `Message to Recipient(s)` text box, enter any message you want to include about the folder (Figure 92).

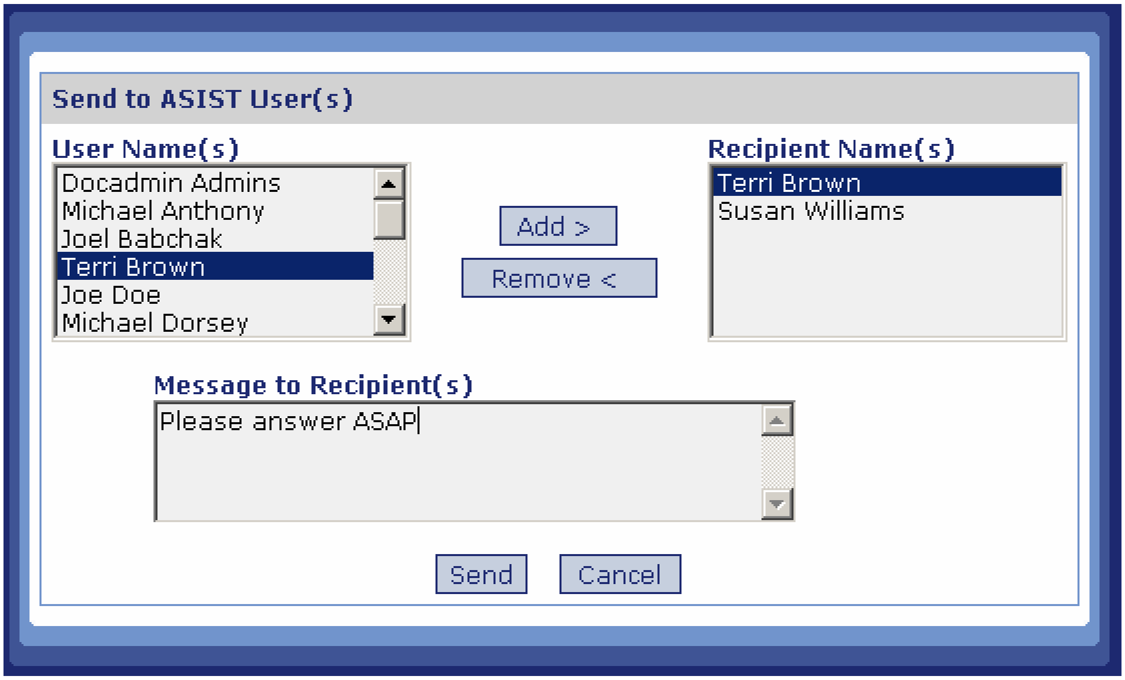



**Figure 92: Send to ASIST User(s) - Message to Recipient**

4. Press the **Send** button. The folder and message will be routed to all of the selected users in the `Recipient Name(s)` list along with e-mail notification of the new message in that user's inbox. If the folder is sent successfully, the following message is displayed:


**Figure 93: Send to ASIST User(s) - Successful Message**

## Archive/Close Folder

If a folder is no longer being used, users have the ability to close the folder and archive it. This function effectively changes the permissions of the folder to read-only.

To archive and/or close an open folder, perform the following:

1. Click the Archive/Close Folder link in the *Information* tab header. The Archive/Close Folder window displays. Figure 94 shows the Archive/Close Folder window.

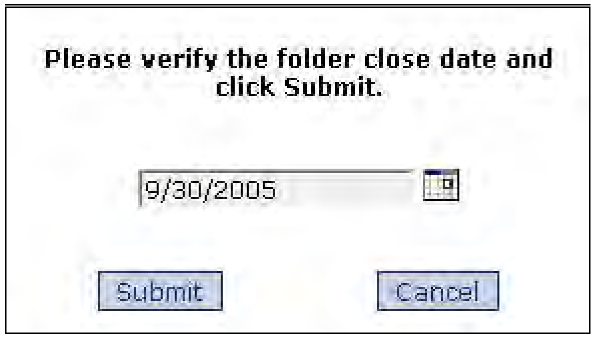



**Figure 94: Archiving/Closing Folder**

2. The current date displays by default. To set a different date, use the Calendar Tool ( ). For more information on using the Calendar Tool, see Calendar Tool on page 39.
3. Press the **Submit** button. The `Record Cutoff Date` field in the Records Management field block shows the date indicated in the Archive/Close window. Figure 95 shows an archived CORRESPONDENCE folder.

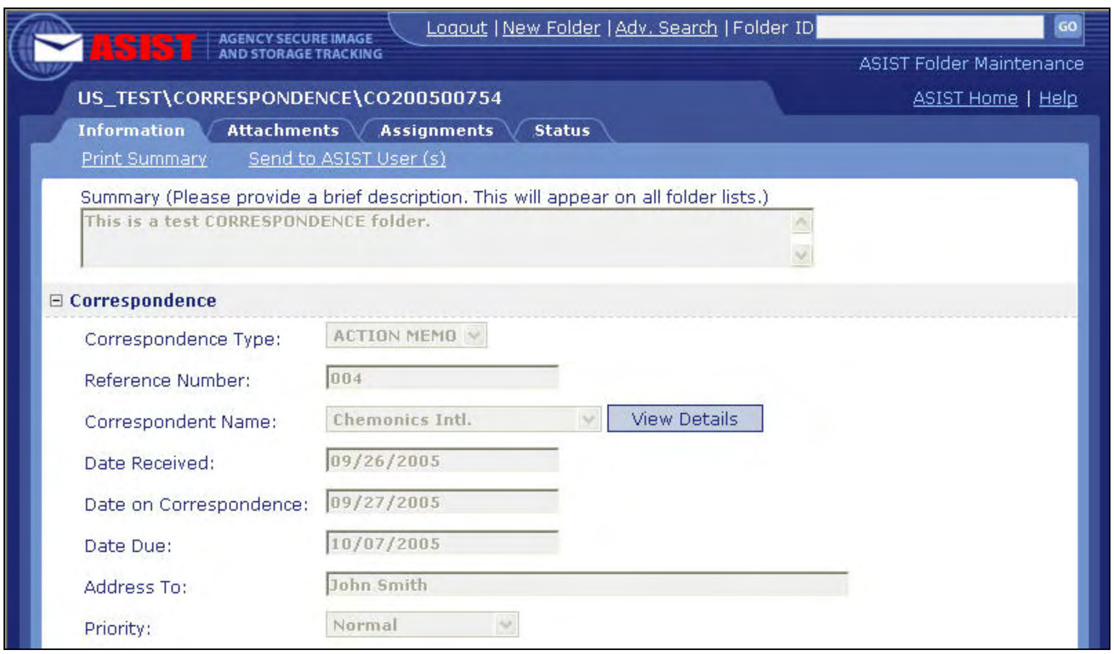



**Figure 95: Archived Folder**

All the fields on the *Information* tab become read-only, and only two Folder Function links remain at the top of the page: Print Summary, and Send to ASIST User(s).

## Folder Permissions

Permissions can be granted to users on a folder level basis.

To give users and Access Groups special permissions on a folder, perform the following:

1. After creating the folder, click the Permissions link located on the *Information* tab header. The Change Permission screen opens (Figure 96).

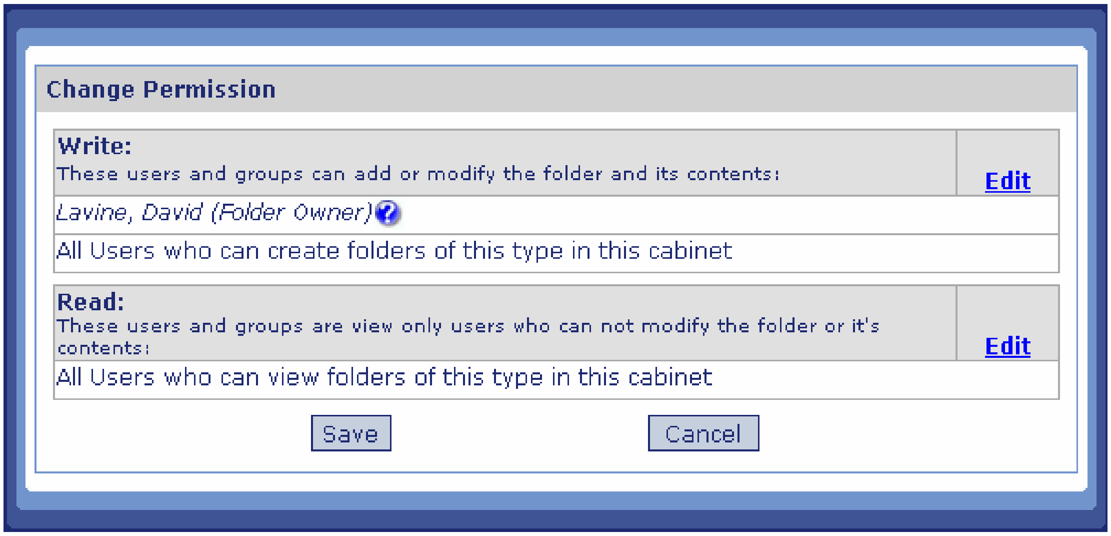



**Figure 96: Change Permissions**

Listed at the top of the screen are Users and Access Groups that have Write (modify) permission on the folder. The lower portion lists Users and Access groups which have Read-only (view) permission. By default, the top portion will list the folder owner (this may not necessarily be the folder creator) and "All Users who can create folders of this type in this cabinet" as having Write permission. The lower portion lists "All Users who can view folders of this type in this cabinet" as having Read-only permission.

You CANNOT change the folder owner's permissions from the Change Permission screen. To change folder owner permissions, close the Change Permission screen, change the Folder Owner attribute in the "Folder Maintenance" page, and click the Save the Changes link. Reopen the Change Permission screen and the new folder owner will be listed with Write permission.

2. To edit either of these two permissions, click the Edit link to the right of the User/Access Group list for the appropriate type of permission. The Edit Write Users/Groups List screen opens (or Edit Read Users/Groups List screen, depending on the type of permission you want to change) (Figure 97).

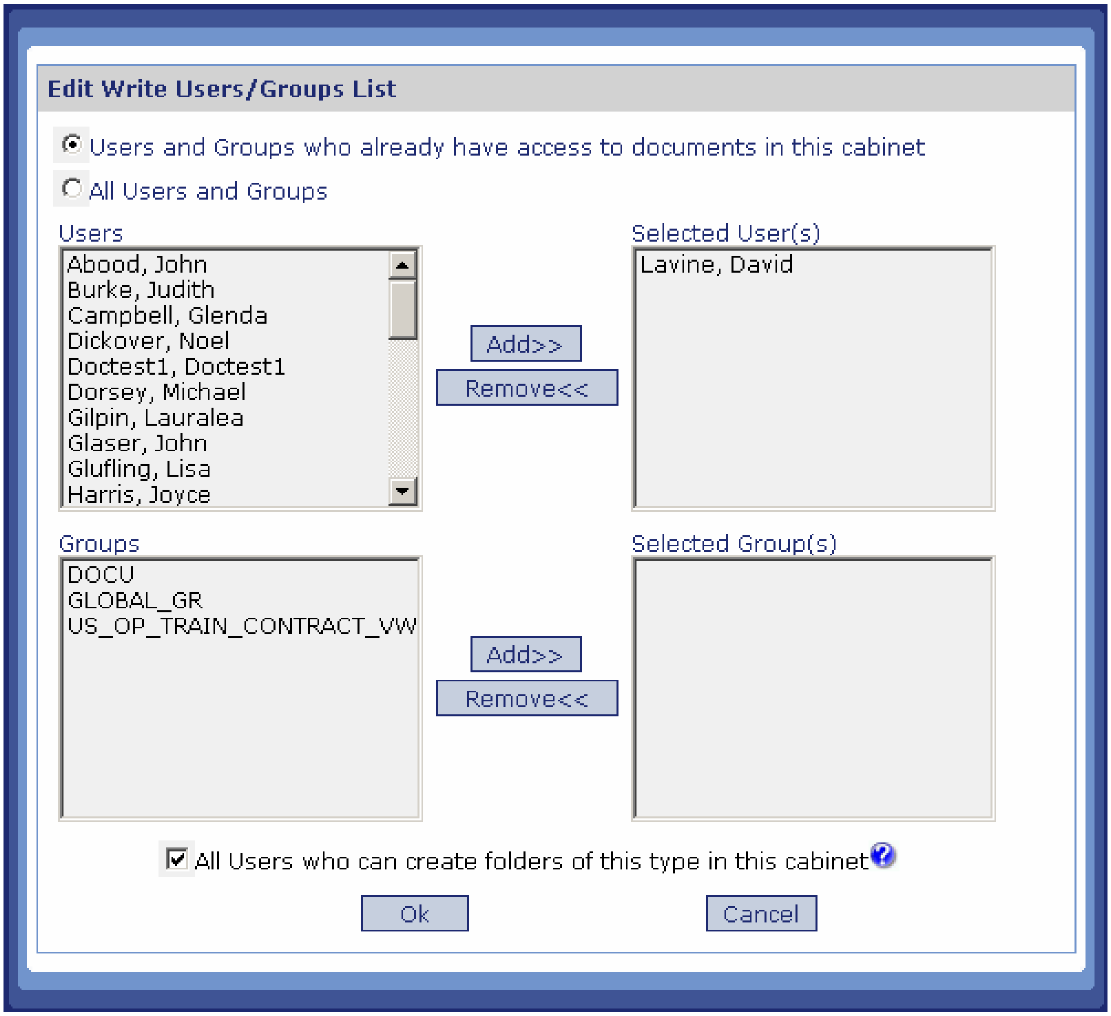



**Figure 97: Edit Write Users/Group**

3. On the left-hand portion of the screen is a list of ASIST users and groups having access to documents in the cabinet (indicated by the default radio button selection). Select the All Users and Groups radio button to change to a list of all ASIST users and Access Groups. Regardless of a user's default permissions, any ASIST user can be given permission to view or modify a folder or document.

### ❖ Adding a User/Access Group

To add a user or Access Group, select the name of the user or Access Group and press **Add>>.** To select more than one user or Access Group at a time, hold down the Ctrl key while making the selection. Users added will appear in the top right list, while Access Groups added will appear in the bottom right list.

Check the "All Users who can create (or view) folders of this type in this cabinet" checkbox at the bottom of the screen to add permissions to the folder for users who can create (view) folders of this type.

### ❖ Removing Users/Access Groups

To remove a user or Access Group, select the name of the user or Access Group from their respective list and press **Remove<<**. To remove the "All Users who can create (or view) folders of this type in this cabinet", uncheck the checkbox at the bottom of the screen.

Press the **Ok** button**.** The Change Permission screen updates automatically with the new users or Access Groups to which you have granted permission; and those users or Access Groups to which you have revoked permission will no longer be listed.

# Managing Attachments

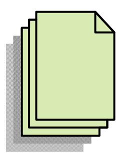
Folder attachments are managed using the *Attachments* tab in the "Folder Maintenance" page.  Managing an attachment consists of the following functions:

- Adding an attachment
- Viewing an attachment
- Deleting an attachment
- Viewing or changing the properties of an attachment
- Sending attachments by email
- Checking an attachment out and back in
- Unlocking an attachment
- Viewing the version of an attachment

The following sections provide instruction on how to manage your attachments.

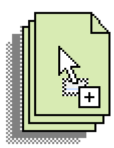
## Adding an Attachment to a Folder

You can add an attachment to ASIST three different ways:



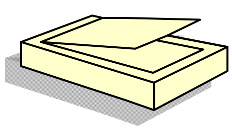
**Attach an Electronic Document**

Attach an electronic copy of a document from your local hard drive or a network drive.



**Drag and Drop an Electronic Document**

Attach an electronic copy of a document from Windows Explorer, the Desktop, or Microsoft Outlook.



**Scan Hard Copy Directly into ASIST Using ScanXpress**

Print out a Barcode Cover Sheet, place it at the front of the hard copy document you want to attach, and scan it directly into ASIST using ScanXpress.

**Reference an Attachment in another Folder**

Create a link from an attachment in another folder to your folder.

### Attach an Electronic Document

To attach an electronic document to your folder, perform the following:

1. Click the Add link in the *Attachments* tab header.
2. The Add Attachment window opens (Figure 98).

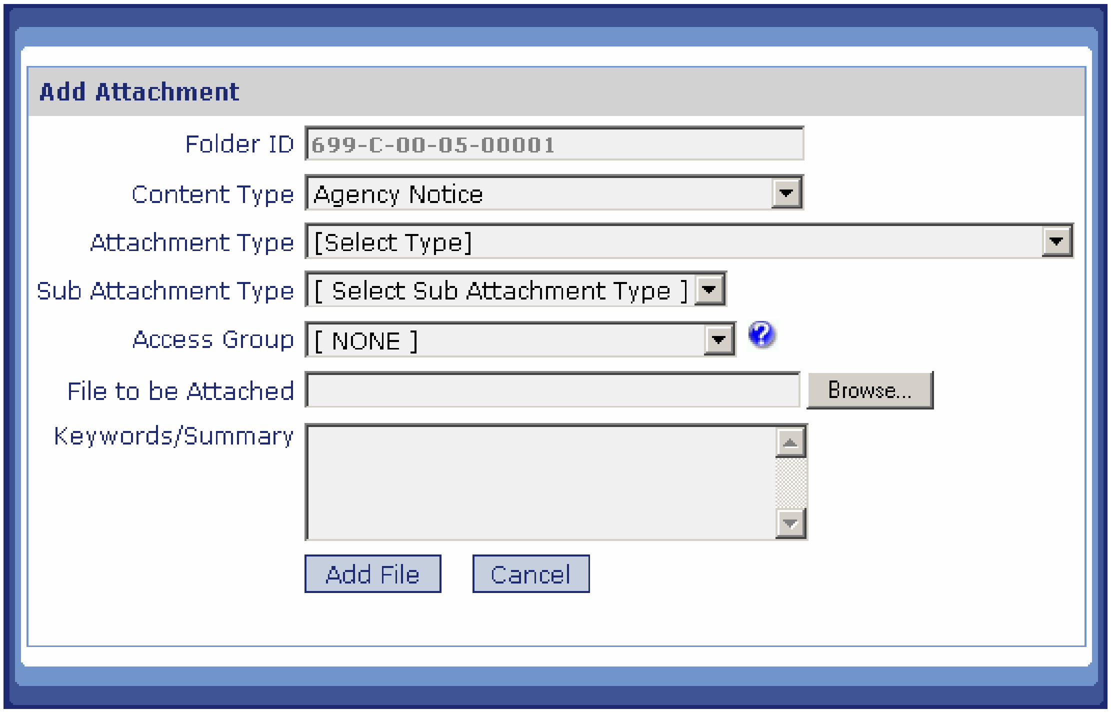



**Figure 98: Add Attachment Window**

3. Choose the content type of the attachment to be added from the Content Type drop-down menu. The content types are setup by the ASIST Administrator.
4. Choose the attachment type under which the attachment will fall from the Attachment Type drop-down menu. For more information on attachment types, see Attachment Types on page 29. The attachment types are set up by the by the ASIST Administrator. See Creating Custom Attachment Types on page 109 for information on creating custom attachment types.
5. [Optional] Choose the sub attachment type under which the attachment will fall from the Sub Attachment Type menu. For more information on sub attachment types, see Attachment Types on page 29. The sub attachment types are set up by the by the ASIST Administrator. See Creating Custom Attachment Types on page 109 for information on creating custom sub attachment types.
6. From the Access Group drop-down menu, select the access group to which you want viewing of the attachment restricted.

   If an access group is selected, only that group will be able to see the attachment. This feature is for SBU documents, such as payroll documents, negotiation memos, etc.

   The list of access groups from which to choose are groups to which you belong. This ensures that you cannot be restricted from viewing your own attachment. Access groups are created by your ASIST Administrator. If you want to restrict viewing of the attachment from users who can access the cabinet and folder type in which you placed the folder, and there is no access groups listed in this field, you must have the Administrator create a group in which you belong.

To provide the default permission for the attachment, select "[NONE] ". This means that anyone who has permission to the cabinet and folder type in which you placed the folder will also be able to see the attachment.

For more information on access groups, see Access Groups on page 35.

7. Select the file to be attached by pressing the **Browse…** button. The Windows explorer opens (Figure 99).

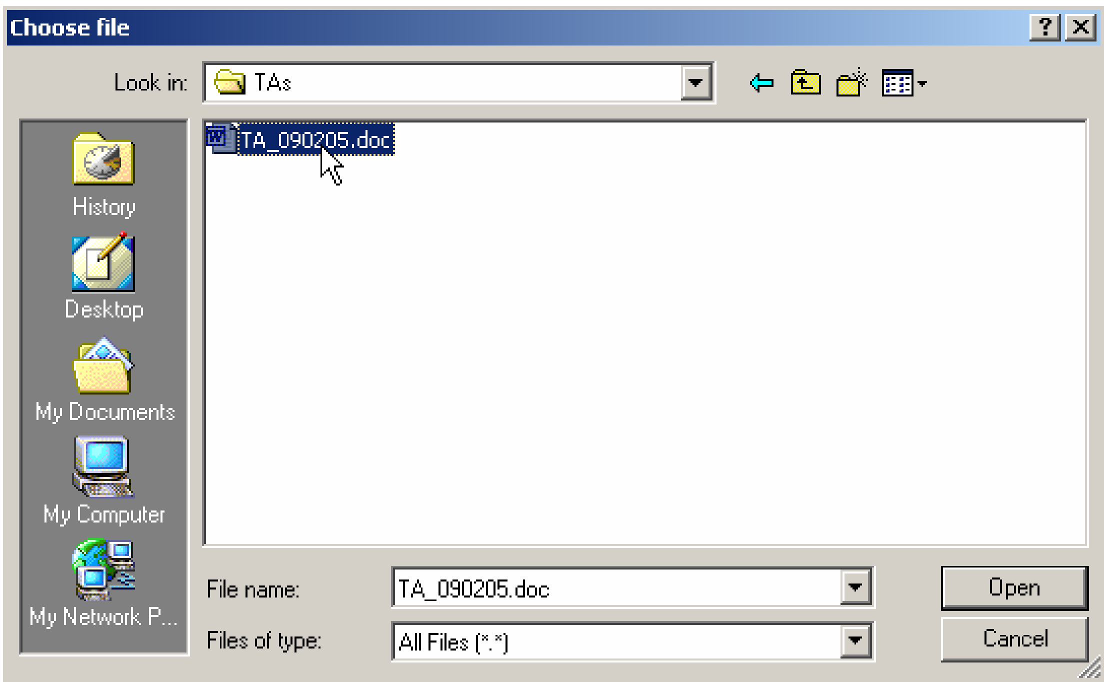



**Figure 99: Choosing Document in Windows Explorer**

8. Navigate to the document you wish to attach and press the **Open** button. The document path is displayed in the `File to be Attached` field, as shown in Figure 100.

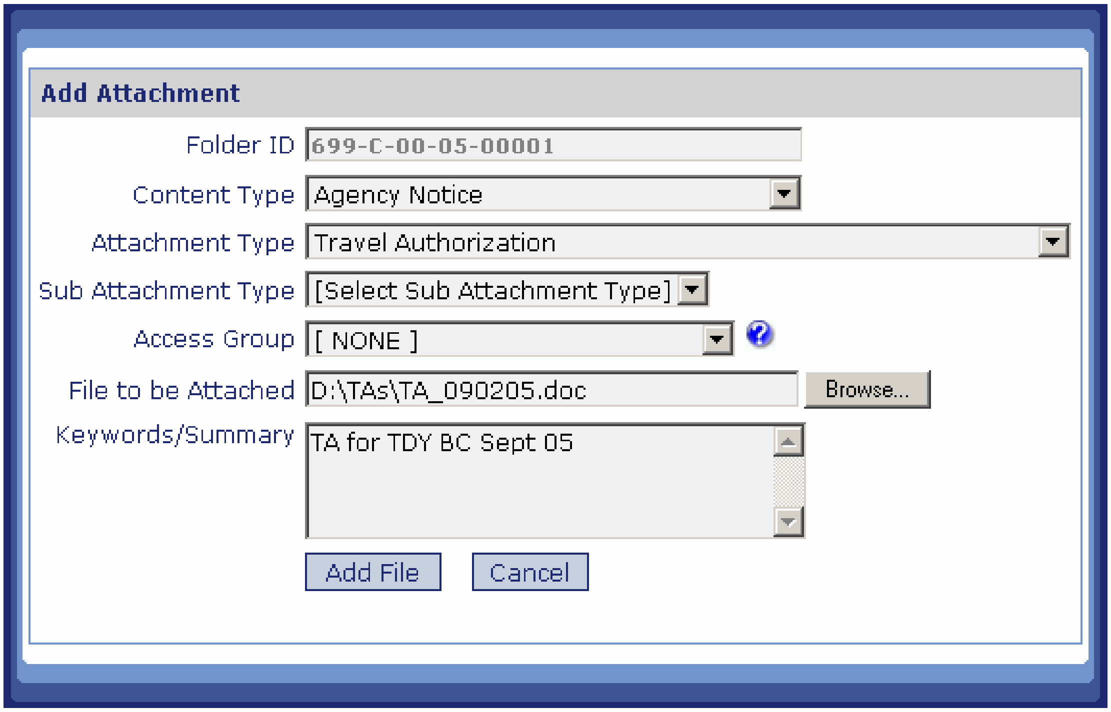



**Figure 100: Adding the File to be Attached**

9. Enter a short, concise description of the attachment in the Keywords field.

   This field is important because it shows up in the list of attachments on the *Attachments* tab. In Figure 101, all of the keyword summaries are displayed on the right hand side of the *Attachments* tab. This makes it makes it easier to quickly recognize attachments.

10. Press the **Add File** button. The new file name is now listed under the desired attachment type/sub attachment type, as shown in Figure 101. The current system date is displayed as the date the attachment was added. The summary is provided next to the date.

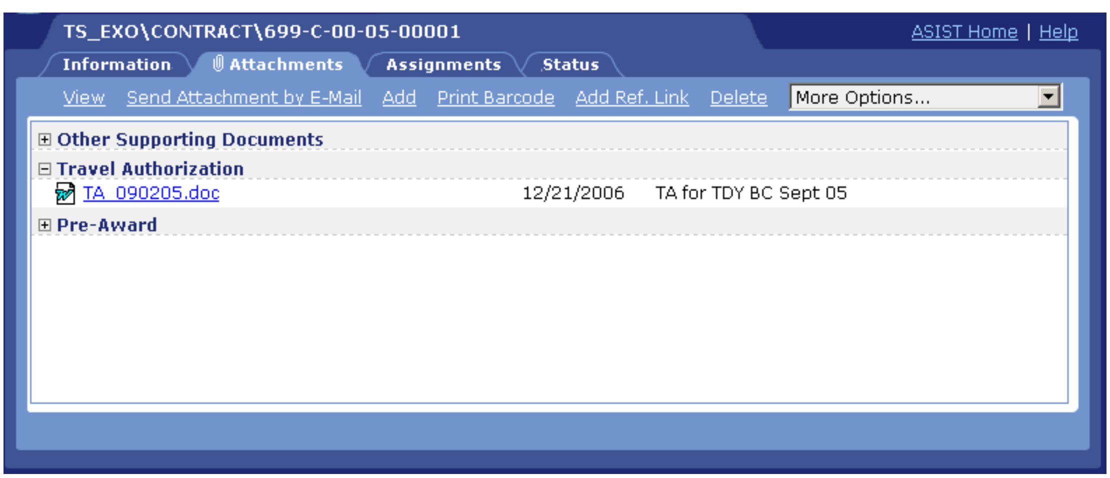



**Figure 101: Attachment Added to Attachments Tab**

## ❖ Creating Custom Attachment Types

In ASIST 3.2.1, a user may have the ability to create custom attachment types and sub attachment types when adding an attachment. This feature must be enabled by the Documentum Support team. If the feature is enabled, the custom attachment type created is only available for the folder in which it was created.

To add an attachment with a custom attachment type or custom sub attachment type, perform the following:

1. Click the Add link in the *Attachments* tab header.
2. The Add Attachment window opens (Figure 102).

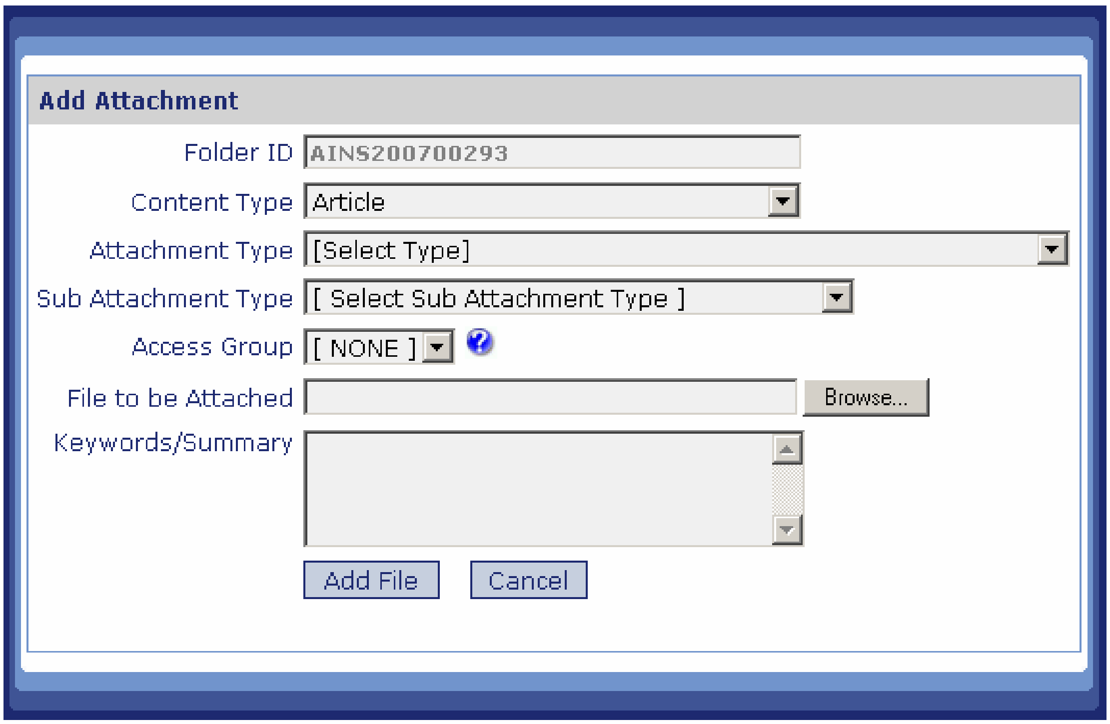



**Figure 102: Add Attachment Window for Custom Attachment Types**

3. Choose the content type of the attachment to be added from the `Content Type` drop-down menu. The content types are setup by the ASIST Administrator.
4. From the `Attachment Type` drop-down menu, select "Type In Here To Add An Option Not Listed" (Figure 103).

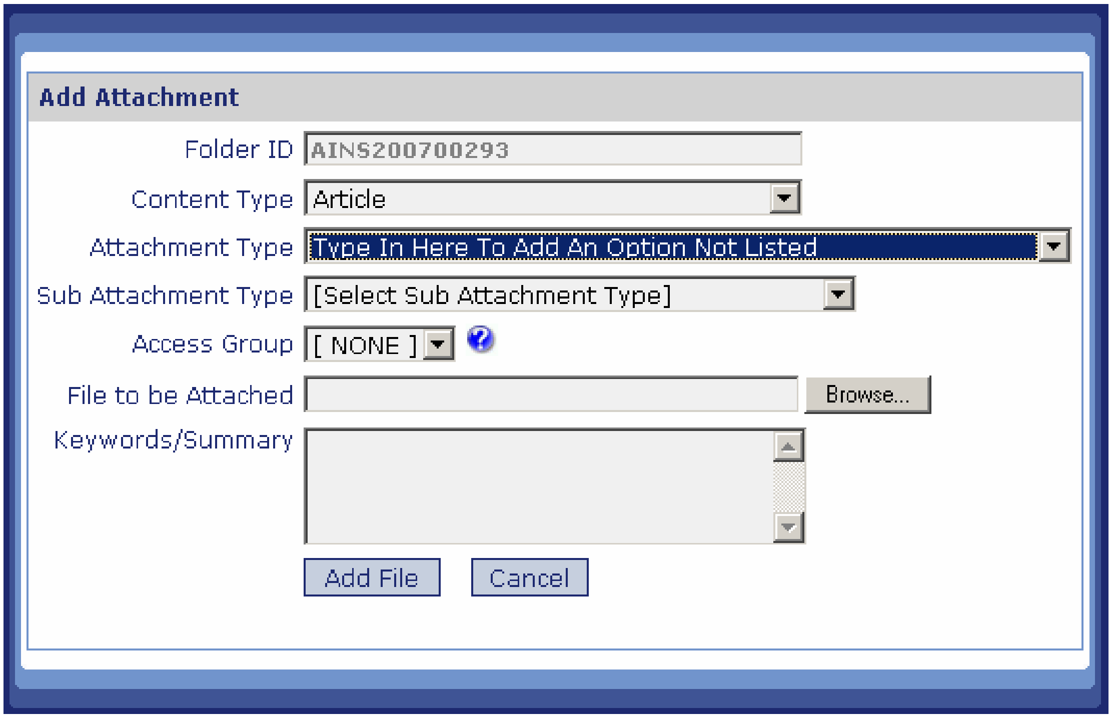



**Figure 103: Creating a Custom Attachment Type**

5. Enter the custom attachment type in the Attachment Type field (Figure 104).

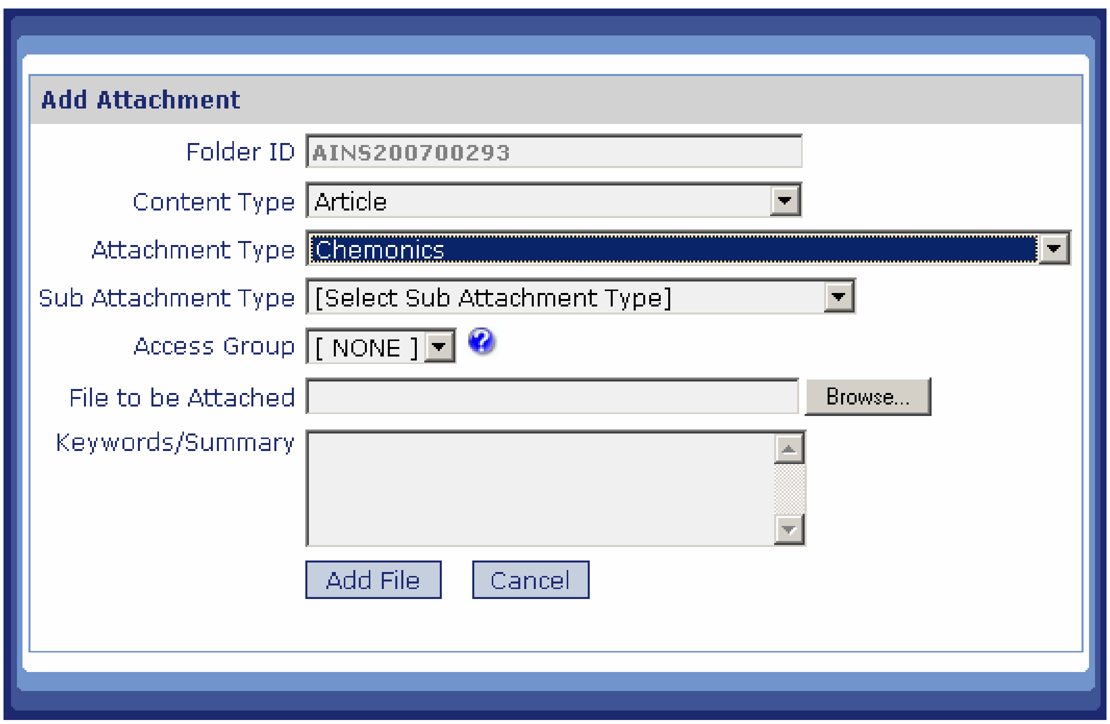



**Figure 104: Custom Attachment Type for Folder**

6. [Optional] Choose the sub attachment type under which the attachment will fall from the Sub Attachment Type menu or follow steps 4 through 5 to create a custom sub attachment type.

7. Follow steps 6 through 10 in Attach an Electronic Document to finish adding the attachment to the folder. The attachment is shown under the custom attachment type (Figure 105).


**Figure 105: Attachment Displayed Under Custom Attachment Type**

## Drag and Drop an Electronic Document

In ASIST 3.2.1, you can drag and drop one or more files from Windows Explorer, the Windows Desktop, or MS Outlook into ASIST folders directly. You can drag and drop to the following ASIST locations:

- Inbox
- Attribute Browser
- Scanning Report (Voucher, Contract, Invoice, Payment Authorization)
- Pending Report
- CCB Report (Washington Users Only)
- Text Search Results
- Folder Attachments
- Advanced Search Results

On the above named locations you can drop files onto:

- A folder icon line (Figure 106):


**Figure 106: Drag and Drop to Folder Icon**

- The attachment type or sub attachment type line (Figure 107):

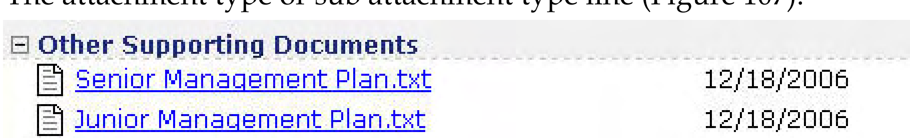



**Figure 107: Drag and Drop to Attachment Type**

To use drag and drop, the Documentum plug-in must be installed on your workstation, and you must set your user preferences to use the plug-in. To set user preferences, use the new Preferences link at the top of the "ASIST Home" page (see Preferences).

### ❖ Drag and Drop to a Folder Icon Line

To drag and drop to a folder icon line, perform the following:

1. Select the electronic document from Windows Explorer, the Windows Desktop, or Microsoft Outlook.
2. Drag the document onto the line of the folder to which you want to attach the document.
3. Drop the document by releasing the mouse button (Figure 108). The folder line may flash red to indicate the selected folder.

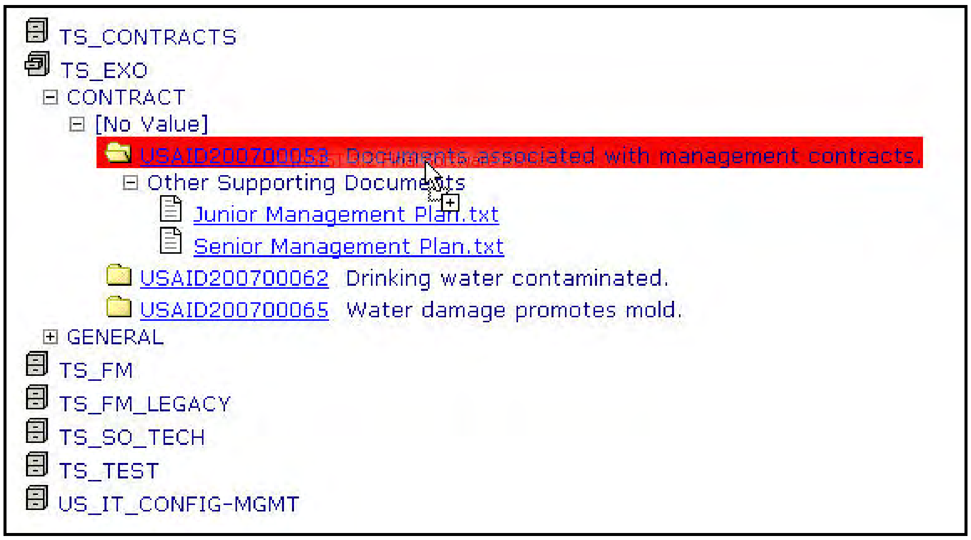



**Figure 108: Drag and Drop a File onto Folder Line (Attribute Browser Example)**

4. The Add Attachment window appears (Figure 109). Select all applicable information regarding the attachment to be added. `Attachment Type` must be selected.

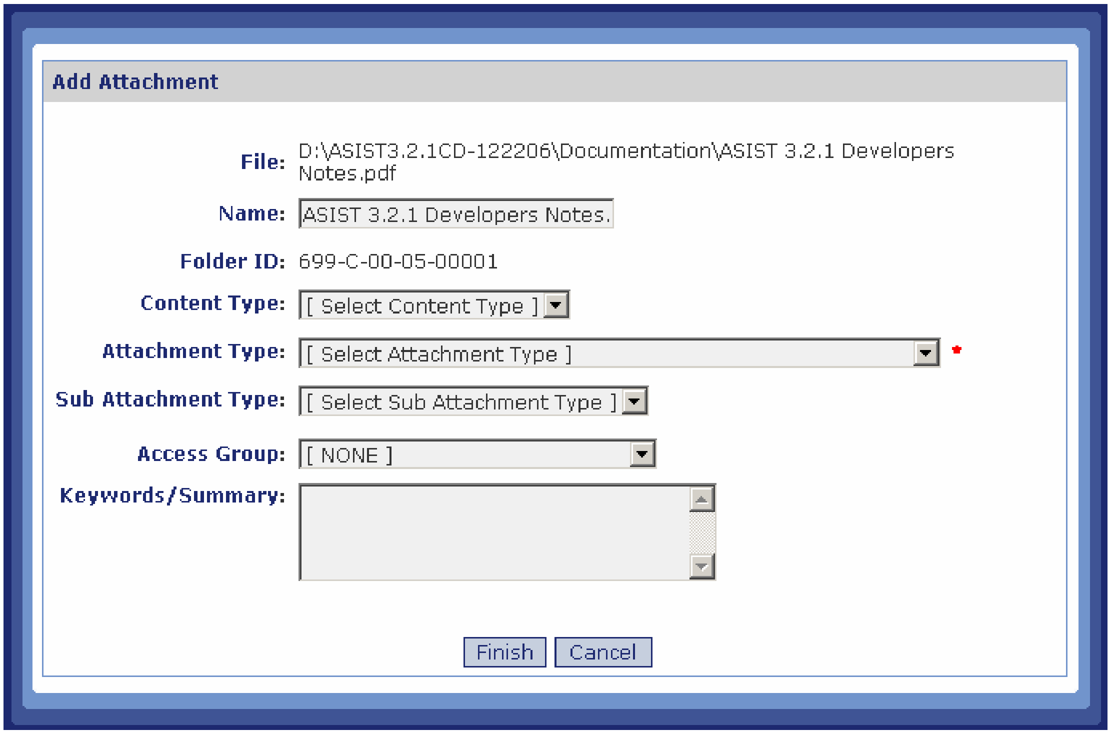



**Figure 109: Add Attachment Details - Drag and Drop to Folder Icon Line**

5. Press the **Finish** button.

### ❖ Drag and Drop to an Attachment Type or Sub Attachment Type

To drag and drop to an attachment type or sub attachment type, perform the following:

1. Select the electronic document from Windows Explorer, the Windows Desktop, or Microsoft Outlook.
2. Drag the document onto the attachment type or sub attachment type header.
3. Drop the document by releasing the mouse button (Figure 110). The attachment type or sub attachment type header may flash red to indicate the type selected.

**Figure 110: Drag and Drop a File onto an Attachment or Sub Attachment Type**

4. The Add Attachment window appears (Figure 111). The `Attachment Type` is prepopulated. If the document was dragged to a sub attachment type, the `Sub Attachment Type` is also prepopulated. Select all other applicable information regarding the attachment to be added.

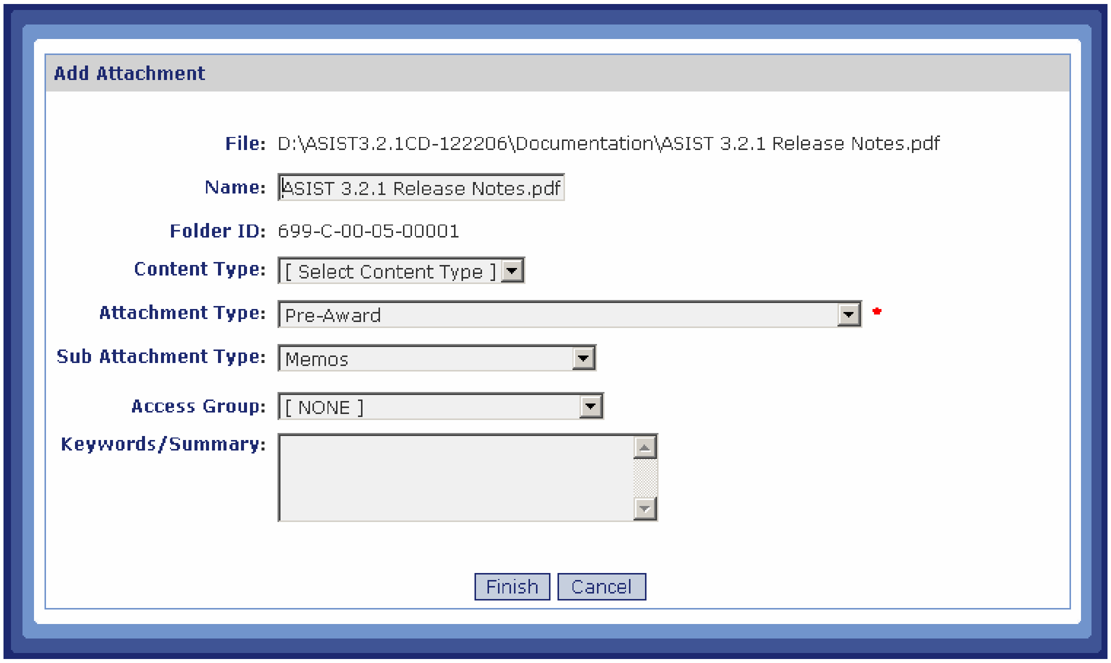
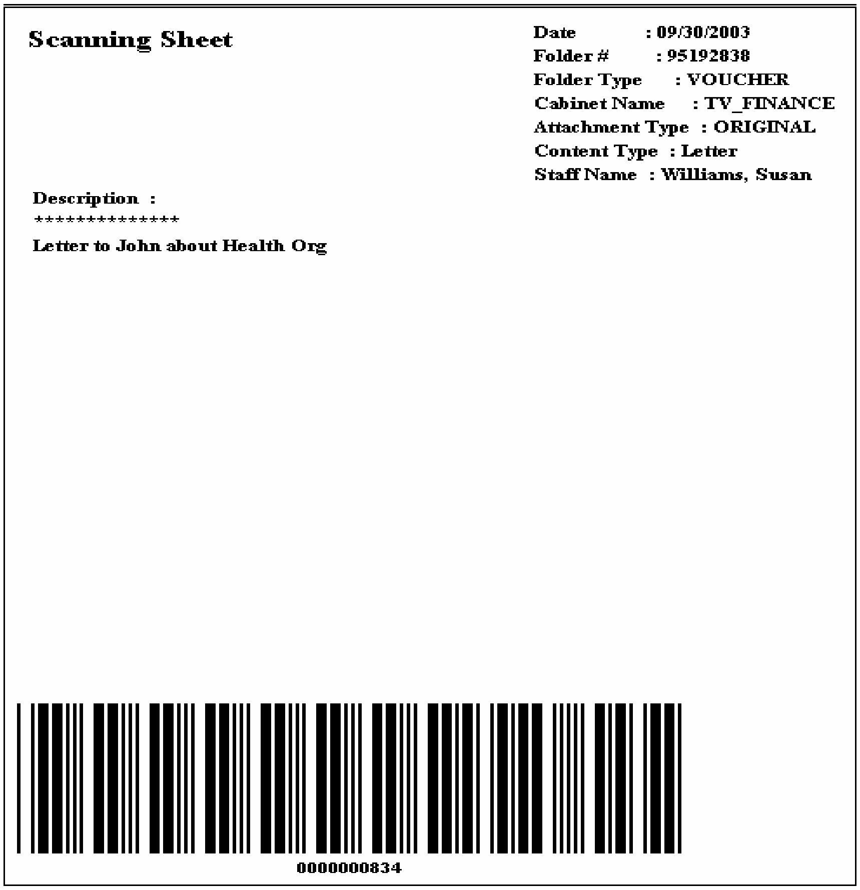



**Figure 111: Add Attachment Details – Drag and Drop to Attachment or Sub Attachment Type**

5. Press the **Finish** button.

## Scanning a Hard Copy into ASIST Using ScanXpress

ScanXpress software must be installed on a scanning station in order to scan hard copy documents directly into ASIST. To use ScanXpress to scan hard copy documents into ASIST, you must print a Barcode Cover Sheet for the document. The Barcode Cover Sheet is a hard copy printout of a barcode as well as pertinent folder information. Figure 112, below, shows a Barcode Cover Sheet for a folder.



**Scanning Sheet**

Date : 09/30/2003
Folder # : 95192838
Folder Type : VOUCHER
Cabinet Name : TV_FINANCE
Attachment Type : ORIGINAL
Content Type : Letter
Staff Name : Williams, Susan

Description :
***************
Letter to John about Health Org

0000000834

**Figure 112: Barcode Cover Sheet**

The barcode on the Barcode Cover Sheet tells ScanXpress the folder to which the document should be attached. It should be placed as the first page of every document scanned into ASIST. Documents scanned into the same folder must each have its own Barcode Cover Sheet.

TIP

By using the Barcode Cover Sheet, you can easily scan documents in batches. Print a Barcode Cover Sheet for each document in the batch and place them on top of each document. Stack the documents with their Barcode Cover Sheets on top of each other. Place the entire stack onto the scanner document handler and scan all of them at the same time.

NOTE

Although the preferred method for scanning into ASIST is to use a barcode, newer versions of ScanXpress allow documents to be scanned into ASIST without a barcode. If you do not use a barcode, the folder ID of the target folder for the document must be known and the folder must already exist in ASIST before scanning. The folder ID must be manually entered into ScanXpress. Scanning without a barcode is not recommended for scanning large batches of documents.

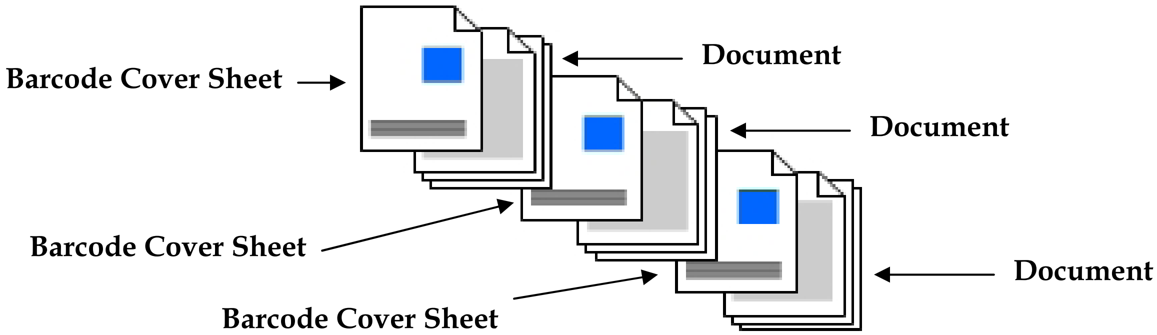



**Figure 113: Batch Scanning**

To print a Barcode Cover Sheet, perform the following:

1. Click the Print Barcode link in the *Attachments* tab header. The Print Barcode window appears, as shown in Figure 114. Attachment ID, Folder ID, User Name, and Add Date are pre-populated fields and cannot be changed.

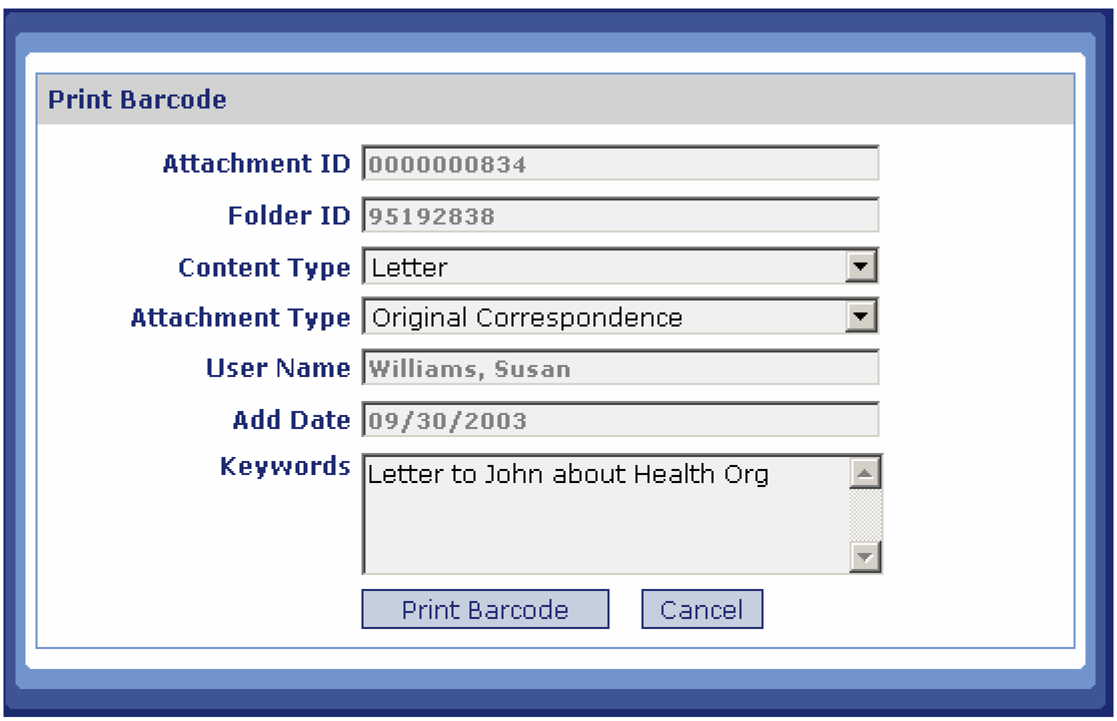



**Figure 114: Print Barcode Window**

2. Choose the content type of the attachment to be added from the Content Type drop-down menu. The content types are setup by the ASIST Administrator.

3. Choose the attachment type that the attachment will fall under from the Attachment Type drop-down menu. For more information on attachment types, see Attachment Types on page 29. The attachment types are set up by the ASIST Administrator.

A user can not select a sub attachment type when adding attachments through barcode scanning.

4. Enter a short, concise description of the attachment in the `Keywords` field.

   This field is important because it shows up in the list of attachments on the *Attachments* tab. In Figure 101, all of the keyword summaries are displayed on the right hand side of the *Attachments* tab. This makes it makes it easier to quickly recognize attachments.

5. Press the **Print Barcode** button. A browser window opens displaying the Barcode Cover Sheet, as shown in Figure 112 on page 115.

6. To print the Barcode Cover Sheet, select **File > Print** from the browser menu and follow your normal system printing operation, as shown in Figure 115.

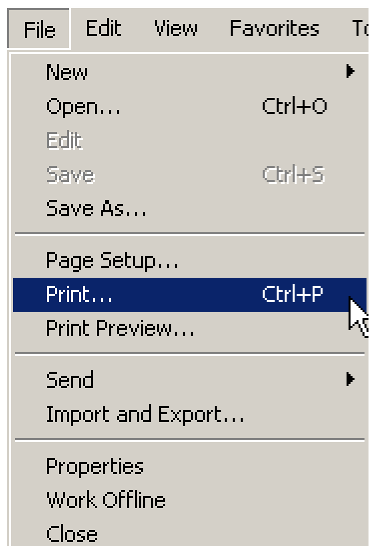



**Figure 115: Print Barcode - File > Print**

## Referencing an Attachment in Another Folder (Reference Link)

You can also reference an attachment in another folder. You can only reference attachments from another folder if you have at least view permission on the folder in which the attachments reside.

To reference an attachment in another folder, perform the following:

1. Click the <u>Add Ref. Link</u> link in the *Attachments* tab header. The Add Link window appears (Figure 116).

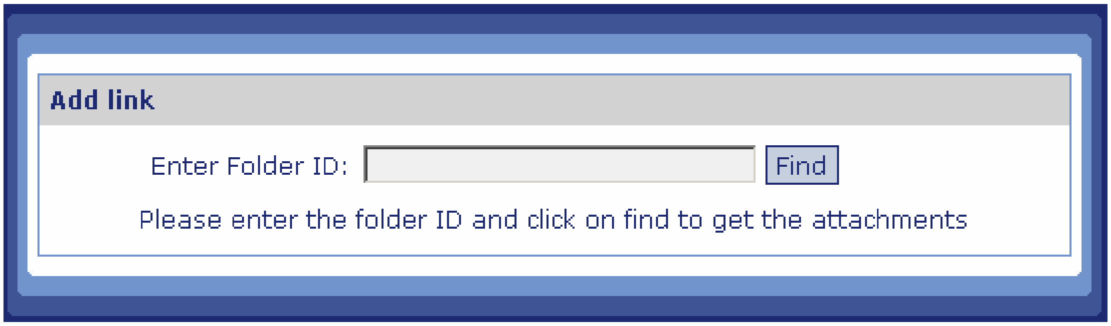



**Figure 116: Add Link**

2. In the `Enter Folder ID` field, enter the folder ID of the folder that contains the attachment to be referenced.
3. Press the **Find** button. A list of all attachments in the folder displays (Figure 117).

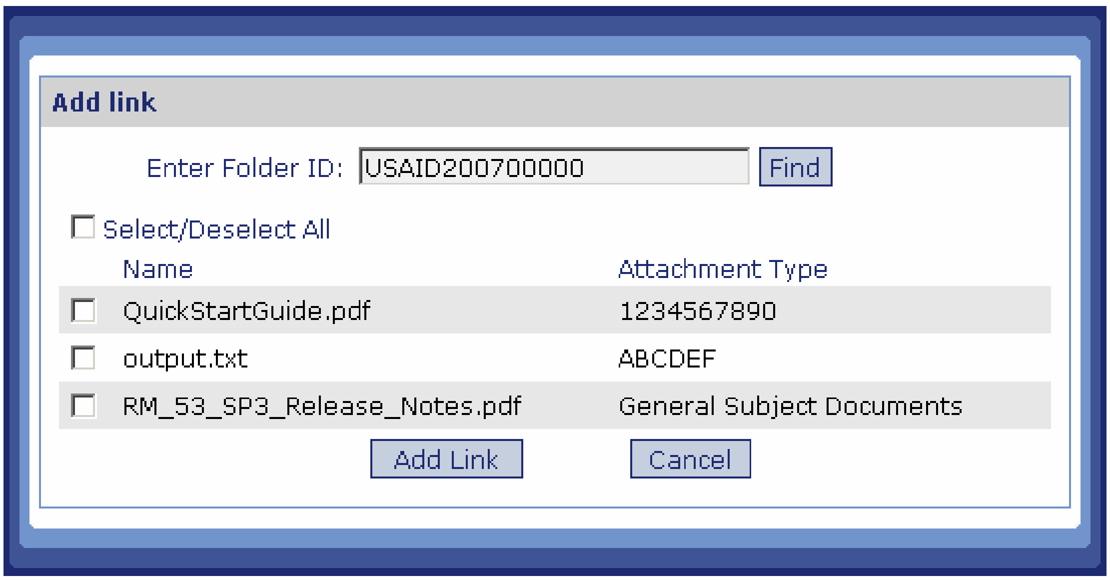



**Figure 117: Add Link Attachments List**

4. Place a check mark next to each attachment to be referenced and press the **Add Link** button. The Add Link window closes and the attachment list refreshes on the *Attachments* tab. Each referenced attachment denotes the folder in which it resides (Figure 118).


**Figure 118: Reference Link Attachment**

Clicking the folder ID link in the From Folder heading opens that folder in ASIST.

## Attachment Icon

Users can tell that a folder has an attachment when they navigate to the "ASIST Folder Maintenance" page by looking for the paperclip icon () on the *Attachments* tab.


**Figure 119: Paperclip Icon on Attachments Tab**

## Attachment Functions

There are two ways to perform functions on attachments:

1. Highlight the row of the attachment to which you want to perform the function, and click one of the links at the top of the page or select a function from the More Options… drop-down menu.

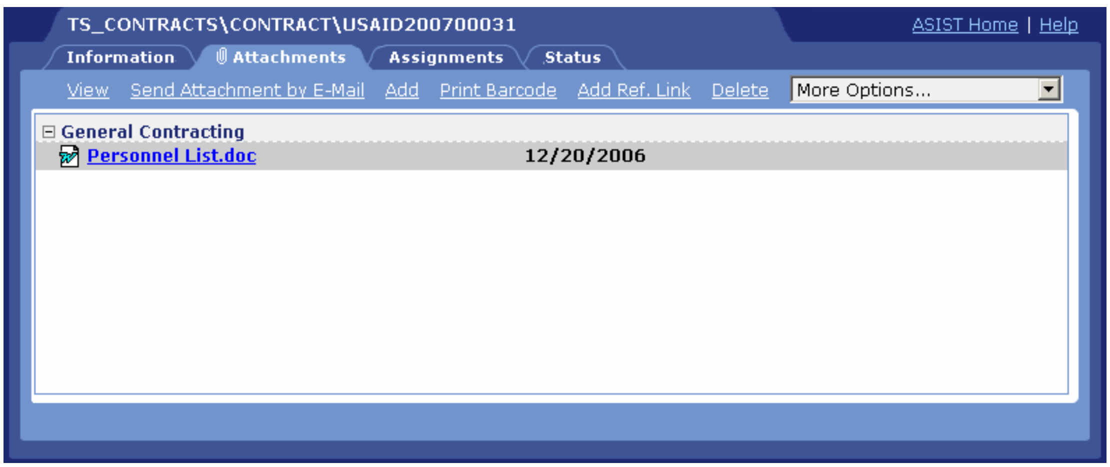



**Figure 120: Highlighting an Attachment**

In Figure 120, above, the attachment Personnel List.doc is highlighted.

2. Right-click on the attachment link or attachment icon. The Attachment Menu provides you with the same functions (see Attachment Menu on page 38). The More Options drop-down menu provides display preferences for attachments.

The functions described in the following sections are performed on an attachment using one of these two methods. The instructions will use option 1 above to illustrate these functions.

### Viewing an Attachment

To view an attachment, perform the following:

1. In the *Attachments* tab, highlight the row of the attachment you wish to view.


**Figure 121: Clicking View Link**

2. Click the View link (Figure 121) or open the Attachment Menu and select the View option.

   An attachment can also be viewed by clicking on it's attachment name link.

3. The attachment is opened in another browser window for viewing.

   Attachments of unknown type need to be saved to the local machine before viewing. If the document cannot be opened or located, an error message is displayed. Contact your ASIST Administrator.

4. If desired, you can save the attachment to your local system or network by selecting **File > Save As** from your browser's main menu. To close the document, close the browser window in which the attachment is displayed.

   Edits made to an attachment opened for viewing will not be saved in ASIST. To save changes to an attachment in ASIST, you must first check out the attachment and then check it back in when editing is completed. Check-out and Check-in are described in Checking Out and Checking Back in an Attachment on page 127.

## Sending an Attachment by Email

If you want to send only an attachment to another ASIST user, or send it to a person who does not have access to ASIST, you can use the Send Attachment by E-Mail function.

To send an attachment by email, perform the following:

1. In the *Attachments* tab, highlight the row of the attachment you wish to send (Figure 122).


**Figure 122: Highlighting the Attachment to Send by Email**

2. Click the Send Attachment by E-Mail link or open the Attachment Menu and select the Send as E-Mail Attachment option.
3. The Send E-mail window appears with your e-mail address populated in the From field (Figure 123).

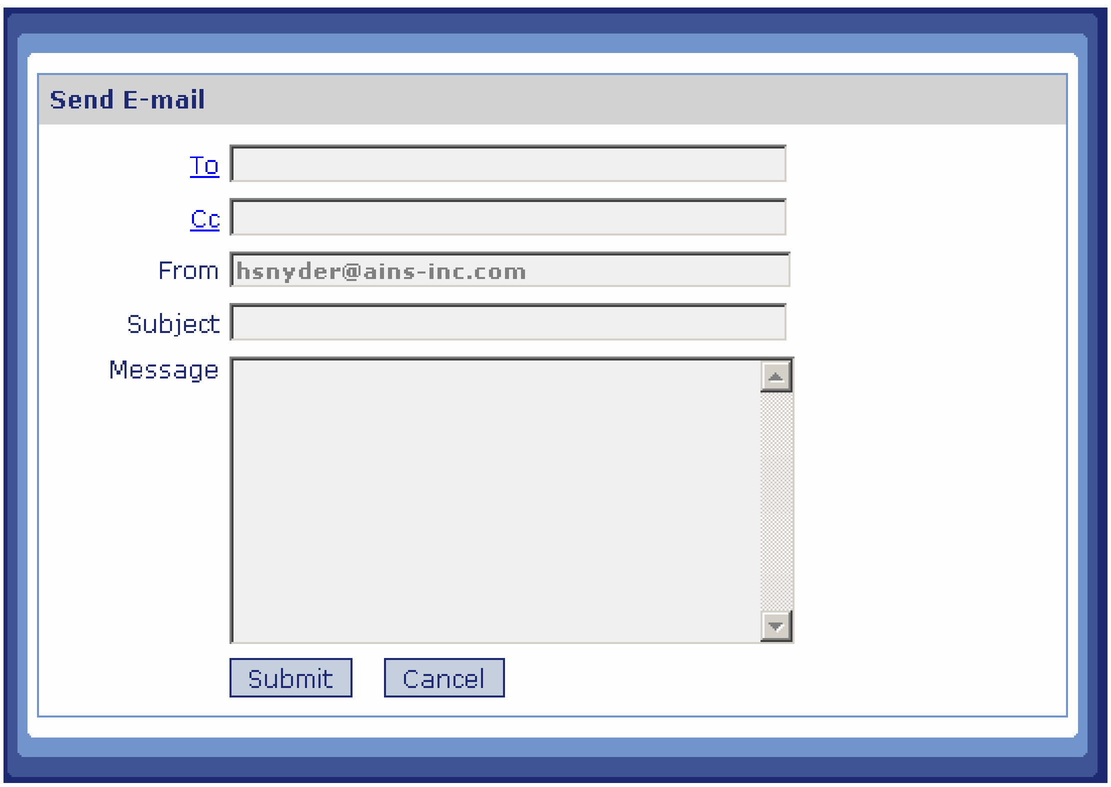



**Figure 123: Opening Address Book**

4. Enter the recipient's full e-mail address in the To field. This can be accomplished two ways:
    a. Type the recipient's email address in the To field.

b. Select recipients from the USAID Global Address list by clicking the To link. This displays the Find Email Address window (Figure 124).

Any updates made to the USAID Global Address list may not be immediately reflected in ASIST. If the desired recipient can not be found, please contact your ASIST Administrator.

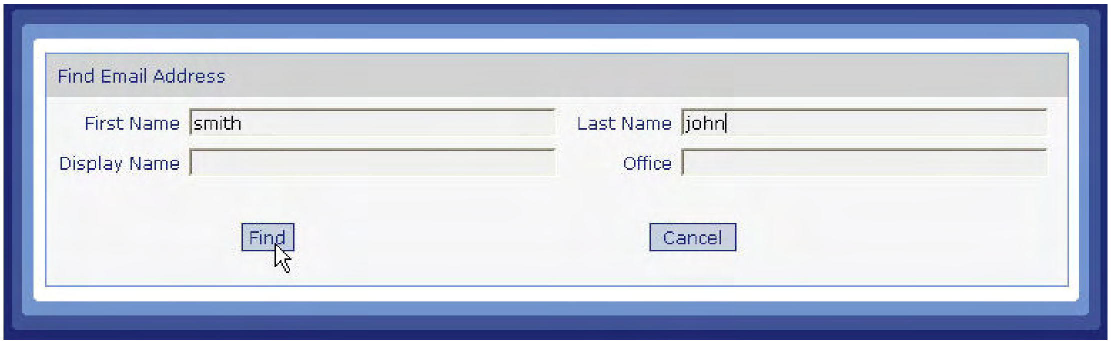



**Figure 124: Find Email Address**

Enter the criteria to narrow the search for the recipient. Press the **Find** button. A list of matching names is displayed (Figure 125).

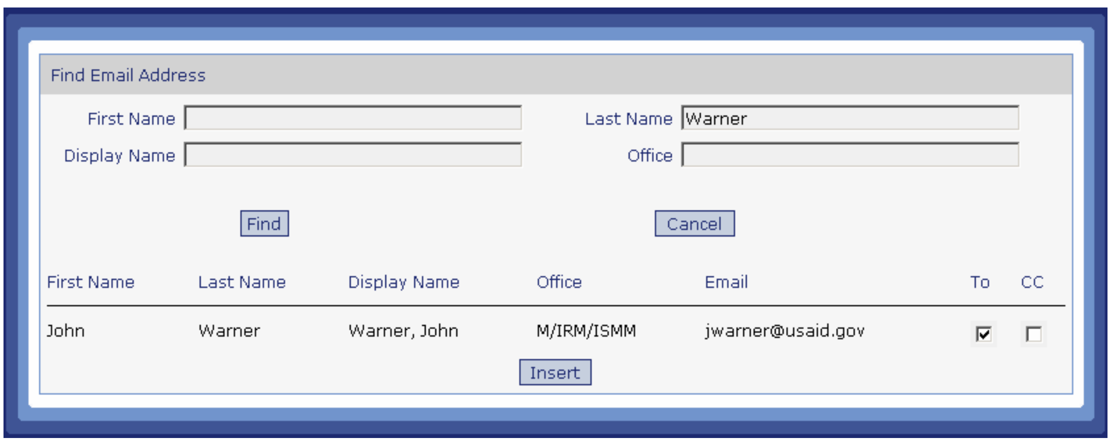



**Figure 125: Find Email Address Results**

Check the To or CC check box to the right of the name(s) you want to add to the recipient list. Press the **Insert** button. The Send E-mail window refreshes showing the selected addresses (Figure 126).

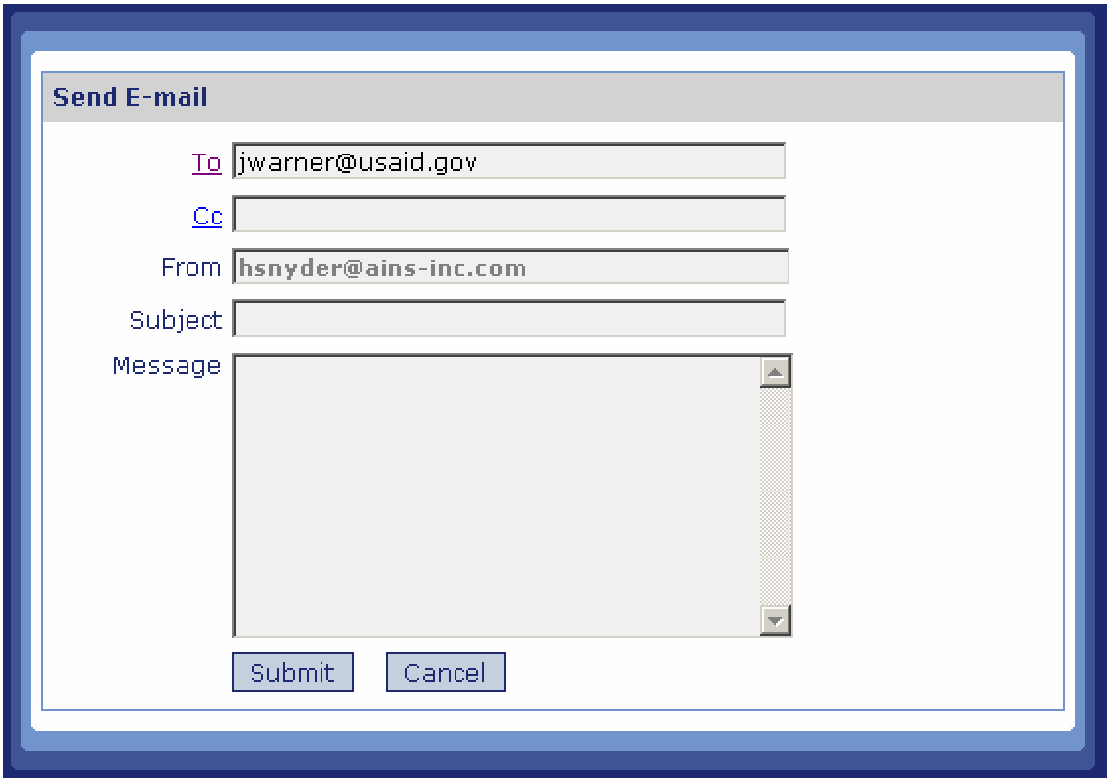



**Figure 126: Send E-mail with Selected Recipient**

5. Enter any other recipient's full e-mail address in the CC field. Separate multiple addresses with a comma (,). You may also enter recipient addresses by clicking the CC link and performing the same steps described in 4.b.
6. Enter the subject of the e-mail message in the Subject field.
7. Enter the message in the Message field. Figure 127 shows a completed message form.

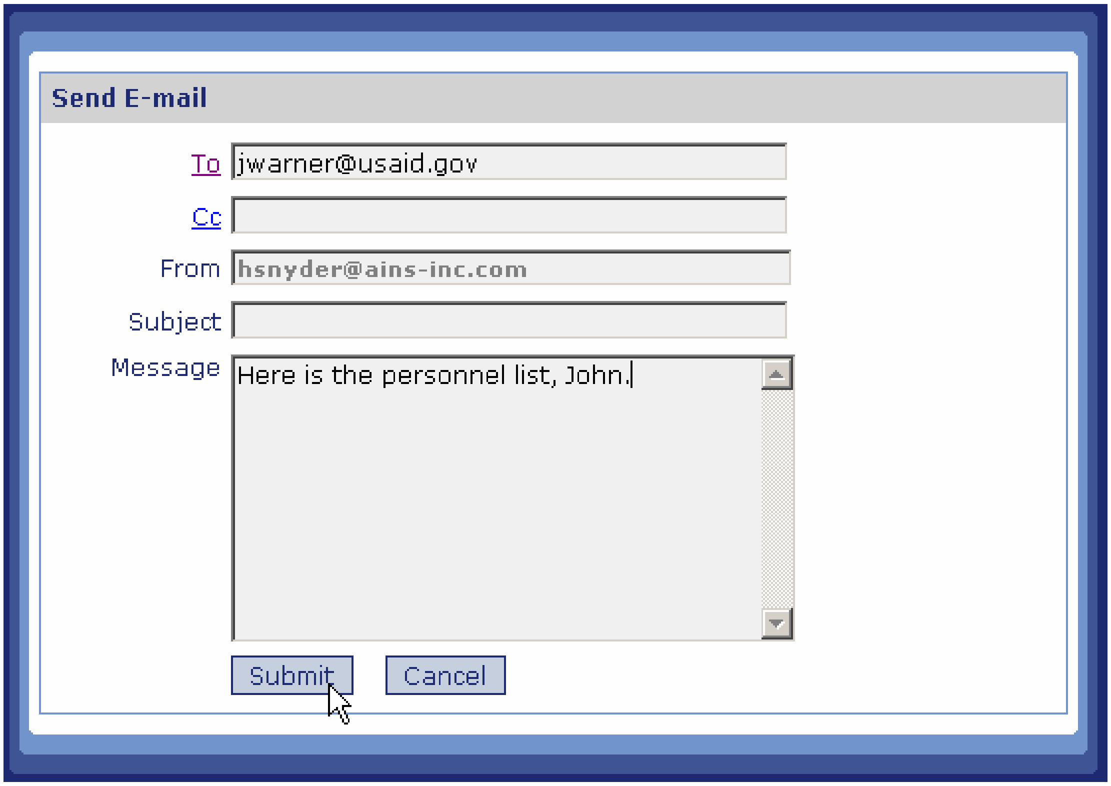



**Figure 127: Send Email**

8. Press the **Submit** button.
9. A success message displays if the e-mail is sent properly, as shown in Figure 128.


**Figure 128: Email Sent Successfully**

## Deleting an Attachment

In order to delete an attachment from a folder, you must have added the attachment.

You CANNOT delete other users' attachments. Other users CANNOT delete your attachments.

To delete an attachment from a folder, perform the following:

1. Highlight the attachment you wish to delete and click the Delete link in the *Attachments* tab header (Figure 129) or open the `Attachment Menu` and select the Delete option.


**Figure 129: Clicking Delete Link**

2. Press the **OK** button on the delete confirmation message (Figure 130) to confirm you want to delete the attachment.

Pressing **Cancel** will not delete the attachment from the folder.

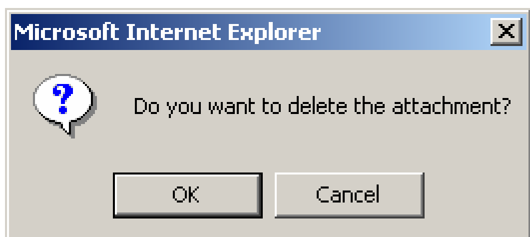



**Figure 130: Delete Confirmation Message**

If you are NOT the user who added this attachment, a message will display telling you who added the attachment and that you CANNOT delete it (Figure 131).


**Figure 131: User Cannot Delete the Attachment**

A success message displays if the attachment is deleted successfully (Figure 132).


**Figure 132: Attachment Deleted Successfully**

3. Press the **Close** button. The attachments list refreshes with the attachment removed from the list.

## Viewing and Modifying the Properties of an Attachment

Attachments, like folders, have properties. Attachment properties are viewable by any user, but only users with Write permissions on the folder can change them.

To view the properties of an attachment, perform the following:

1. Highlight the attachment for which you want to view the properties.
2. From the `More Options` drop-down menu, select "Properties" (Figure 133). Or, open the `Attachment Menu` and select the "Properties" option.

   If you do not have Write permissions, the only options you will see in this list are "Properties", "Versions", "Copy Attachment Link", and "Copy Folder Link".

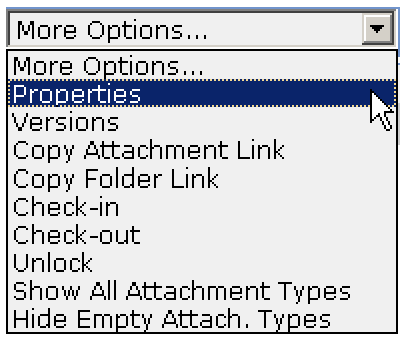



**Figure 133: Selecting the Properties Option in the More Options Drop-Down Menu**

The "Attachment Properties" window appears (Figure 134).

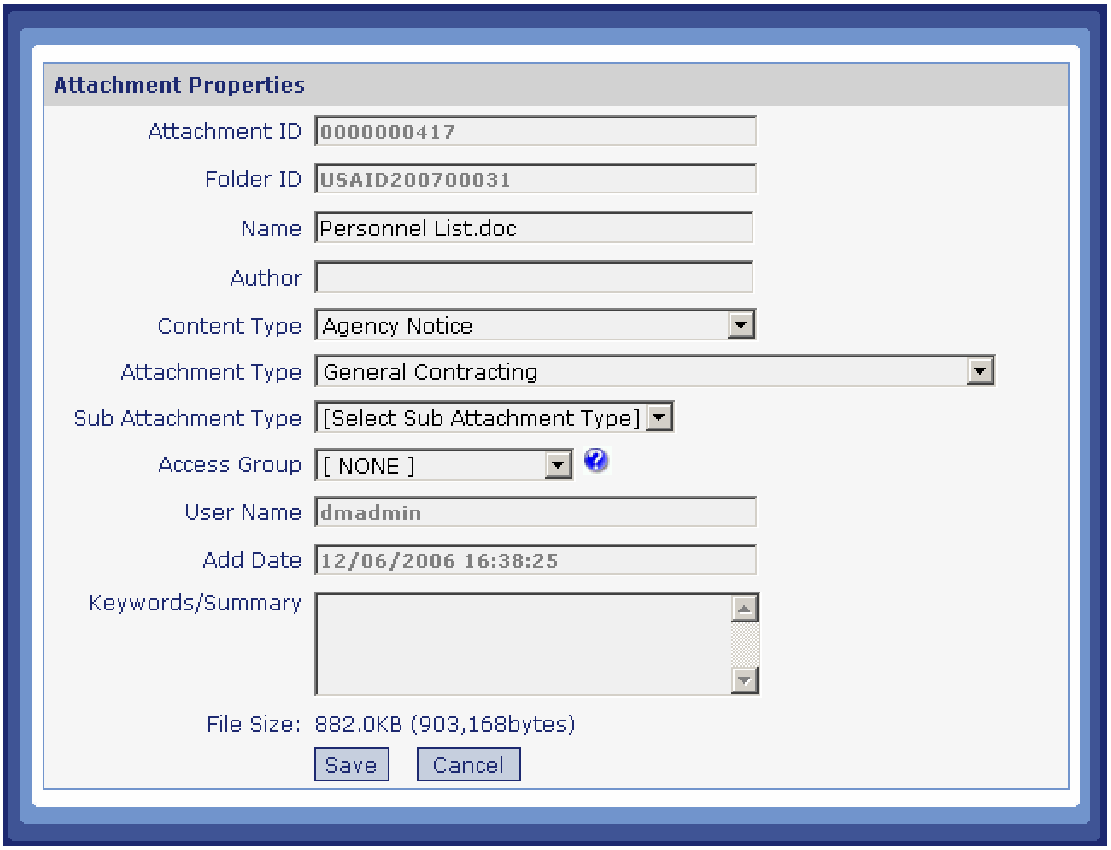



**Figure 134: Attachment Properties**

If you have permission, you can edit properties that are not read-only. Press the **Save** button when you are finished or press the **Cancel** button to exit the window and return to the *Attachments* tab.

## Checking Out and Checking Back in an Attachment

Attachments can be checked-out so they are modifiable exclusively by one user. Other users cannot make changes to the same attachment at the same time. This way, any changes that are made do not conflict with another user's changes. To check-out an attachment, a user needs Write permissions.

To check-out an attachment, perform the following:

1. Highlight the attachment you would like to check-out.
2. From the More Options drop-down menu, select "Check-out" (Figure 135). Or, open the Attachment Menu and select the "Check-out" option.

   NOTE: If you do not have Write permissions, the "Check-out" option will not be available.

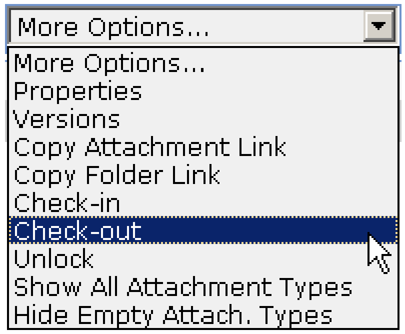



**Figure 135: Selecting the Check-out Option in the More Options Drop-down Menu**

3. A check-out confirmation message appears (Figure 136). Press the **Check-out** button to proceed and check-out the attachment for exclusive use.

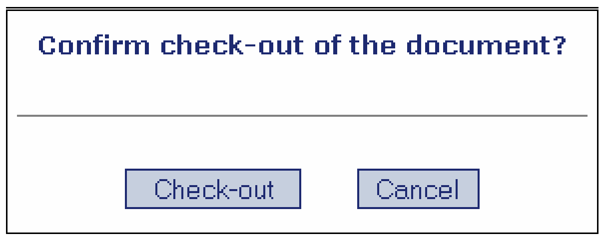



**Figure 136: Check-out Confirmation Message**

4. The attachment opens in a browser window and a key icon ( ) is placed next to the attachment name on the *Attachments* tab (Figure 137).

   Check-out requires an applet to be installed on your local system. If check-out fails, contact your System Administrator.

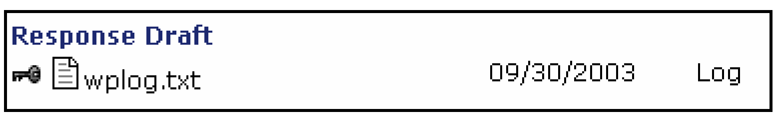



**Figure 137: Checked-out Attachment**

5. When you are finished modifying the attachment, you can use the “Check-in” option to save your changes or use the “Unlock” function to cancel your changes (see section Unlocking an Attachment on page 129).

You can check-in any attachment that you checked out. You cannot check-in documents other users have checked-out. Remember, a checked-out attachment is designated by the key icon ( ) on the *Attachments* tab.

To check-in a document, perform the following:

1. Highlight the attachment you would like to check-in.
2. From the More Options dropdown list, select “Check-in” (Figure 138). Or, open the Attachment Menu and select the “Check-in” option.

   If you do not have Write permissions, the “Check-in” option will not be available.

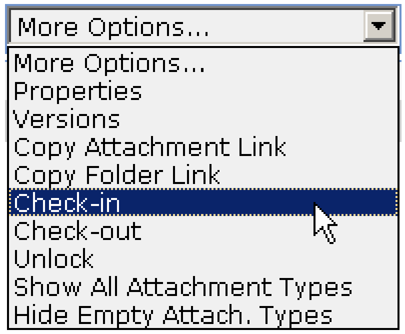



**Figure 138: Selecting the Check-in Option in the More Options Drop-down Menu**

3. A check-in confirmation message appears (Figure 139). Press the **Check-in** button to check-in the attachment and save any changes that were made to the document.


**Figure 139: Check-in Confirmation Message**

A message displays if the check-in completed successfully (Figure 140).

NOTE Check-in requires an applet to be installed on your local system. If check-in fails, contact your System Administrator.

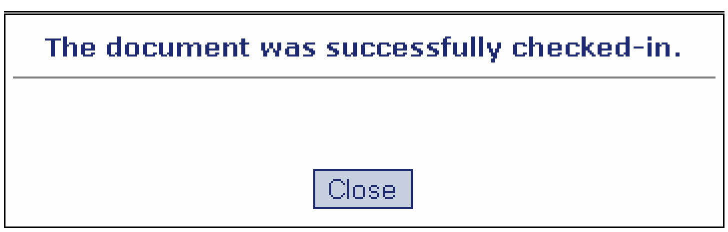



**Figure 140: Check-in Success Message**

4. Press the **Close** button to return to the *Attachments* tab. The key icon ( ) is no longer displayed next to the name of the attachment just checked-in.

## Unlocking an Attachment

An attachment can be returned to the system without saving any changes made to it. This is done by unlocking the attachment and freeing it from exclusive use.

To unlock an attachment, perform the following:

1. Highlight the attachment you would like to unlock.
2. From the More Options drop-down menu, select "Unlock" (Figure 141). Or, open the Attachment Menu and select the "Unlock" option.

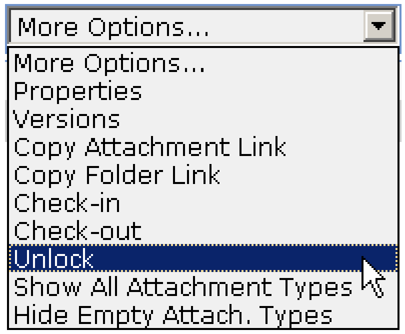



**Figure 141: Selecting the Unlock Option in the More Options Drop-down Menu**

3. An unlock confirmation message appears (Figure 142). Press the **Unlock** button to unlock the attachment.

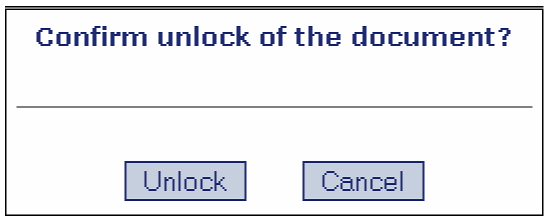



**Figure 142: Unlock Confirmation Message**

The key icon ( ) is no longer displayed next to the name of the attachment just unlocked. If you view the attachment content, none of the most recent changes made to the attachment, if any were made, appear in the document content.

## Viewing the Versions of an Attachment

Viewing the version history of an attachment is a way to track the changes that have been made to a document, from its original version to its most current version.

To see the version history of a document, perform the following:

1. Highlight the attachment for which you would like to view the version history.
2. From the More Options drop-down menu, select "Versions" (Figure 143). Or, open the Attachment Menu and select the "Version" option.

NOTE If you do not have Write permissions, the only options you will see in this list are "Properties", "Versions", "Copy Attachment Link", and "Copy Folder Link".

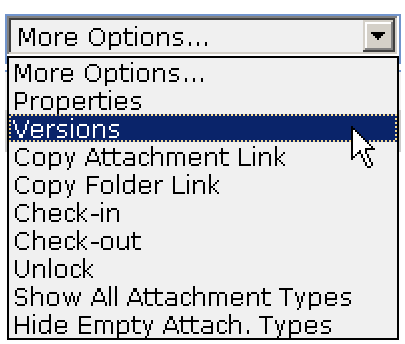


**Figure 143: Selecting the Versions Option in the More Options Drop-down Menu**

3. The "Versions" window appears showing a list of all versions of the document. The versions are ordered with the most recent ("CURRENT") version at the top of the list (Figure 144).

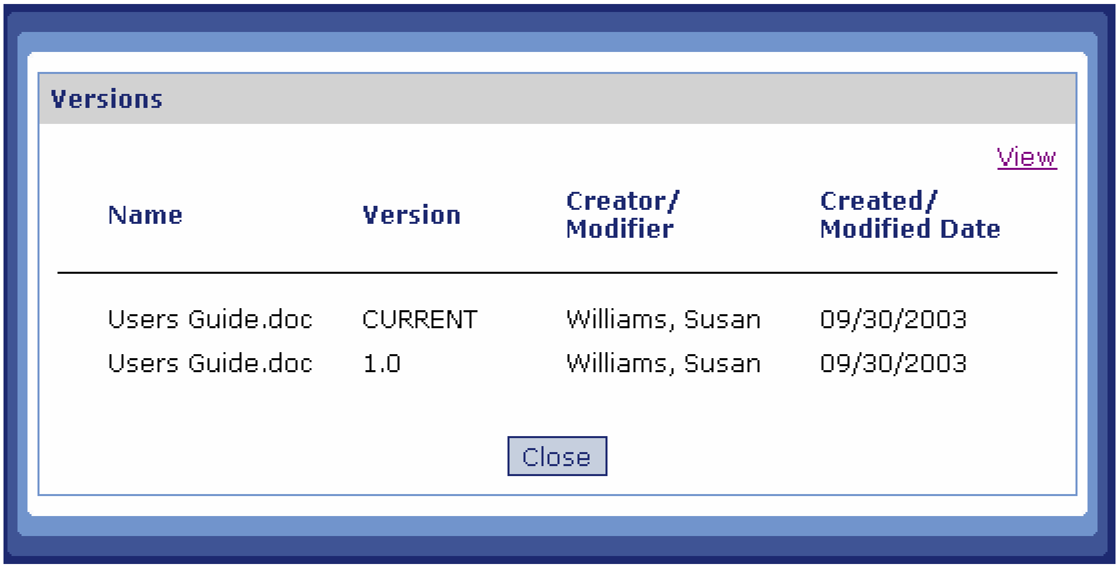



**Figure 144: Versions**

4. To view the actual document version, highlight the document row and click the View link. The document opens in a browser window.
5. Press the **Close** button to return to the *Attachments* tab.

## Copying an Attachment Link

Attachment links allow a user to quickly access an attachment without navigating to its parent folder. Using an attachment link will open ASIST if it is not currently open. An attachment link can be used anywhere a normal internet address is used such as e-mail, MS Word documents, Internet Explorer Favorites, and Desktop Shortcuts. In addition, users can use the links in the Favorites panel (see Favorites Panel on page 44).

To copy an attachment link, perform the following:

1. Highlight the attachment for which you would like to copy a link.
2. From the More Options drop-down menu, select "Copy Attachment Link" (Figure 145). Or, open the Attachment Menu and select the "Copy Attachment Link" option.

NOTE

If you do not have Write permissions, the only options you will see in this list are "Properties", "Versions", "Copy Attachment Link", and "Copy Folder Link".

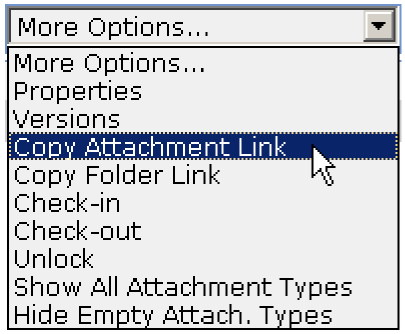



**Figure 145: Selecting the Copy Attachment Link Option in the More Options Drop-down Menu**

3. The attachment link is copied into the buffer. Paste the link into the desired location. The attachment link has the following structure:

   http://<host>/asist/dm?folderid=<folderID>&documentid=<documentID>

   <host> is the ASIST host name.

   <folderID> is the folder's ID

   <documentID> is the attachment's unique ID

### Copying a Folder Link

Folder links allow a user to navigate directly to an ASIST folder, even if ASIST is not currently open. A folder link can be used anywhere a normal internet address is used such as e-mail, MS Word documents, Internet Explorer Favorites, and Desktop Shortcuts. In addition, users can use the links in the Favorites panel (see Favorites Panel on page 44).

To copy a folder link, perform the following:

1. From the `More Options` drop-down menu, select "Copy Folder Link" (Figure 146).

   NOTE If you do not have Write permissions, the only options you will see in this list are "Properties", "Versions", "Copy Attachment Link", and "Copy Folder Link".

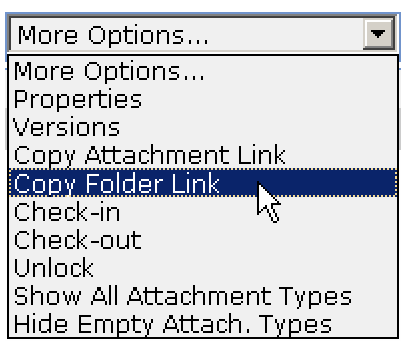



**Figure 146: Selecting the Copy Folder Link Option in the More Options Drop-down Menu**

2. The folder link is copied into the buffer. Paste the link into the desired location. The folder link is of the form

http://<host>/asist/dm?folderid=<folderID>&activetab=attachments

<host> is the ASIST host name.

<folderID> is the folder's ID

## Displaying All Attachment Types in the Attachments Tab

Users have two options for displaying attachments in the *Attachments* tab. Users can display only those attachment types that have attachments associated with them (Figure 147), or users can display all attachment types regardless of whether they have attachments associated with them (Figure 148). Attachment types that do not have associated attachments are considered "empty attachment types".

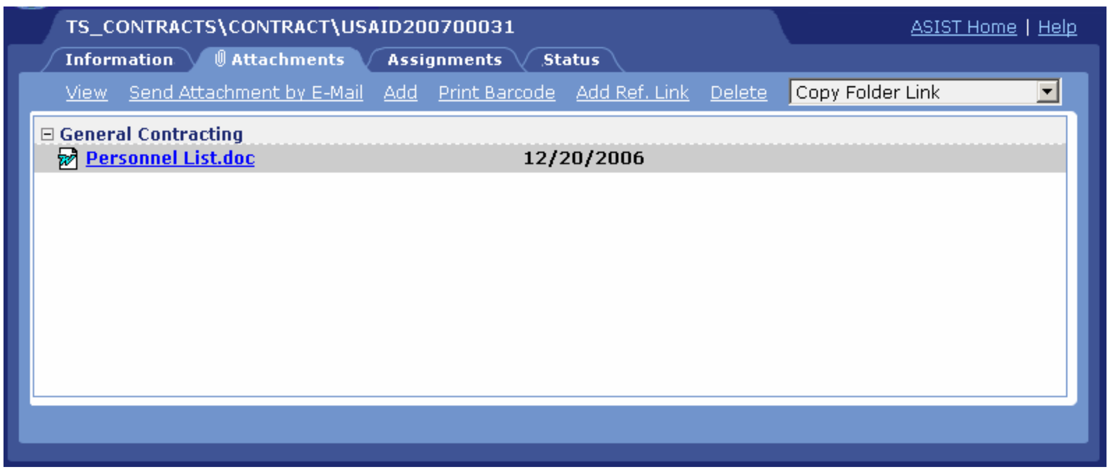



**Figure 147: Hiding Empty Attachment Types**

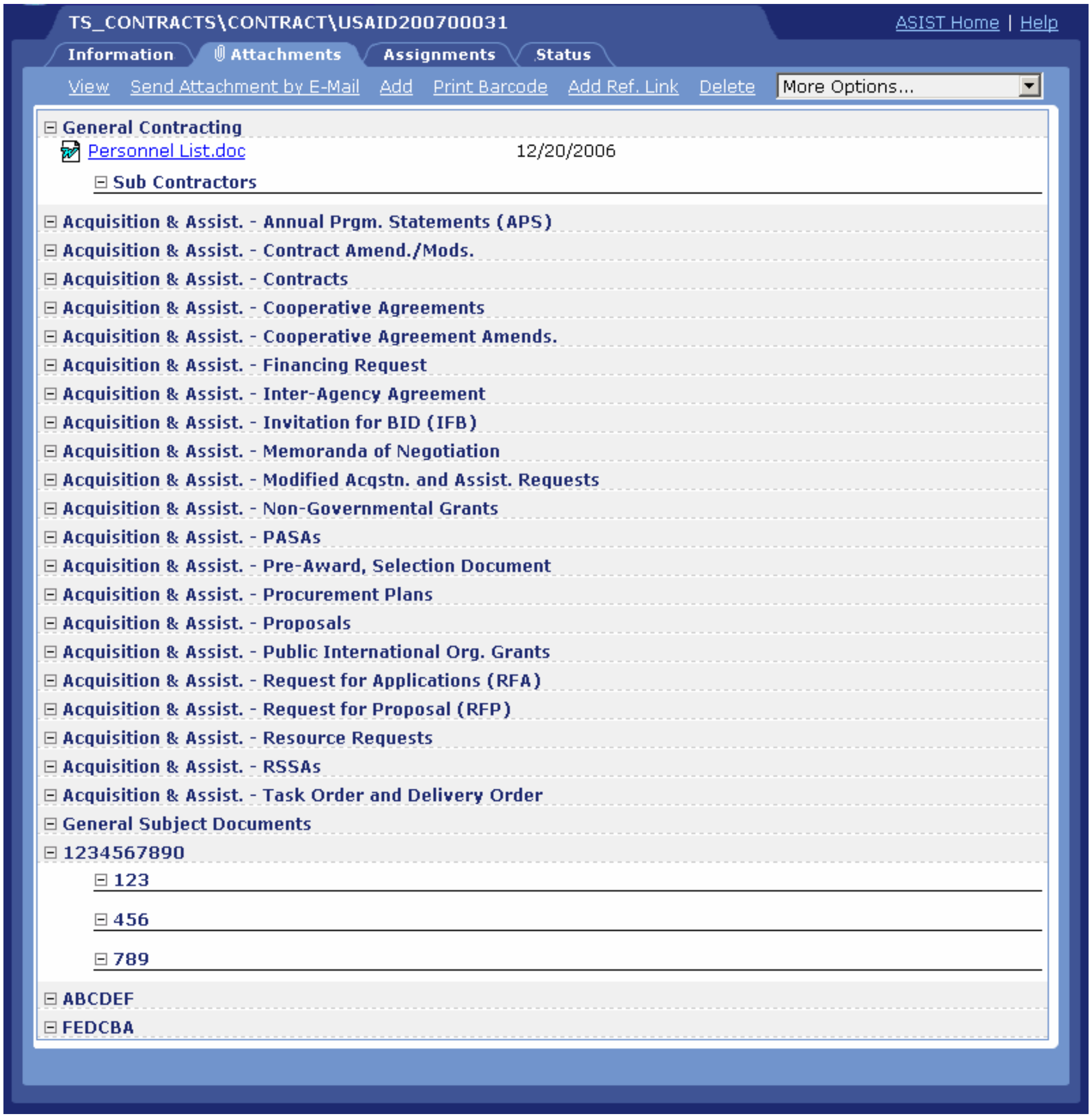



**Figure 148: Show All Attachment Types**

To hide empty attachment types, perform the following:

1. From the More Options drop-down menu, select "Hide Empty Attach. Types" (Figure 149).

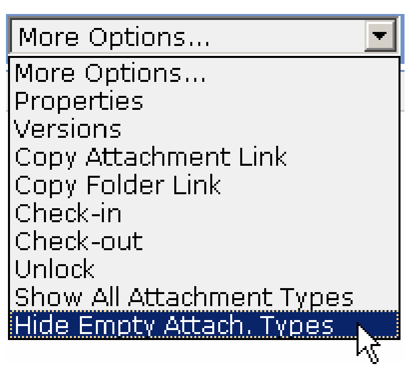


**Figure 149: Selecting the Hide Empty Attach. Types Option in the More Options Drop-down Menu**

Only those attachment types and sub attachment types that have associated attachments are displayed.

To show all attachment types including empty attachment types, perform the following:

1. From the More Options drop-down menu, select the “Show All Attachment Types” (Figure 150).

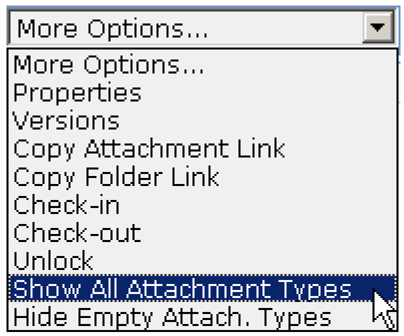



**Figure 150: Selecting the Show All Attachment Types Option in the More Options Drop-down Menu**

Showing all attachment types also shows all sub attachment types of an attachment type.

# Searching for a Folder

The following chapter deals with finding documents and attachments. ASIST has several different methods for finding folders and/or attachments. Searches can be as narrow or as broad as you want.

It is important to note, however, that you will NOT be able to find the folder you are looking for if you do not have the proper permission to access the cabinet or folder type in which the folder or folders are located. You also may not be able to find the folder or attachment you are looking for if the folder or attachment is restricted from viewing.

## Quick-Search Field

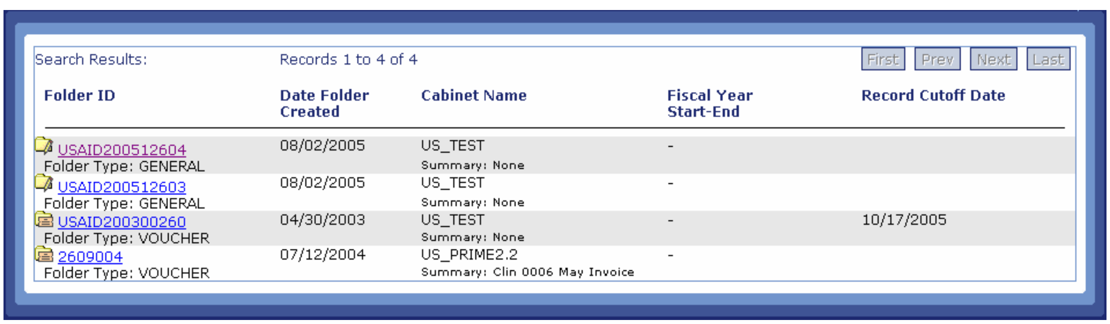
Users can quickly search for folders using the `Folder ID` text field on the ASIST Link Panel. Users can search for folders by entering either a full or partial folder ID. Entering a partial folder ID will return a list of all folders that contain the entered string as part of its folder ID.

To perform a Quick-Search, perform the following:

1. Enter a full folder ID or partial folder ID in the `Folder ID` text field of the Link Panel. Figure 151 illustrates a Quick-Search for all folders that contain "260" in their folder ID.


**Figure 151: Quick-Search**

2. Press the **Go** button to the right of the `Folder ID` text area. A list of folders with folder IDs containing the string "260" is displayed.



Search Results: Records 1 to 4 of 4 First Prev Next Last

| Folder ID | Date Folder Created | Cabinet Name | Fiscal Year Start-End | Record Cutoff Date |
|---|---|---|---|---|
| USAID200512604 Folder Type: GENERAL | 08/02/2005 | US_TEST Summary: None | - | |
| USAID200512603 Folder Type: GENERAL | 08/02/2005 | US_TEST Summary: None | - | |
| USAID200300260 Folder Type: VOUCHER | 04/30/2003 | US_TEST Summary: None | - | 10/17/2005 |
| 2609004 Folder Type: VOUCHER | 07/12/2004 | US_PRIME2.2 Summary: Clin 0006 May Invoice | - | |

**Figure 152: Quick-Search Result**

3. You may open a folder from the results list by clicking the folder ID link or folder icon ( ) of the folder you wish to open.

If a full folder ID is entered in the Quick-Search `Folder ID` text area, or the resultant list only contains 1 folder, the matching folder opens immediately and no resultant list is displayed.

## Text Search

The text search utility allows a user to search folder attributes, attachment attributes, and/or attachment content for a specific word or words. The help icon (?) is displayed next to the And and In fields. Click this icon for a description of the options given in each drop-down menu respectively.

To conduct a text search, perform the following:

1. Click on the *Text Search* tab from the "ASIST Home" page. A blank text search page is displayed (Figure 153).

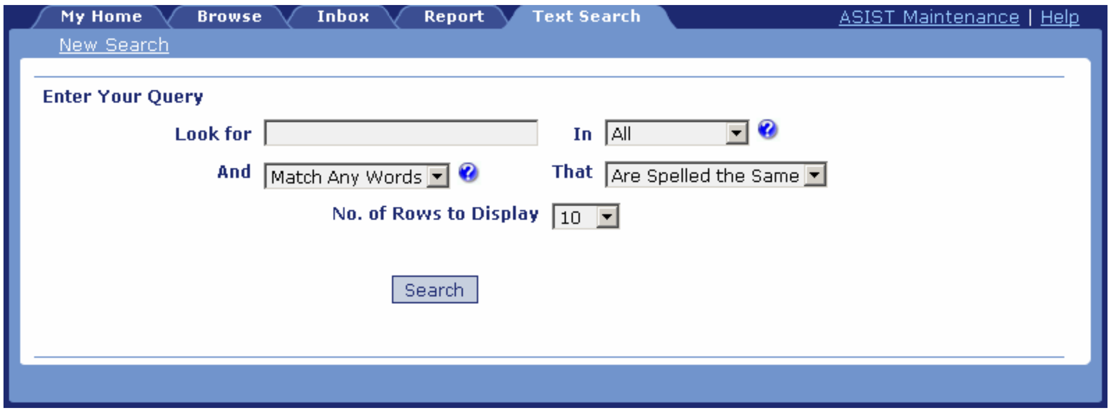



**Figure 153: Text Search Tab**

2. Enter a word or words in the Look for field. Text searching is not case-sensitive.
3. Select an option from the And drop-down menu, as show in Figure 154. This option determines how the words are searched.

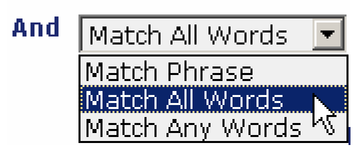



**Figure 154: Text Search And Option**

| | |
|---|---|
| Match All Words | Searches for folders and/or attachments that contain all words in the Look for field. The words can appear in the content in any order, but all words must be in the content. |
| Match Phrase | Searches for folders and/or attachments that contain the phrase in the Look for field. The words must appear in the content in the same order given in the Look for field. |
| Match Any Words | Searches for folders and/or attachments that contain one or more of the words in the Look for field. One or more of the words can appear in the content in any |

order.

4. Select an option from the `In` drop-down menu, as shown in Figure 155. This option determines what part of a folder is searched.

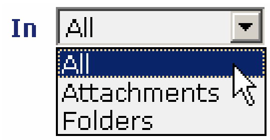



**Figure 155: Text Search In Option**

5. Select an option in the `That` drop-down menu, as shown in Figure 156. Select Sound Similar option if you are not sure how the keywords in your search are supposed to be spelled. ASIST will try to match similar words in the search.

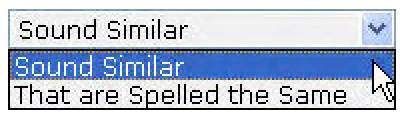



**Figure 156: Text Search That Drop Down Menu**

6. Select an option in the `No. of Rows to Display` drop-down menu, as shown in Figure 157. This option determines the number of rows to display per result page.

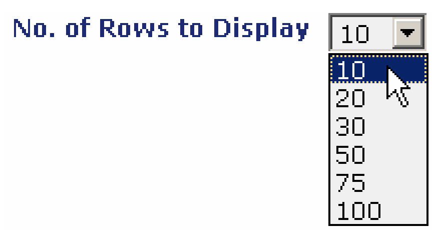



**Figure 157: Text Search No. of Rows to Display**

7. Press the **Search** button. If you select "All" or "Attachments" from the `In` drop-down menu, folders and their attachments will be displayed in the results (Figure 158).

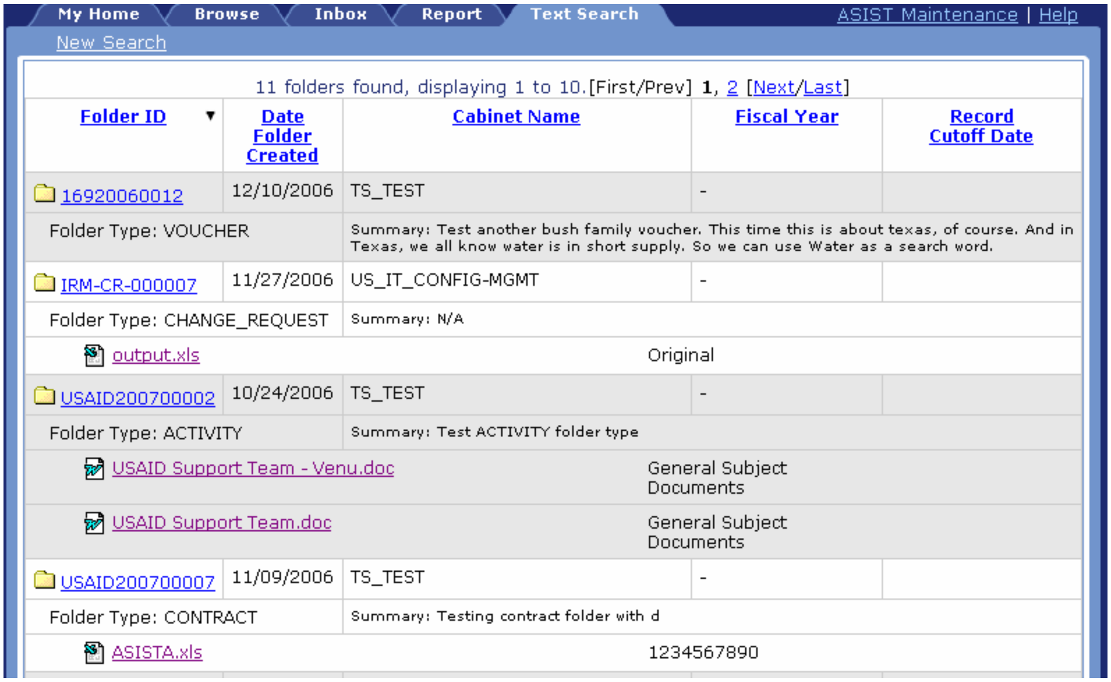



**Figure 158: Text Search Results with Attachments**

If you select "Folders" from the In field, only folders will be displayed in the results.

In ASIST 3.2.1, the number of results from the search is the number of folders found that match the criterion selected (Figure 159). If "Attachments" is selected in the In field, the number of folders that contain attachments matching the criterion is displayed.

3 folders found, displaying all folders.

**Figure 159: Text Search Results - Number of Folders Found**

The result list is also paginated, allowing users to directly navigate to result pages. If the number of results from a text search exceeds the specified number to display per results page, the results are paginated (Figure 160).

11 folders found, displaying 1 to 10.[First/Prev] 1, 2 [Next/Last]

**Figure 160: Text Search Results – Paginated**

A user can navigate the results by performing the following:

- To navigate to a specific page of the results, click the page number link.
- To navigate to the first page of the results, click the First link.
- To navigate to the last page of the results, click the Last link.
- To navigate to the next page of the results, click the Next link.
- To navigate to the previous page of the results, click the Prev link.

Users can also sort the search results by clicking on any column header.

8. Click the New Search link in the *Text Search* tab header to start a new search.

## Advanced Search

The Adv. Search link allows you to search for folders by entering detailed information such as folder type, folder owner, cabinet, folder status, etc. The advanced search capability provides filtering capability on folder searches. In ASIST 3.2.1, Advanced Search has the capability to search custom folder types, in addition to the standard types included with ASIST. Search results will include the fields chosen in your query criteria.

To conduct an advanced search for folders, perform the following:

1. Click the Adv. Search link on the ASIST Link Panel. The Advanced Search window opens (Figure 161).

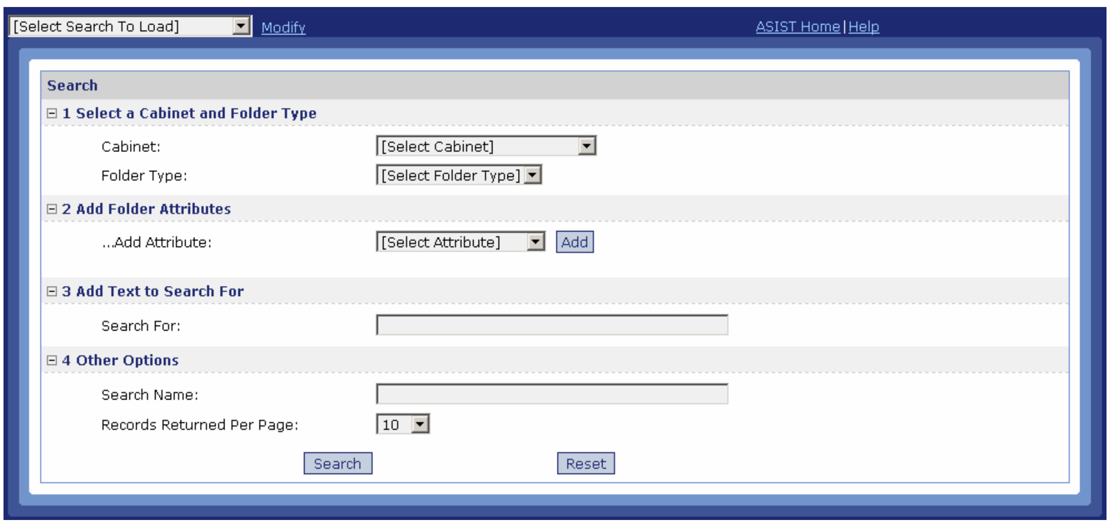



**Figure 161: Advanced Search**

2. In search step 1, from the `Cabinet` drop-down list, select the cabinet in which you want to search for folders. To search all cabinets, select "[ALL Cabinets]" from the list. If no cabinet is selected, all cabinets will be searched.

3. In search step 1, from the `Folder Type` drop-down list, select the type of folder for which you want to search. If no folder type is selected, all folder types will be searched. Figure 162 shows an advanced search in the US Test cabinet, Incoming Correspondence folder type.

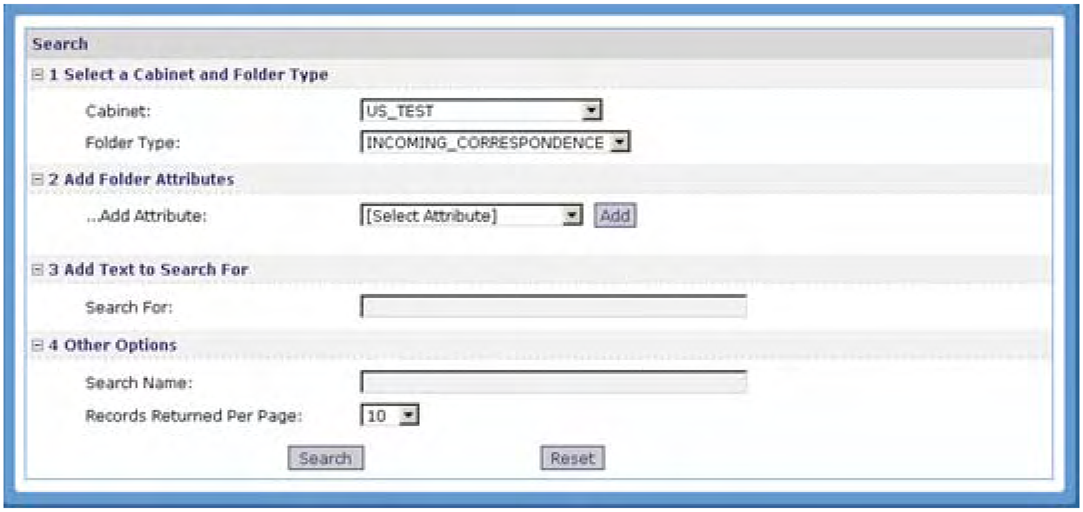



**Figure 162: Advanced Search by Cabinet and Folder Type**

4. In search step 2, add further search criteria by adding attributes to search on. To add attributes, perform the following:

    a. From the ...`Add Attribute` drop-down list, select an attribute on which to further filter the search and press the **Add** button**.** The added attributes are displayed with empty search values (Figure 163).


**Figure 163: Add Advanced Search Attributes**

    b. For each added attribute, set the value for which you are searching. If you wish to see specific attributes listed in the search results but do not want to filter any values on the attribute, leave the search value field(s) blank. In Figure 164, the advanced search will return folders in the US_Test cabinet, Incoming Correspondence with a Date Due of 5/6/08 or later. "Date on Correspondence" values will also show in the results list for any folders that meet the Date Due criteria. In this example no search parameters were entered for Date on Correspondence, except that the appropriate values be shown in the results list.

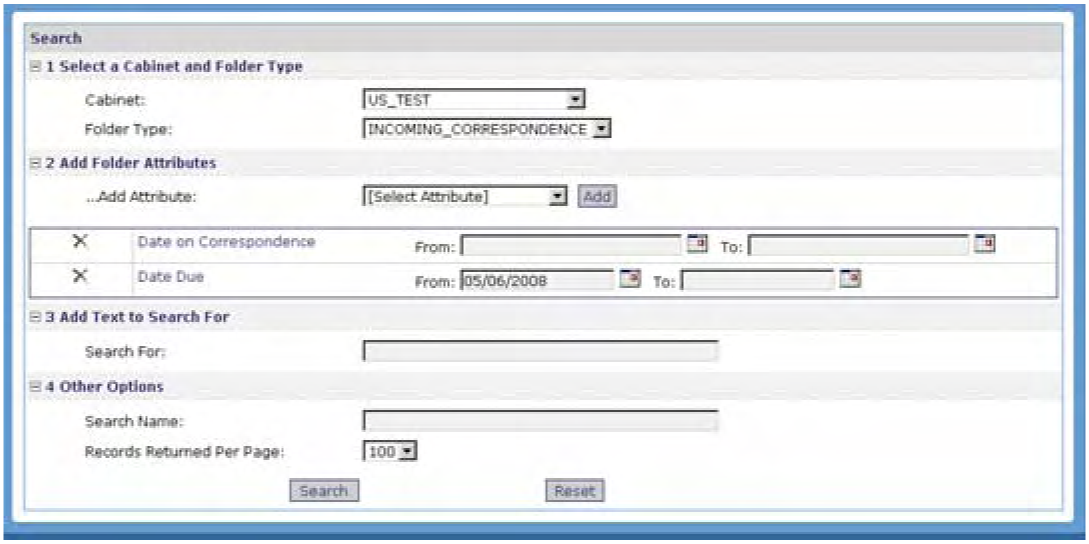



**Figure 164: Example Advanced Search Attributes**

To delete an attribute from the search, click the icon next to the attribute name.

5. [Optional] In search step 3, enter any text to be used for text searching in addition to the criterion already selected. See Text Search on page 137 for information on performing a text search without using Advanced Search.

6. [Optional] In search step 4, enter a name in the `Search Name` field. If a name is entered, the search is automatically saved and can be retrieved at a later time.

## Exporting and Sending Reports

1. To save the search results for e-mailing to others as a part of a daily or weekly report, select either Excel or Adobe PDF from the "Export options: formats at the bottom of the search results page.

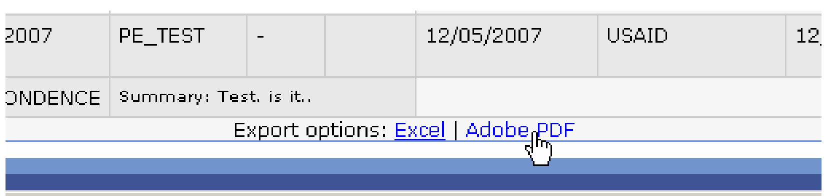



**Figure 168: Export Search Results**

2. Save the file to your local disk drive.
3. Create an e-mail and attach the saved file.

7. Managing Your Search[Optional] In search step 4, from the `Records Returned Per Page` drop-down list, select the number of folders that should be displayed per results page.

To clear your search criteria and begin again, press the **Reset** button.

8. Once all criteria is entered, press the **Search** button. The results are displayed (Figure 165). The fields that you selected as part of your search criteria are shown in the search results whether you entered filter values or not.

**Search**

2 folders found — Displaying all folders

| Folder ID ▼ | Date Folder Created | Cabinet Name | Date on Correspondence | Date Due |
|---|---|---|---|---|
| USAID200800342 | 05/06/2008 | US_TEST | 05/01/2008 | 05/14/2008 |
| Folder Type: INCOMING_CORRESPONDENCE | | Summary: Request for program status information for LAC education initiative. | | |
| USAID200800345 | 05/06/2008 | US_TEST | 04/29/2008 | 05/13/2008 |
| Folder Type: INCOMING_CORRESPONDENCE | | Summary: Request for representative to attend kickoff ceremony for new initiative. | | |

Export options: Export To Excel| Adobe PDF

**Figure 165: Advanced Search Results**

In ASIST 3.2.1, the number of results from the search is the number of folders found that match the criteria selected (Figure 166).

3 folders found, displaying all folders.

**Figure 166: Advanced Search Results - Number of Folders Found**

The result list is also paginated, allowing users to directly navigate to result pages. If the number of results from an advanced search exceeds the specified number to display per results page, the results are paginated (Figure 167).

11 folders found, displaying 1 to 10.[First/Prev] **1**, 2 [Next/Last]

**Figure 167: Advanced Search Results – Paginated**

A user can navigate the results by performing the following:

- To navigate to a specific page of the results, click the page number link.
- To navigate to the first page of the results, click the First link.
- To navigate to the last page of the results, click the Last link.
- To navigate to the next page of the results, click the Next link.
- To navigate to the previous page of the results, click the **Prev** link.

Users can also sort the search results by clicking on any column header.

9. You may open a folder from the results list by clicking the folder ID link or folder icon ( ) of the folder you wish to open.
10. Click the Return to Search link to return to the Advanced Search window or click the ASIST Home link to return to the "ASIST Home" page.

## Exporting and Sending Reports

4. To save the search results for e-mailing to others as a part of a daily or weekly report, select either Excel or Adobe PDF from the "Export options: formats at the bottom of the search results page.

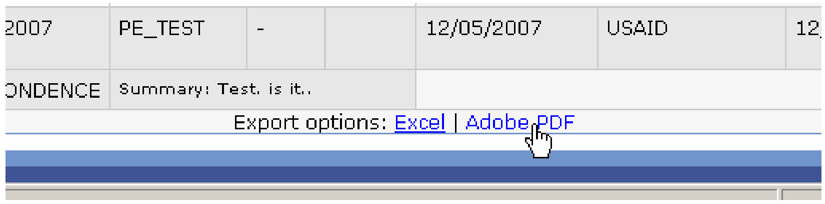



**Figure 168: Export Search Results**

5. Save the file to your local disk drive.
6. Create an e-mail and attach the saved file.

## Managing Your Search

Advanced Search allows you to load search parameters that have been used before and saved in the system.

To load saved search criterion, perform the following:

1. Select the name of the saved search from the [Select a Search To Load] drop-down menu to the left of the Modify link (Figure 169).

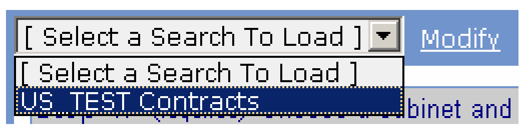



**Figure 169: Select a Search to Load**

The Advanced Search window refreshes with the saved search criterion populated.

To delete saved search criterion, perform the following:

1. Click the Modify link above the Advanced Search results window.
2. In the Available Searches list, highlight the search you want to delete by clicking on its name (Figure 170).


**Figure 170: Delete a Saved Search**

3. Press the **Delete** button. The search is removed from the Available Searches list.

To allow other ASIST users to use a saved search, perform the following:

1. Click the Modify link above the Advanced Search window.
2. In the Available Searches list, highlight the search you want to share by clicking on its name (Figure 170).
3. Press the **Share** button. A window displays listing the Access Groups with which you are associated (Figure 171).

The ASIST Administrator must grant a user permission to share saved searches. If the **Share** button is not present on the Select Search and Operation window, consult your ASIST Administrator.

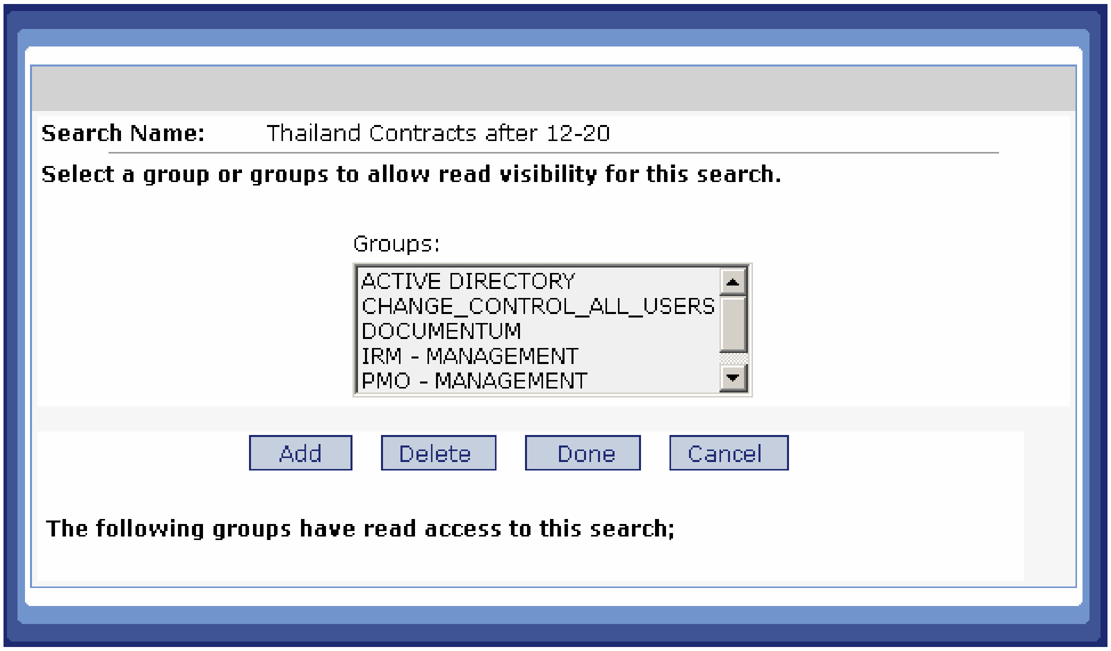



**Figure 171: Share a Saved Search**

4. To share a search with one or more Access Groups, select the group name from the Groups list and press the **Add** button. The group name is added to the list of groups who can use the search (Figure 172).


**Figure 172: Share a Saved Search with Access Group**

ASIST users with access to the saved search cannot delete the search.

To un-share a saved search, select the Access Group name from the list The following groups have read access to this search by clicking on its name. Press the **Delete** button.

5. Press the **Done** button.

To modify a saved search, load the search criterion, modify the criterion on the Advanced Search filter window, and save it using a new name.

## Attribute Browser

The *Browse* tab contains an attribute browser that provides an alternate way of locating and opening folders within ASIST. By selecting a pre-defined or custom view, folder attributes can be arranged in a hierarchical order to permit "drill-down" navigation to locate a folder. Each view available to a user provides a different ordering of folder attributes. Only attributes associated with a folder can be displayed in the hierarchy.

The drop-down menu of views available for the current user includes those views the user has created themselves and those views that are global for all users.

### Using the Attribute Browser

To open the attribute browser, perform the following:

1. Go to the "ASIST Home" page.
2. Click the *Browse* tab on the "ASIST Home" page. The *Browse* tab is displayed showing the most recently accessed view (Figure 173). If no view has been accessed, no view is displayed.

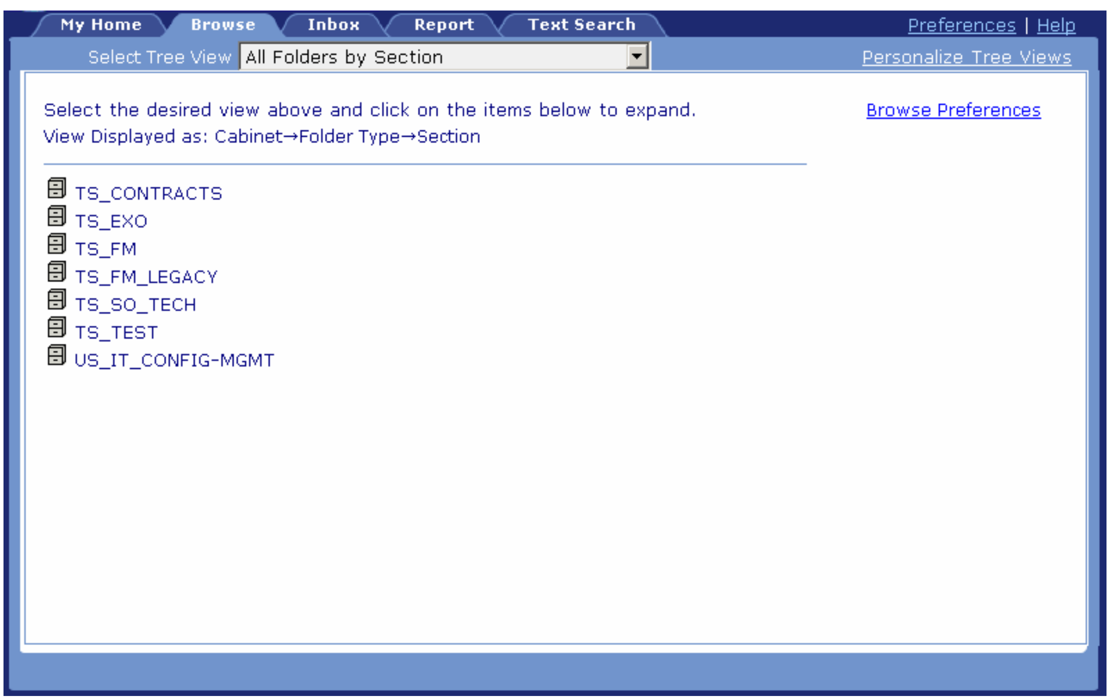



**Figure 173: Browse Tab**

### ❖ Selecting a View

The attribute browser has pre-defined hierarchical views of folders and attributes. Global views are views that all users in the system can use.

To select a view, perform the following steps:

1. Go to the "ASIST Home" page.
2. Click the *Browse* tab on the "ASIST Home" page. The *Browse* tab is displayed showing the most recently accessed view (Figure 173).
3. Select a view option from the `Select Tree View` drop-down menu (Figure 174).

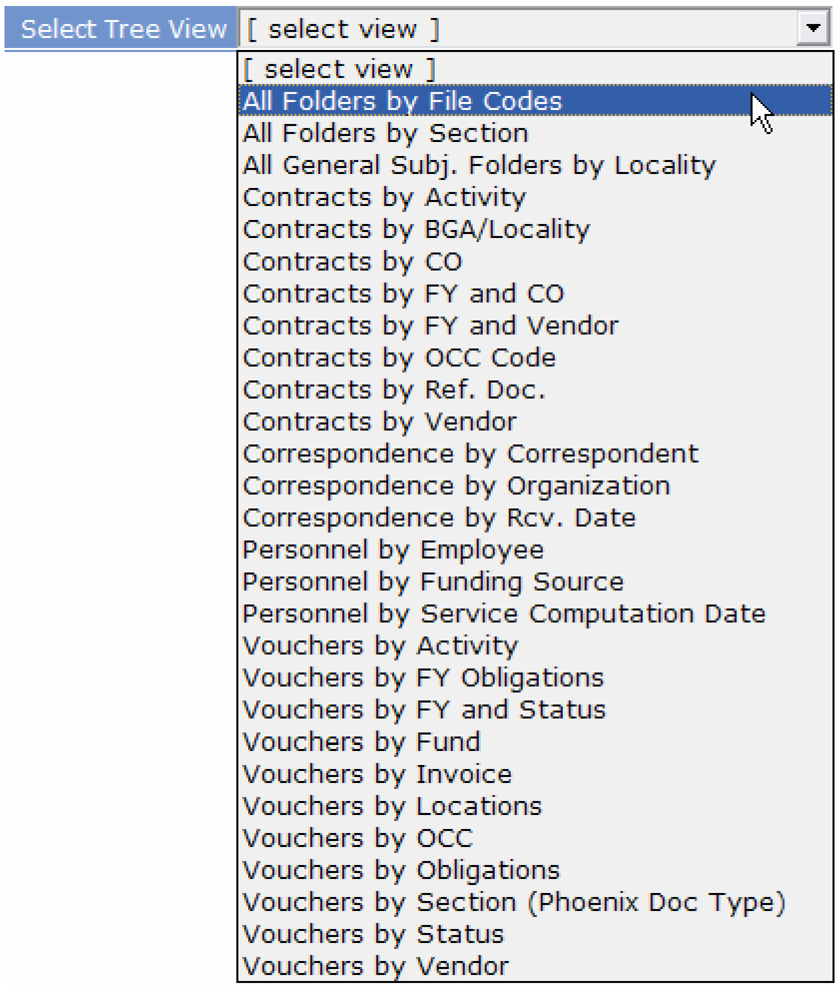



**Figure 174: Select Tree View**

In this example, the view is "All Folders by File Codes". This means the folders are displayed first by cabinet, second by folder type, third by start fiscal year, and fourth by file under code. The cabinet and folder type are always the first two levels in a view and cannot be removed from a view.

## ❖ Navigating the View

When the view is selected, the first level is displayed – cabinets (Figure 175). From here, the user navigates the view by clicking icons on each level to either display/hide a new attribute level or display folder attachments.

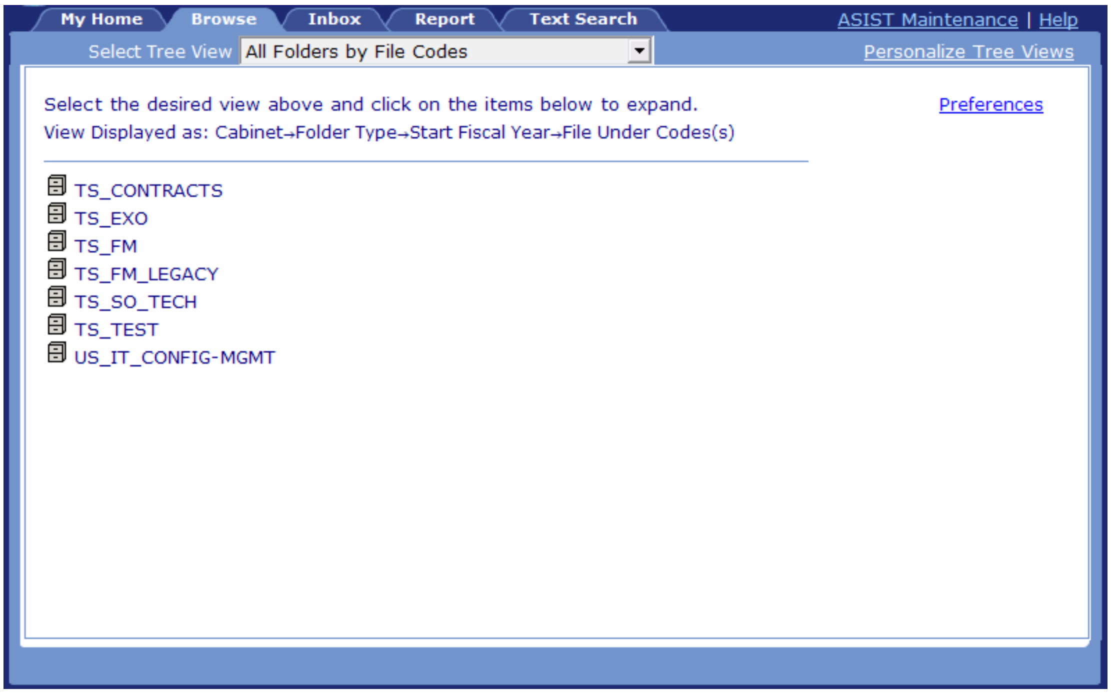



**Figure 175: Browse - Cabinet Level**

Table 7 describes how to navigate the view by opening and closing cabinets, displaying or hiding attribute levels, and displaying or hiding folders and their attachments.

**Table 7: Attribute Browser Icon Usage**

| Icon | Name | Usage |
|---|---|---|
| | Closed cabinet | Click the closed cabinet icon to display the folder type under the current cabinet. |
| | Open cabinet | Click the open cabinet icon to hide all levels under the current cabinet. |
| | Plus sign | Click the plus sign to display the next level in the view under the current value. |
| | Minus sign | Click the minus sign to hide all displayed levels under the current value. |
| | Closed folder | Click the closed folder icon to display attachments associated with a folder. In ASIST 3.2.1, the |

| | | |
|---|---|---|
| | | attachment type or sub attachment type is displayed for attachments. |
|  | Open folder | Click the open folder icon to hide attachments associated with the current folder. |
| [No Value] | No Value | Indicates the attribute at that level has no value. |

Figure 176 shows the example tree view in a "drilled-down" fashion.

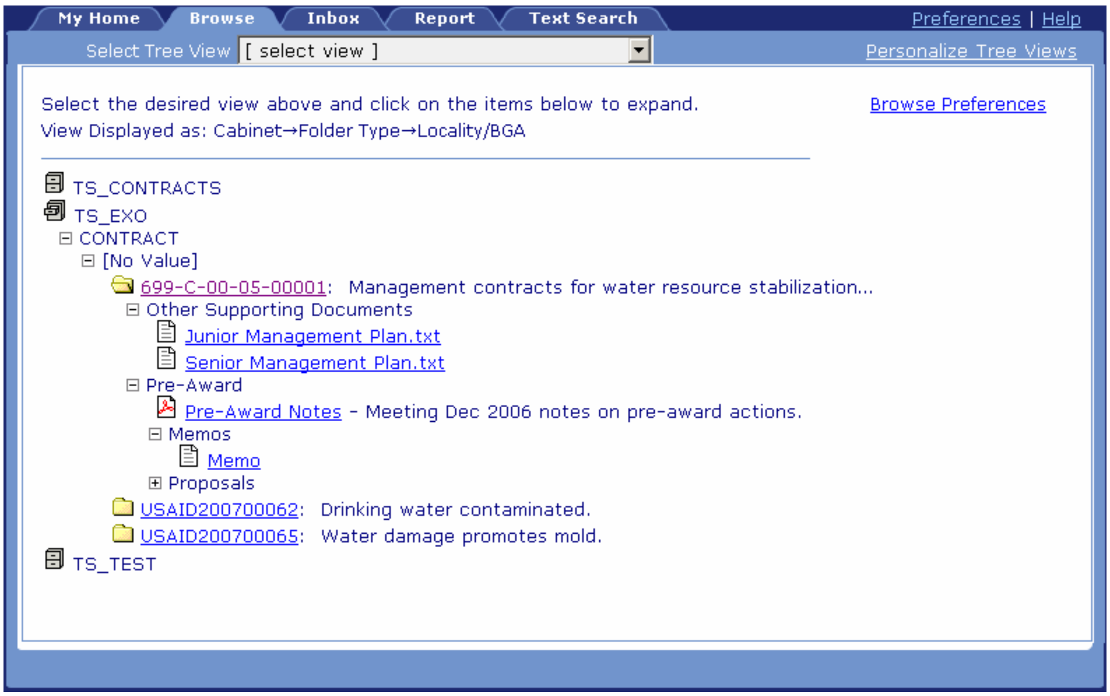



**Figure 176: Navigated View**

## Personalized Views

The attribute browser provides a hierarchical method of locating and opening folders within ASIST. Since there are so many possibilities for combinations of folder types and attributes, a user may want to define a specific combination that better meets his personal needs. For example, a person may manage a large number of vouchers so he may want to see a voucher hierarchy that is organized by Obligation No, Vendor, and Start Fiscal Year. However, another user may only manage a few vouchers so he may prefer a view of vouchers by Vendor and Obligation No. Remember, all hierarchies have the first two levels predefined as Cabinet then Folder Type.

The following sections detail how to create a personalized view in the attribute browser.

## ❖ Adding a View

To add a personalized view to the attribute browser, perform the following:

1. Go to the "ASIST Home" page.
2. Click the *Browse* tab on the "ASIST Home" page. The *Browse* tab is displayed showing the most recently accessed view (Figure 173).
3. Click the Personalize Tree Views link on the *Browse* tab. The current available views are listed under Available Views (Figure 177).

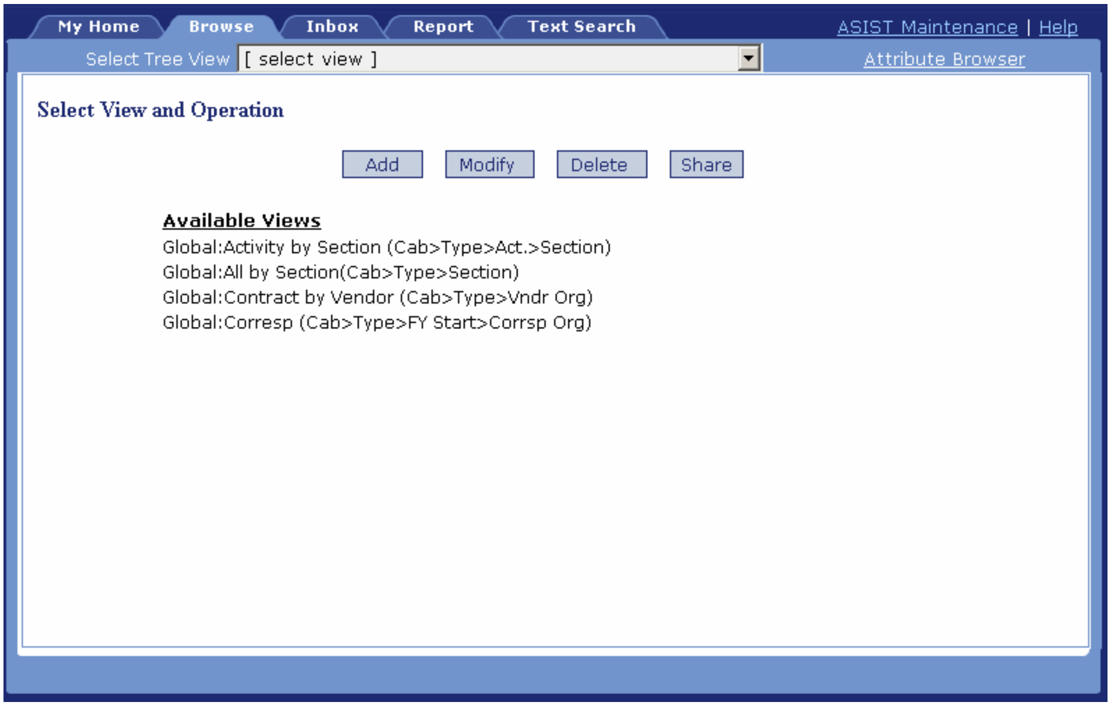



**Figure 177: Personalize Tree Views**

4. Press the **Add** button**.** The View Maintenance window opens (Figure 178).

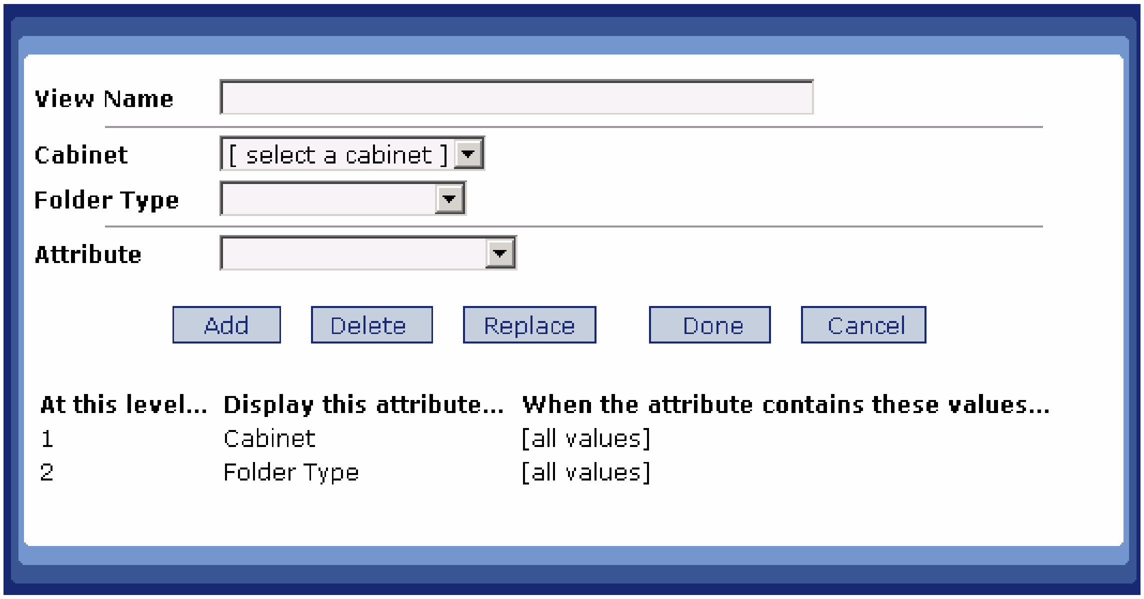



**Figure 178: View Maintenance**

5. Enter a name for the view in the View Name field. The name should make it easy for you to remember what is displayed in the view.
6. Select a cabinet from the Cabinet drop-down menu.
7. Select a folder type from the Folder Type drop-down menu. The folder types in this list are determined by the selected cabinet (Figure 179).

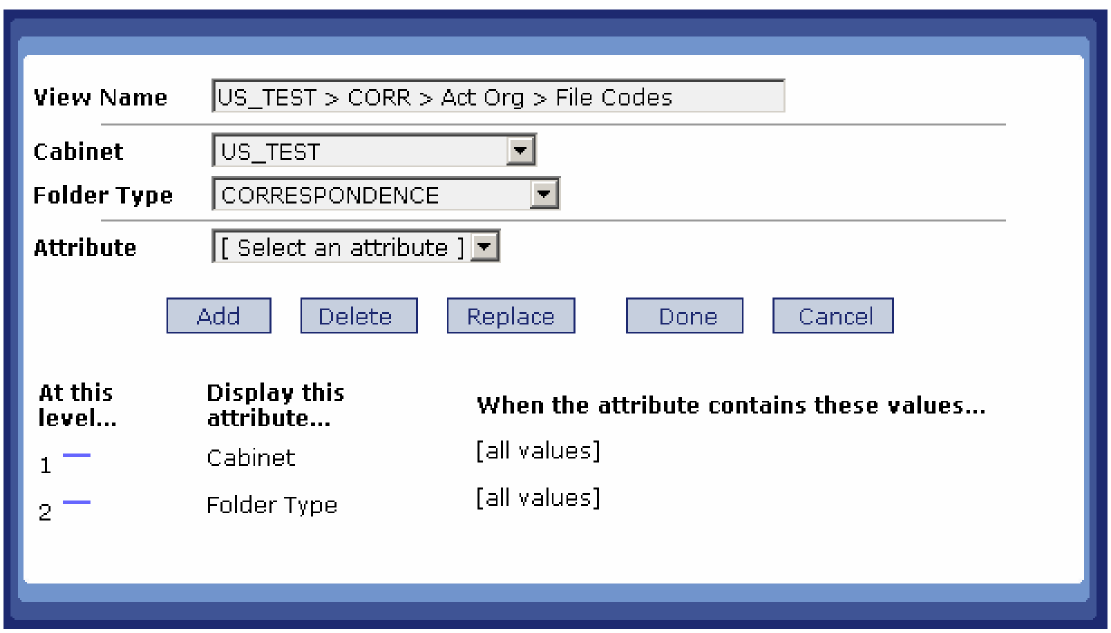



**Figure 179: Add Personalized View**

8. Select an attribute from the Attribute drop-down menu and press the **Add** button**.** In this example, "Action/Organization" is chosen for the Level 3 attribute. The attribute is added to the level/attribute list at the bottom of the window (Figure 180).

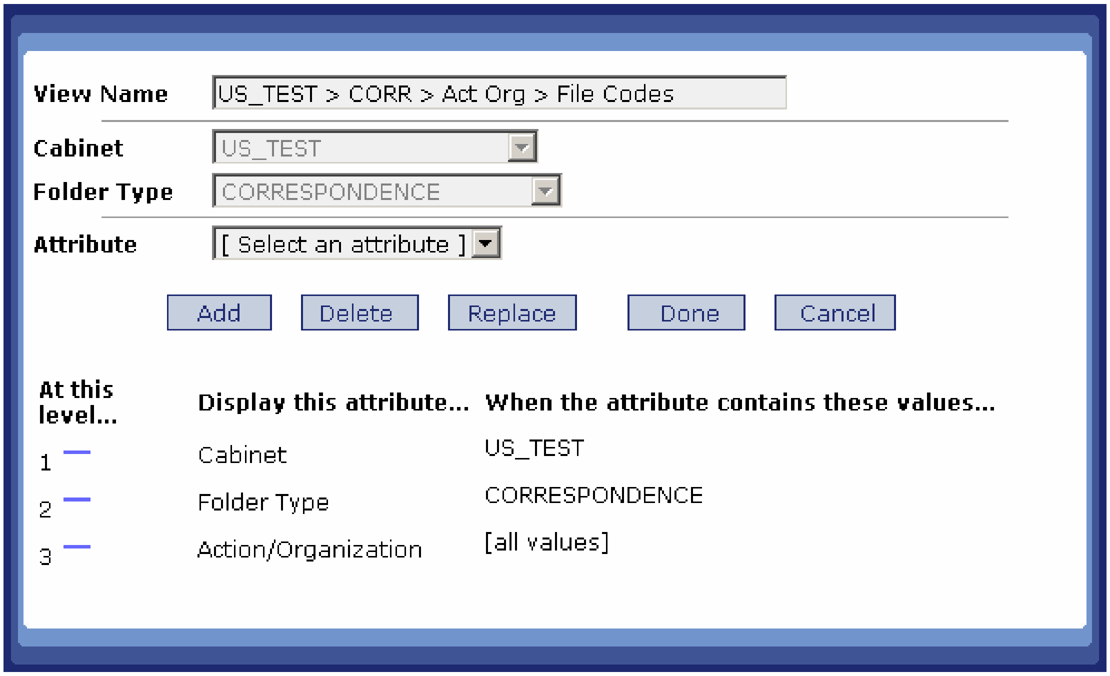



**Figure 180: Creating a Personalized View**

9. Repeat step 8 until you have added all attributes you want displayed in your personalized view. Figure 181 shows a new personalized view.

    a. If you want to delete an attribute you added, highlight the attribute in the level/attribute list and press the **Delete** button. You cannot delete or replace the cabinet or folder type levels.

    b. If you would like to replace an attribute at a level, highlight the attribute in the level/attribute list, select the new attribute from the Attribute dropdown list, and press the **Replace** button. The new attribute replaces the highlighted attribute at the same level. You cannot delete or replace the cabinet or folder type levels.

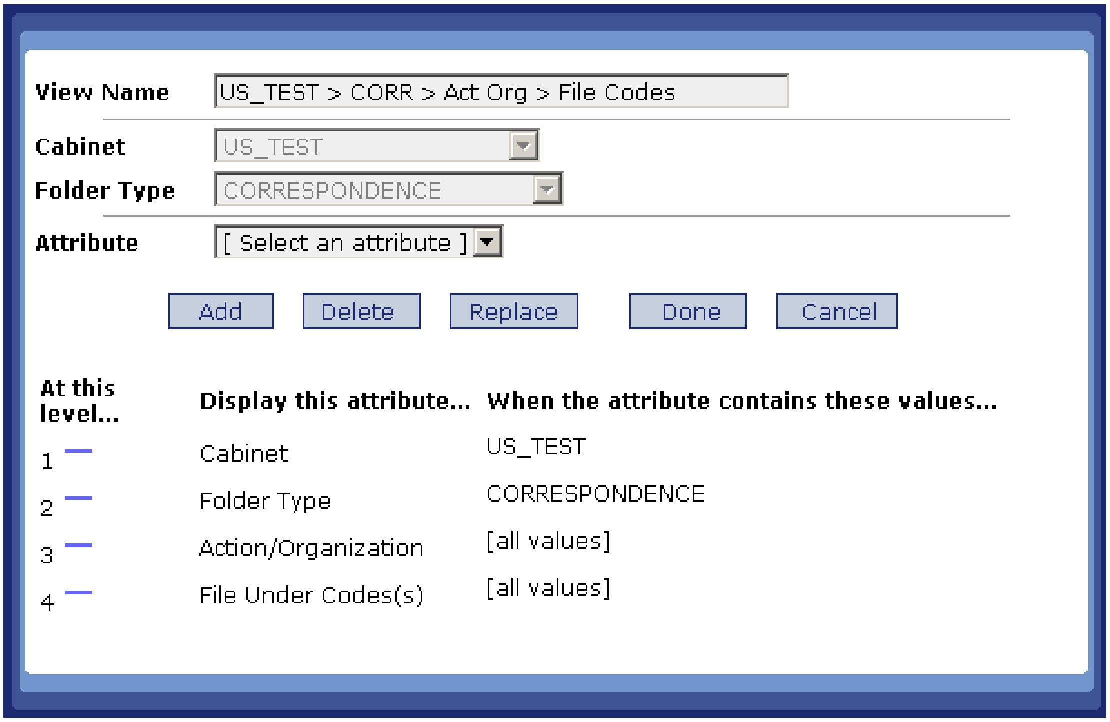



**Figure 181: New Personalized View**

10. Press the **Done** button. The new view name now appears in the list of available views and the Select Tree View drop-down menu on the *Browse* tab.

## ❖ Modifying a View

To modify a personalized view in the attribute browser, perform the following:

1. Go to the "ASIST Home" page.
2. Click the *Browse* tab on the "ASIST Home" page. The *Browse* tab is displayed showing the most recently accessed view (Figure 173).
3. Click the Personalize Tree Views link on the *Browse* tab. The current available views are listed under Available Views (Figure 177).
4. Highlight the view you want to modify in the Available Views list. You can only modify personal views. You cannot modify global views.
5. Press the **Modify** button. The View Maintenance window opens with the level/attribute list populated corresponding to the view selected.
6. Highlight an attribute in the level/attribute. You cannot modify the cabinet or folder type of a personalized view.
    a. To add an attribute to the level/attribute list, select an attribute from the Attribute dropdown list and press the **Add** button.
    b. To delete an attribute from the level/attribute list, highlight the attribute in the level/attribute list and press the **Delete** button. You cannot delete or replace the cabinet or folder type levels.

c. To replace an attribute in the level/attribute list, highlight the attribute in the level/attribute list, select the new attribute from the Attribute dropdown list, and press the **Replace** button. The new attribute replaces the highlighted attribute at the same level. You cannot delete or replace the cabinet or folder type levels.

### ❖ Deleting a View

Only personalized views can be removed from the attribute browser.

To delete a personalized view, perform the following:

1. Go to the "ASIST Home" page.
2. Click the *Browse* tab on the "ASIST Home" page. The *Browse* tab is displayed showing the most recently accessed view (Figure 173).
3. Click the Personalize Tree Views link on the *Browse* tab. The current available views are listed under Available Views (Figure 177).
4. Highlight the view you want to delete in the Available Views list. You can only delete personal views. You cannot delete global views.
5. Press the **Delete** button. A success message displays (Figure 182).


**Figure 182: Delete Personalized View Success Message**

6. Press the **OK** button. The view is removed from the Available Views list.

### ❖ Sharing a View

Personalized views can be shared with other ASIST users. Global views are already shared with all users.

To share a personalized view, perform the following:

1. Go to the "ASIST Home" page.
2. Click the *Browse* tab on the "ASIST Home" page. The *Browse* tab is displayed showing the most recently accessed view (Figure 173).
3. Click the Personalize Tree Views link on the *Browse* tab. The current available views are listed under Available Views (Figure 177).
4. Highlight the view you want to share in the Available Views list. You can only share personal views. Global views are already shared.

5. Press the **Share** button. A window displays listing the Access Groups with which you are associated (Figure 183).

The ASIST Administrator must grant a user permission to share views. If the **Share** button is not present on the Select View and Operation window, consult your ASIST Administrator.

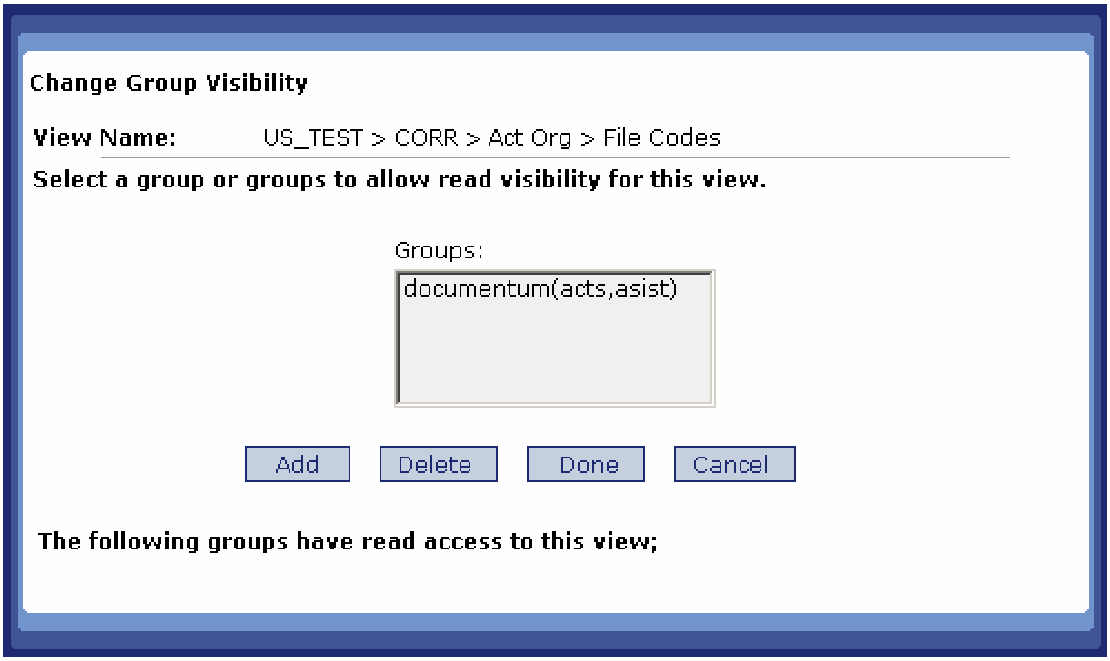



**Figure 183: Share a Personalized View**

6. To share a view with one or more Access Groups, select the group name from the Groups list and press the **Add** button. The group name is added to the list of groups who can use the view (Figure 184).

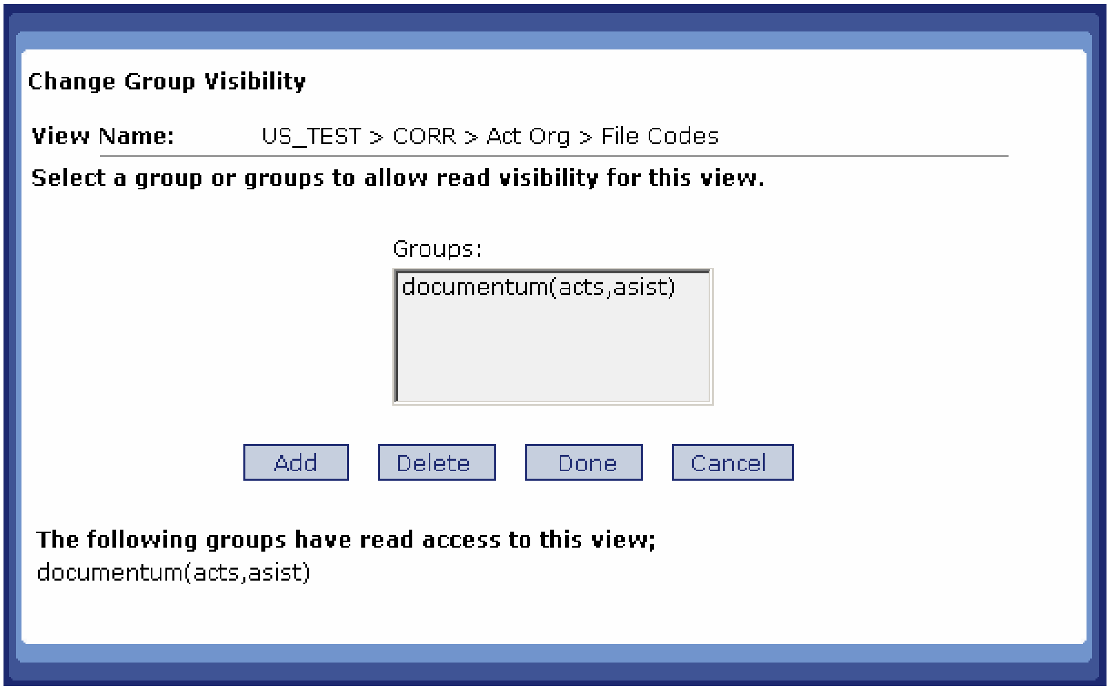



**Figure 184: Share a Personalized View with Access Group**

ASIST users with access to the view cannot delete or modify it.

To un-share a personalized view, select the Access Group name from the list `The following groups have read access to this search` by clicking on its name. Press the **Delete** button.

7. Press the **Done** button.

## Opening Folders from a View

The attribute browser provides an alternate way of locating and opening folders within ASIST. Just as in the rest of ASIST, once you have located a folder you can click on the folder ID link to open the "Folder Maintenance" page and *Information* tab for the folder.

To open a folder from a view, perform the following:

1. Go to the "ASIST Home" page.
2. Click the *Browse* tab on the "ASIST Home" page. The *Browse* tab is displayed showing the most recently accessed view (Figure 173).
3. Select a tree view option from the `Select Tree View` drop-down menu (Figure 174).
4. Click the closed cabinet icon ( ) next to the cabinet where the folder resides.
5. Click the plus sign icon ( ) next to the folder type of the folder you wish to open.

6. Click the plus sign icon (⊞) next to the available values for the next level attribute specified in the view. Remember that folders with no value assigned to that attribute display "[no value]".

7. Repeat the above steps until closed folder icons ( ) are shown with summary folder information and the folder you want to open is displayed (Figure 185).


**Figure 185: Summary Folder Information**

8. Click the folder ID link of the folder you want to open. The "Folder Maintenance" page and *Information* tab for that folder opens.

## Opening Attachments from a View

Opening attachments in a view involves a similar process as opening folders in a view.

Once you have located an attachment you can click on the attachment's title link to open the document as read-only.

To open an attachment from a view, perform the following:

1. Go to the "ASIST Home" page.

2. Click the *Browse* tab on the "ASIST Home" page. The *Browse* tab is displayed showing the most recently accessed view (Figure 173).

3. Select a tree view option from the `Select Tree View` drop-down menu (Figure 174).

4. Click the closed cabinet icon ( ) next to the cabinet where the folder resides.

5. Click the plus sign icon (⊞) next to the folder type of the folder you wish to open.

6. Click the plus sign icon (⊞) next to the available values for the next level attribute specified in the view. Remember that folders with no value assigned to that attribute display "[no value]".

7. Repeat the above steps until closed folder icons ( ) are shown with summary folder information and the folder you want to open is displayed (Figure 185).

8. Click the closed folder icon ( ) of the folder for which you want to open attachments. The closed folder icon opens and becomes the open folder icon ( ). If the folder has any attachments, the attachment types of those attachments are displayed as the next level (Figure 186).

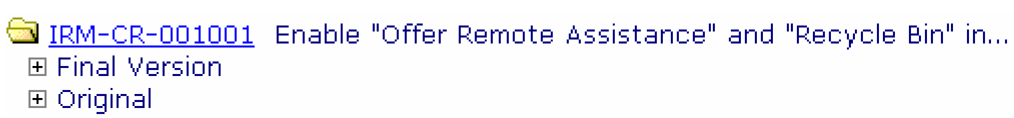



**Figure 186: View Attachments in Attribute Browser by Attachment Types**

9. Click the plus sign icon (⊞) next to the attachment type to display the attachments (Figure 187).

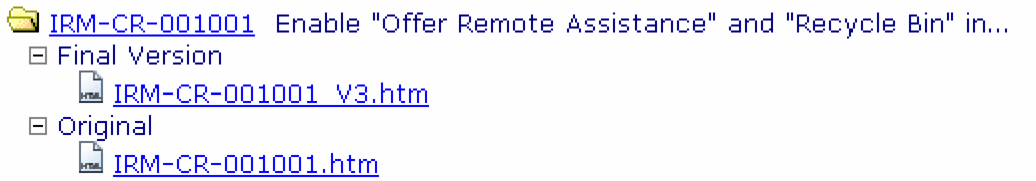



**Figure 187: View Attachments in Attribute Browser**

10. Click the attachment's title link to open the document.

# Your Inbox

The *Inbox* tab lists folders sent to you. There are two ways to open your inbox:

1. Click on any of the hyperlinks in the Your Inbox panel on the *My Home* tab. This opens the "ASIST Home" page with the *Inbox* tab showing.
2. Click on the *Inbox* tab on the "ASIST Home" page as shown in Figure 188.

The Inbox serves two purposes:

1. **Continuing a workflow** – Users assigned to a folder being used in a workflow receive the folder in the inbox. The workflow icon ( ) in front of the folder type icon shows that the folder received is part of a workflow and you must take action on it. In Figure 188, below, the CHANGE_REQUEST folder IRM-CR-000021 is part of a workflow.
2. **Asking other users to review a folder's information** – Other ASIST users may want to send you a folder for review only. This information icon ( ) in front of the folder type icon shows that the folder received is for informational purposes only. In Figure 188, below, the ACTIVITY folder USAID200700001 is for information only.

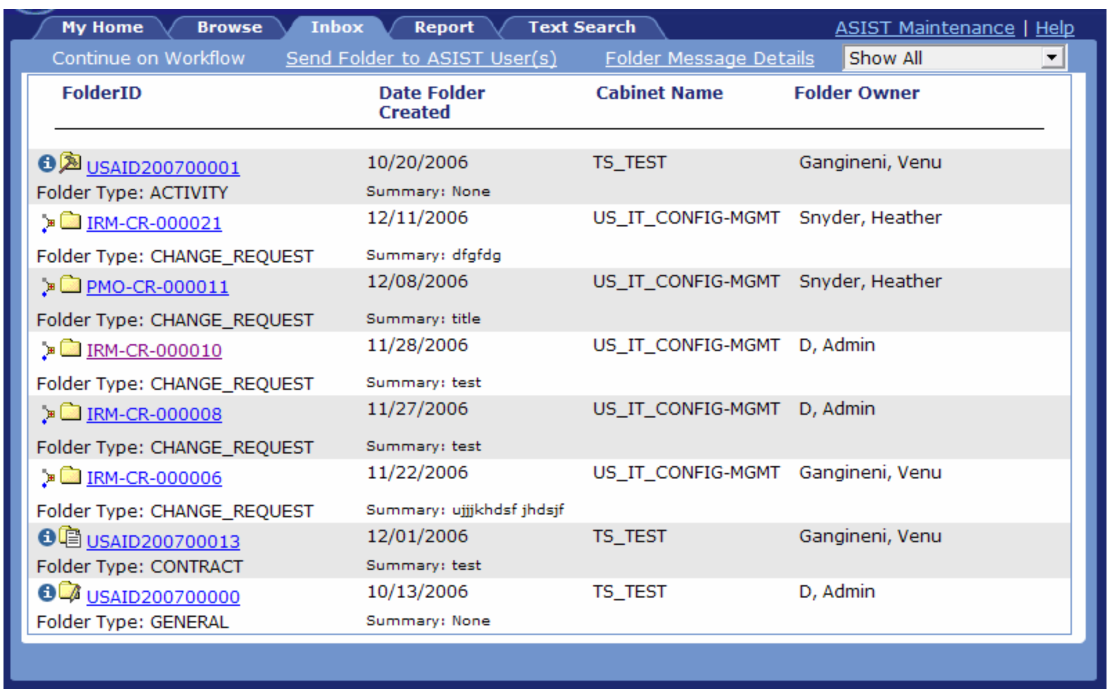



**Figure 188: Inbox Tab**

The Inbox can be filtered so that it displays all folders in the Inbox or only folders that have arrived today. To display all folders in the Inbox make sure "Show All" is selected in the drop-down list in the tab header (Figure 189).

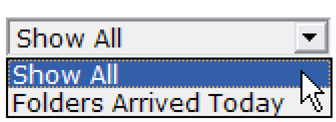


**Figure 189: Inbox Tab - Show All Messages**

To display only those folders that arrived in the Inbox today, make sure "Folders Arrived Today" is selected in the drop-down list in the tab header (Figure 190).

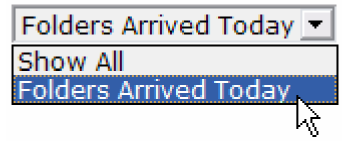



**Figure 190: Inbox Tab - Show Folders Arrived Today**

## Inbox Functions

A user can perform various functions on each folder in his inbox. These functions are performed using the links in the tab header. These functions are:

- Continue on Workflow: Enables you to see what action must be performed on a folder, take action on it, and continue a workflow by sending a folder to the next user in the workflow. The Continue on Workflow link is available for folders that are work tasks in the inbox. For more information on Workflows, see Workflows on page 170.
- Remove from Inbox: Enables you to remove the folder from the Inbox. It does not mean the folder is removed from ASIST, just from the user's inbox. The Remove from Inbox link is available for folders that are informational only.
- Send Folder to ASIST User(s): Enables you to send the folder to another ASIST user's inbox.
- Folder Message Details: Enables you to see the message that the sender of the folder may have written when the folder was sent.

In order to perform any of these functions on a folder, you must first select the folder on which you want to perform the function. To select a folder, click on the row of the folder. Do not click on the folder ID or the folder icon () as this will open the folder.

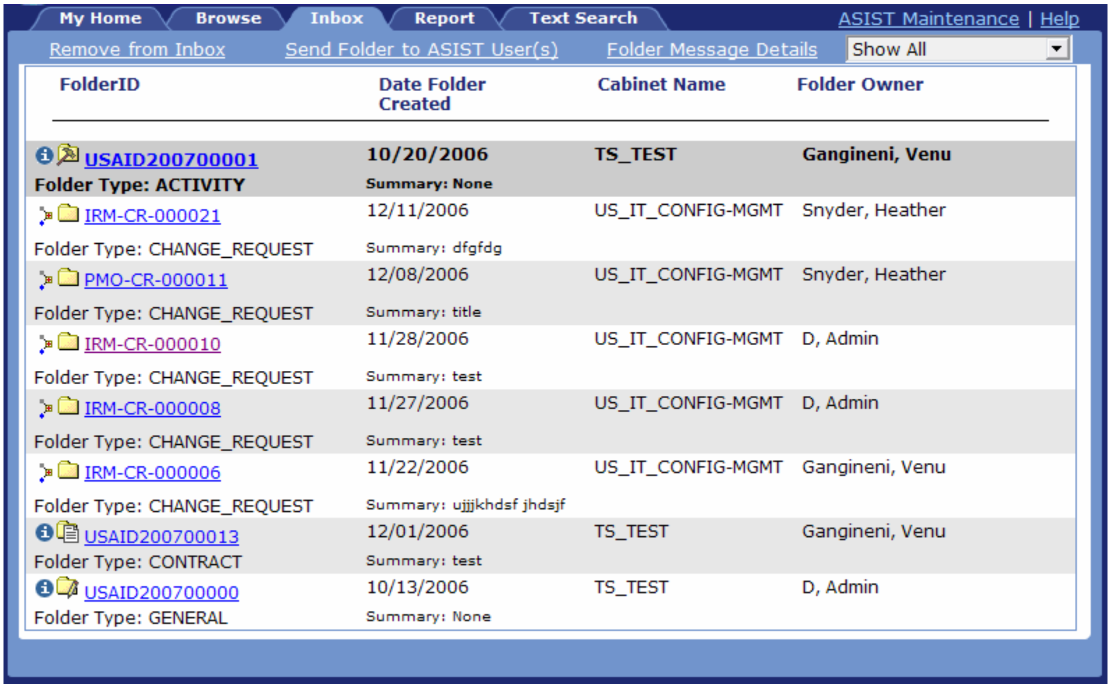



**Figure 191: Selecting a Folder in the Inbox**

In Figure 191, the row of the selected folder is highlighted.

## Continuing on a Workflow

See Continuing the Workflow on page 179 for information on continuing the workflow from the *Inbox* tab.

## Viewing Folder Message Details

Folder Message Details is used to view the correspondence information of a folder.

To view the message details of a folder, perform the following:

1. Click on the *Inbox* tab from the "ASIST Home" page. A list of all folders in the user's inbox is displayed (Figure 192). Each folder is displayed on a separate line.

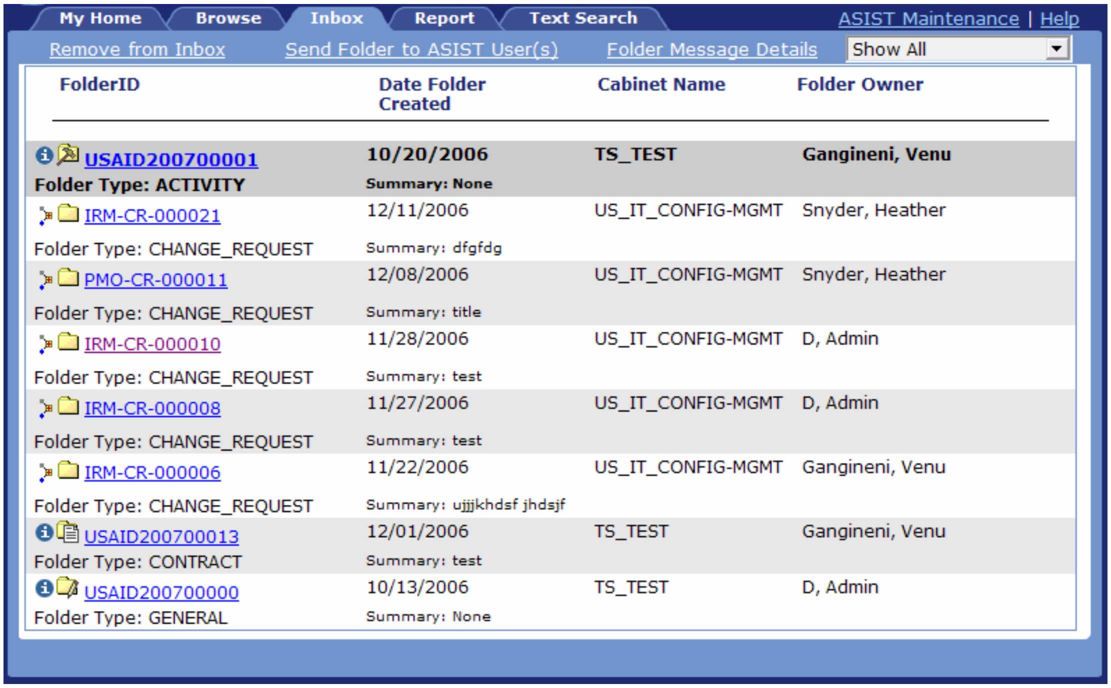



**Figure 192: Inbox Tab**

2. Select the folder by clicking on the row of the folder. Do not click on the folder ID or the folder icon () as this will open the folder.

3. Click the Folder Message Details link in the *Inbox* tab header to see task details provided to you by the sender regarding this folder (Figure 193).

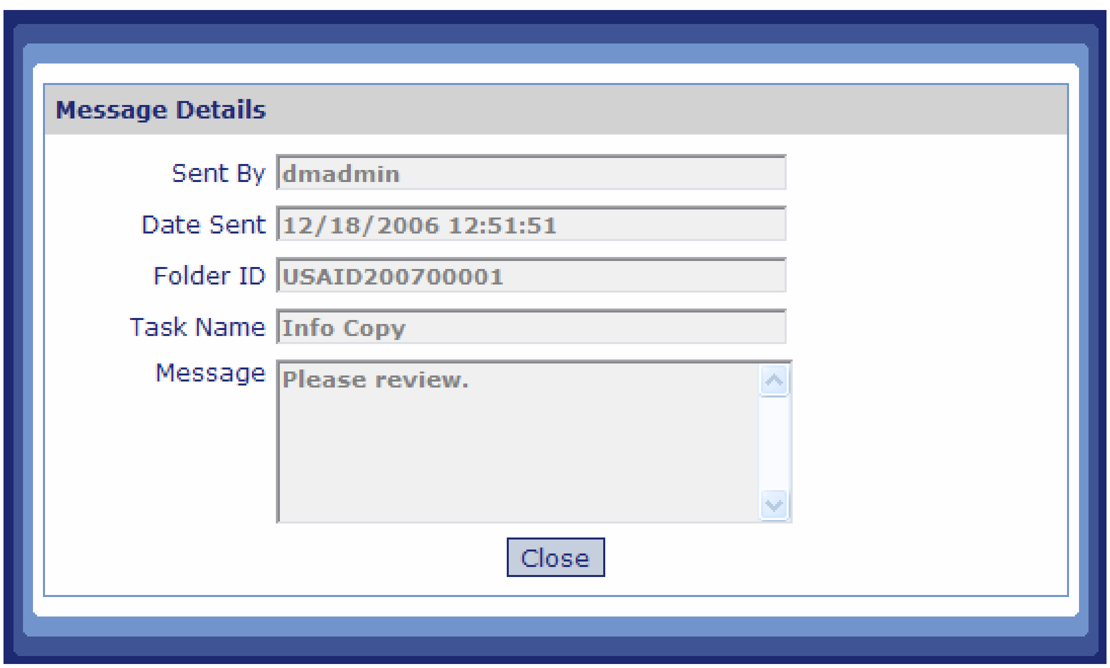



**Figure 193: Inbox Tab - Folder Message Details**

4. Press the **Close** button to close the Message Details and return to the *Inbox* tab.

## Remove from Inbox

The Remove from Inbox link in the *Inbox* tab header is used to remove a selected folder from the user's inbox. The folder is not removed from ASIST, nor any other user's inbox in which the folder exists.

A folder in a workflow can not be removed from the Inbox using the Remove from Inbox link. To remove a folder in a workflow from the Inbox, see Continuing the Workflow on page 179.

To remove a folder from the inbox, perform the following:

1. Click on the *Inbox* tab from the "ASIST Home" page. A list of all folders in the user's inbox is displayed (Figure 192). Each folder is displayed on a separate line.
2. Select the folder by clicking on the row of the folder. Do not click on the folder ID or the folder icon ( ) as this will open the folder.
3. Click the Remove from Inbox link in the *Inbox* tab header. A removal confirmation appears (Figure 194).

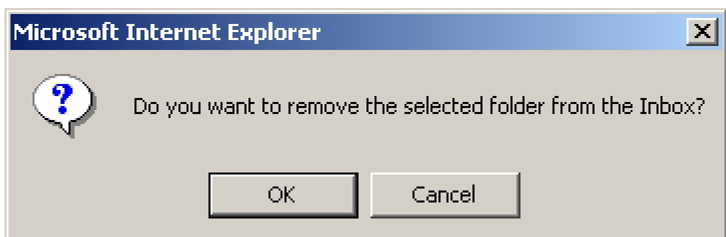



**Figure 194: Remove Inbox Item Confirmation**

4. Press the **OK** button**.** The inbox list refreshes with the folder removed.

Pressing **Cancel** will not remove the folder from the inbox.

## Send Folder to ASIST User(s)

The Send Folder to ASIST User(s) link forwards the folder in the ASIST user's inbox to another ASIST user's inbox and allows the sender to include a personal message regarding the folder. This function is the same as the Send to ASIST User(s) function on the "Folder Maintenance" page's *Information* tab. For more information on sending a folder to an ASIST user, see Send to ASIST User(s) on page 98.

# Reports

ASIST offers reports for several folder types for which attachments are scanned regularly into ASIST:

- Contract Scanning
- Invoice Scanning
- Voucher Scanning
- Payment Authorization Scanning

ASIST also offers a report on pending correspondence folders.

These reports are designed to facilitate the process of printing barcodes for batch scanning. For more information on batch scanning, see Scanning a Hard Copy into ASIST Using ScanXpress on page 114. The ASIST Administrator must grant a user access to each report in order to see the report on the *Reports* tab.

Reports can be accessed in two ways:

1. Clicking on the links in the panels located on the *My Home* tab. See Report Panels on page 49 for more information on accessing these reports from the *My Home* tab.
2. Clicking on the *Reports* tab on the ASIST Home page (Figure 195).

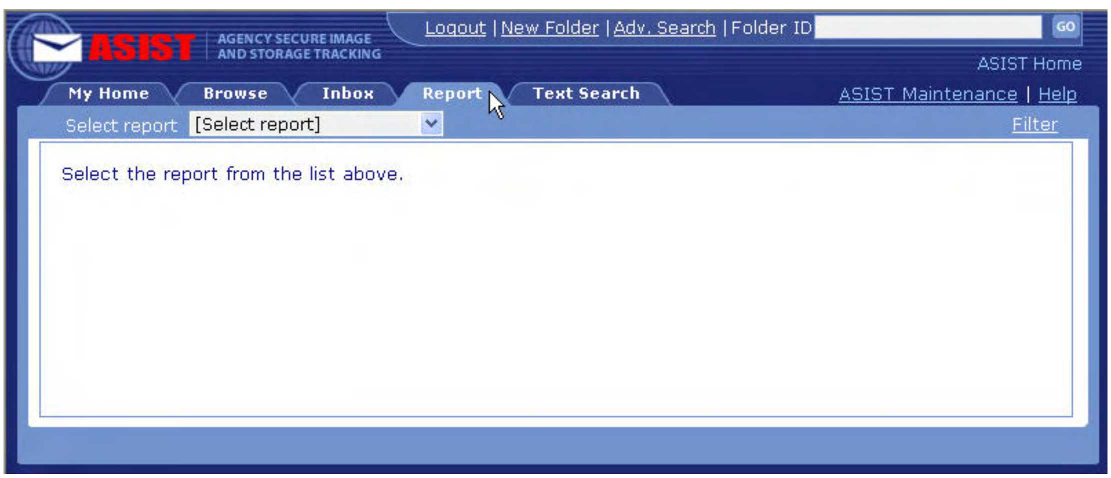



**Figure 195: Reports Tab**

To view a report from the *Reports* tab, perform the following:

1. Select the report name from the `Select report` drop-down menu (Figure 196).

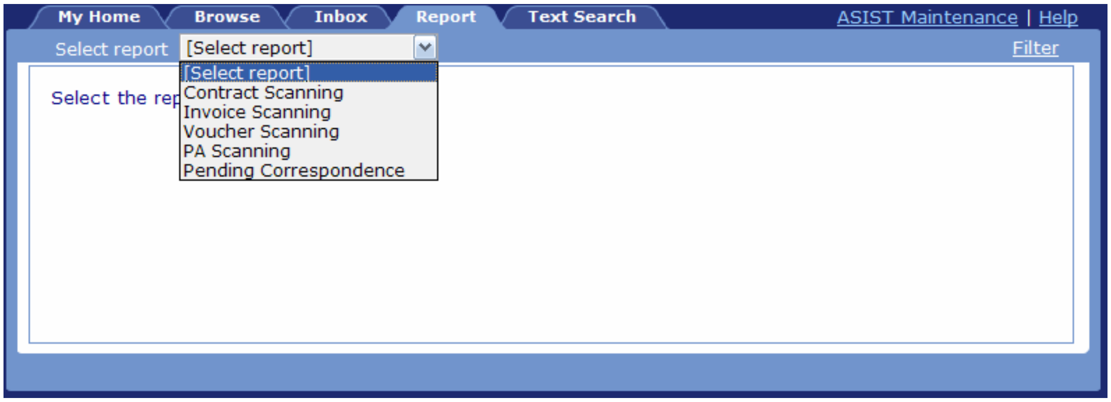



**Figure 196: Select Report**

The report appears in the body section of the *Report* tab. Figure 197 illustrates the Voucher Scanning report. The folder IDs listed are folders in ASIST for which no attachment has been scanned. The remaining attribute columns provide folder information for each folder. The attributes displayed are dependent on the folder type reported.

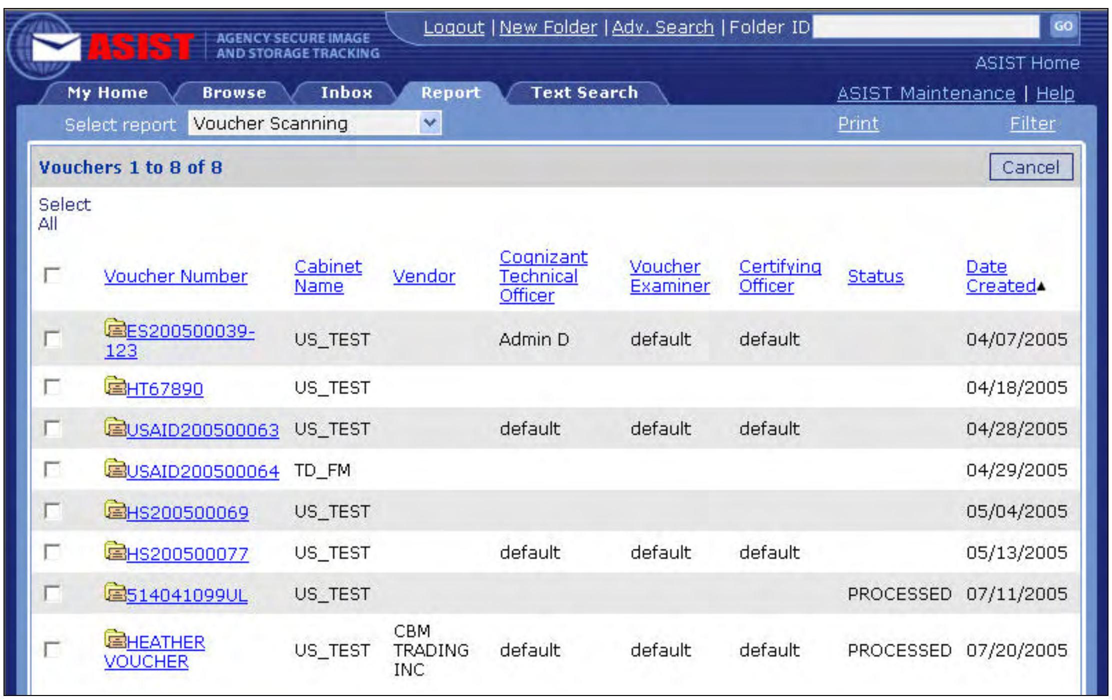



**Figure 197: Example Voucher Scanning Report**

## Filtering Reports

The list of folders displayed on each report can be further filtered using the Filter function.

To filter a report, perform the following:

1. Click the Filter link in the *Report* tab header. The Filter window opens (Figure 198). The filter attributes are dependent on the folder type reported.

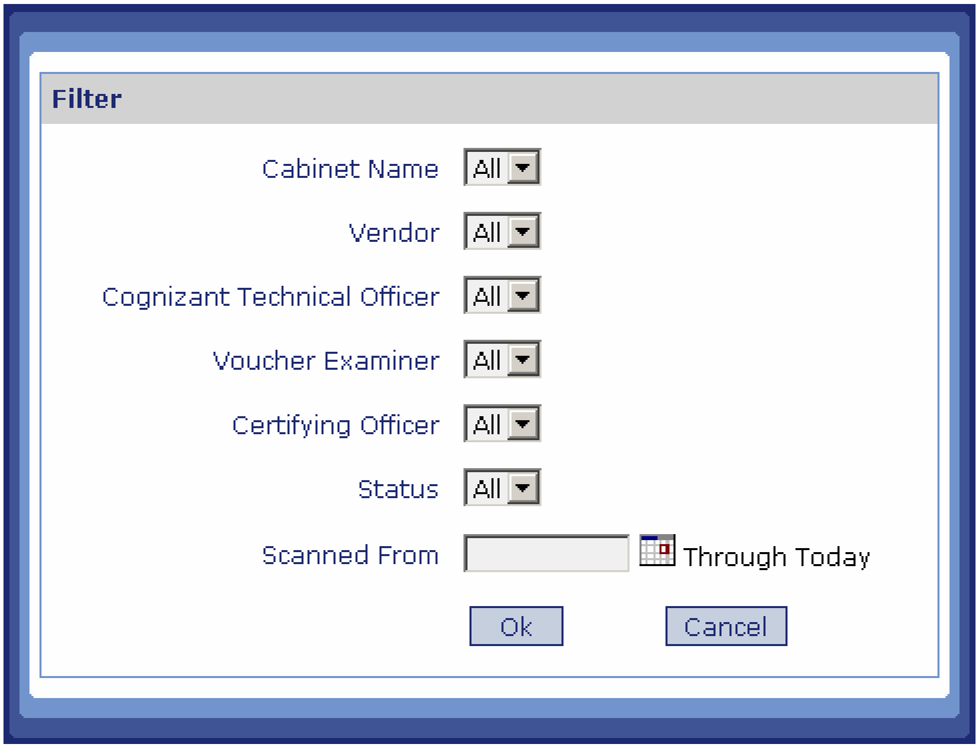



**Figure 198: Report Filter Screen**

2. From the filter options, select any criteria by which you want to filter the report listing.
3. Press the **OK** button. The *Report* tab refreshes displaying the filtered list of folder IDs.

## Printing Barcodes from the Reports Tab

Barcode Cover Sheets can be printed from a report. From a report, multiple Barcode Cover Sheets can be printed at one time. Printing barcodes does not apply to the Pending Correspondence report.

To print a Barcode Cover Sheet from a report, perform the following:

1. Select a report from the `Select report` drop-down menu to list the folders for which a barcode has not been printed.
2. Place a checkmark (☑) to the left of each folder ID for which you want to print a barcode. To print a barcode for all folders listed on the page, check the `Select All` checkbox.
3. Click the Print link in the tab header. The barcode(s) to print are displayed in a browser window.
4. To print the barcodes, select **File > Print** from the browser menu and follow your normal system printing operation (Figure 89).

Once barcodes are printed, refer to the "Scanning Reference Guide" for details on scanning a document into ASIST.

## Pending Correspondence Report

The Pending Correspondence report provides an aging view of all correspondence folders due for an organization. By default, the folders displayed are associated with the user's organization. The folder list allows ASIST participants to view open correspondence folders pending action. Figure 199 shows an example of the Pending Correspondence report.

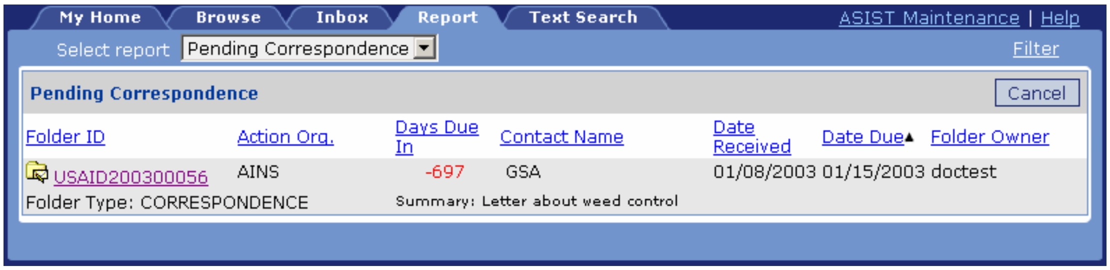



**Figure 199: Pending Correspondence Report**

### Filtering Pending Folders

The list of folders displayed on the Pending Correspondence report can be further filtered using the Filter function. By default, the list of folders that are displayed are associated with the current user's organization.

To filter the Pending Correspondence Report, perform the following:

1. Click the Filter link in the *Report* tab header. The Filter window opens (Figure 200).

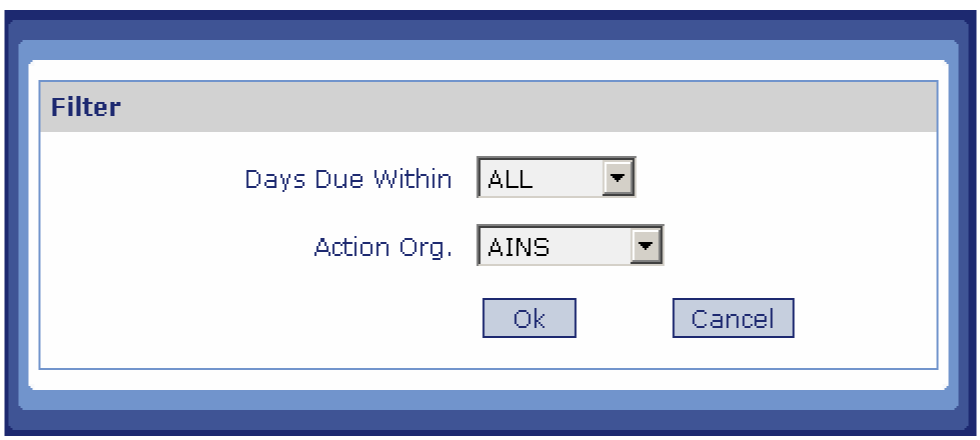



**Figure 200: Pending Correspondence Filter**

2. To view pending folders from a specific time frame, select the time frame from the Days Due Within drop-down menu. Select "ALL" to view pending folders from every time frame. The following describes the Days Due Within filter options:

| | |
|---|---|
| ALL | Shows all folders. |
| 0-10 | Shows all folders due within the number of days selected. If a folder is overdue, it is also displayed in the pending |

| | |
|---|---|
| | correspondence list.<br>The displayed number is the number of days remaining for the assigned organization to complete the task. The Days Due In value on the report is derived from the Date Due field on the CORRESPONDENCE "Folder Maintenance" page's *Information* tab. This date is entered by default or by selecting a date from the calendar during new folder creation. |
| Overdue | Shows all folders that are past due. |

3. To view pending folders from other organizations, select the organization from the Action Org. drop-down menu. Select "ALL" to view pending folders from all organizations.
4. Press the **OK** button. The *Report* tab refreshes displaying the filtered list of folder IDs.

# Workflows

A workflow in ASIST is the automated routing of a folder from one user to another for purposes of completing a series of tasks. These tasks can include, but are not limited to:

1. Evaluating or reviewing folder attachments
2. Signing off on folder attachments
3. Performing activities on folder attachments

The workflow is organized by **tasks** and **roles**. The task is the work that must be performed. The role is the title of the user who must perform the task.

## Examples of Workflows

Some workflows are based on Standard Operating Procedures (SOPs) that have evolved from ASIST best-practices at missions where ASIST has been deployed. These are frequently used workflows:

### Correspondence and Records Workflow (CR WF)

The CR Workflow allows the C&R office to route a Correspondence folder – a folder containing the correspondence that comes into the C&R office – to the correspondence "Reviewer". The Reviewer is the user to whom the correspondence is addressed.

A variation of the C&R Workflow involves an extra initial step in which the C&R office routes the Correspondence folder to the office to which the correspondence is addressed. Figure 201 is a diagram of this C&R Workflow variation. In this workflow, the folder is initially routed to the Data Quality Manager (DQM) – usually, an Administrative Assistant in the office – who assigns the correspondence to the proper Reviewer within the office.

The Reviewer performs one of two options on this folder. The Reviewer may take action on the folder. This may include reviewing the attachments and writing a reply, sending the reply to the sender of the correspondence and attaching a copy of the reply into the Correspondence folder. The Reviewer may decide NOT to take action and route the folder to another ASIST user who should take action. The folder may be routed to several Reviewers before action is taken.

Once action is taken, the folder is routed back to the C&R office and the action taken is reviewed. The C&R office can then archive/close the folder. The folder is still available for reference but can no longer be modified.

The folder status and journal entries act as an audit trail which tells the C&R office and the Reviewers when and to whom the folder was sent, when and what action was taken on the folder, the reasons for action taken or not taken, and when the folder was archived.

Refer to Figure 201 for a flowchart depiction of the CR WF.

See Correspondence & Records Workflow (CR WF) Example on page 188 at the end of this chapter for an example of how this workflow is used in ASIST.

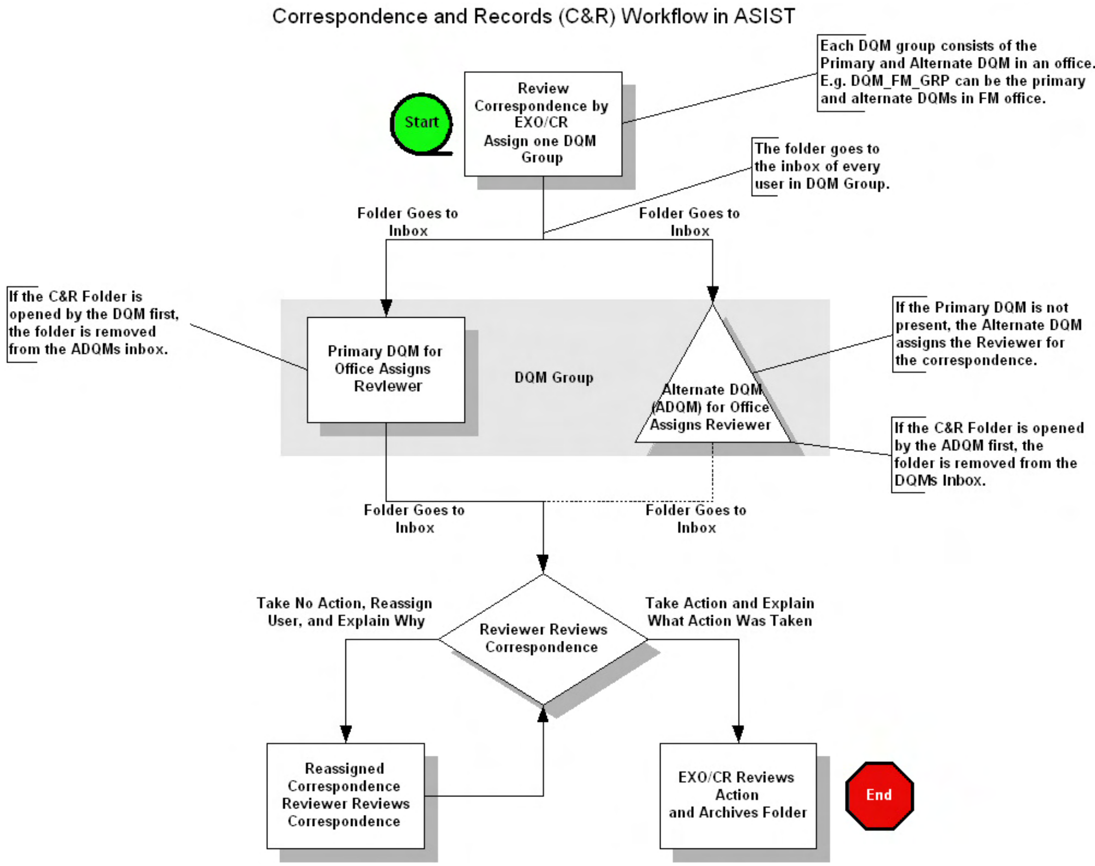



**Figure 201: Correspondence and Records Workflow (CR WF) in ASIST**

## Financial Management Workflow (FM WF)

The FM workflow allows the Financial Management office to attach invoices to Voucher folders and route the Voucher folders to all of the users in the process of reviewing and certifying invoices for eventual payment to the vendor.

The FM WF is especially useful for regional missions that must receive invoices from their client missions.

Typically, the invoice is scanned directly into a Phoenix fed Voucher folder (see Interfacing ASIST with Phoenix on page 197) using ScanXpress (see Scanning a Hard Copy into ASIST Using ScanXpress on page 114) by the Data Control Clerk (DDC). The folder is then routed to the Cognizant Technical Officer (CTO) for administrative approval. Once approved it is routed to a Voucher Examiner (VE) for auditing. Once audited it is routed to the Certifying Officer (CO) for certification. With the certification, the voucher is sent back to the DCC, who scans in the final certified invoices and archives/closes the folder.

Refer to Figure 202 for a flowchart depiction of the FM WF.

Financial Management Workflow Example in ASIST

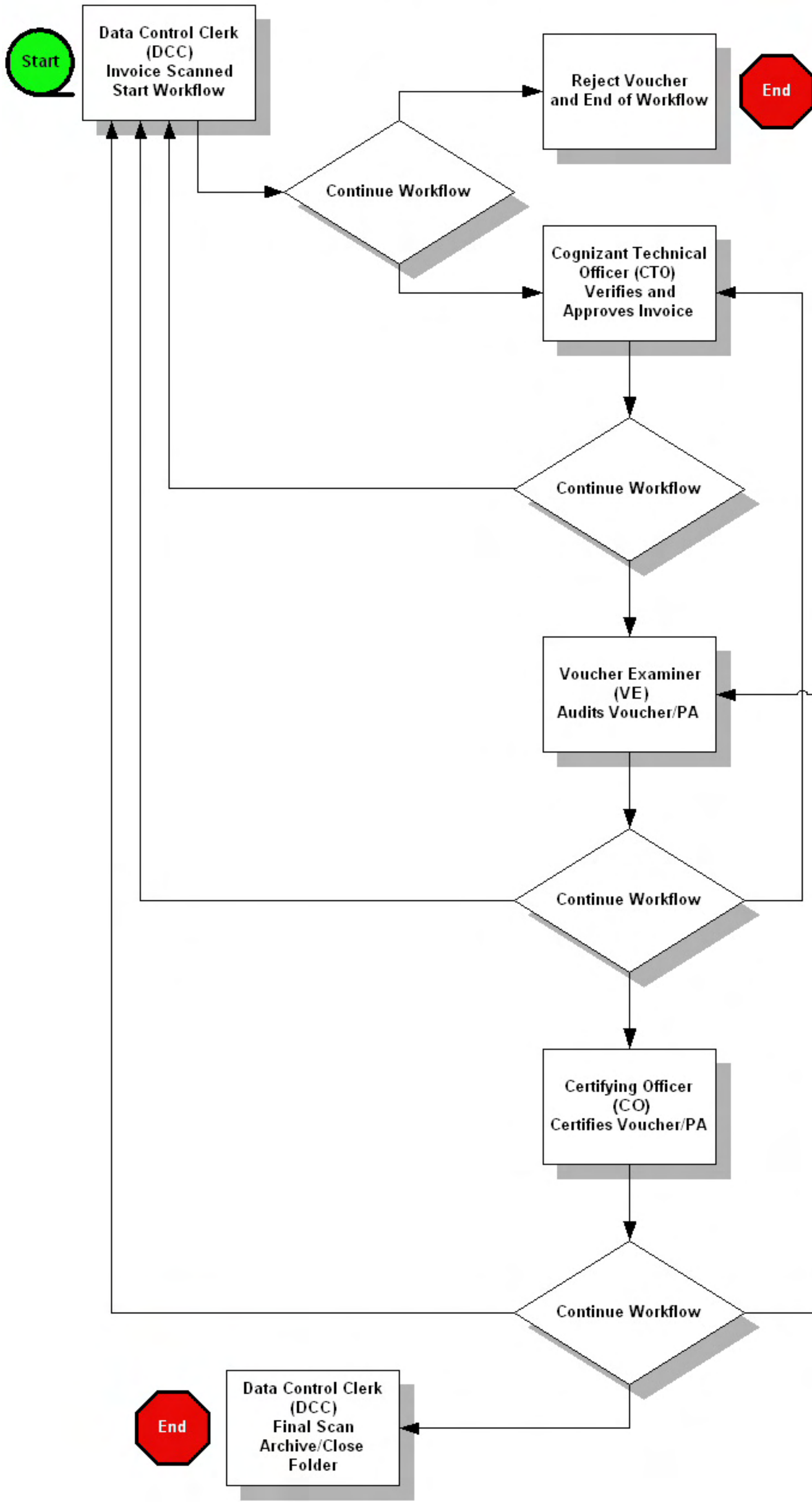


**Figure 202: Financial Management Workflow (FM WF) in ASIST**

## Using a Workflow

In order to start a workflow a folder must be created in a cabinet and folder type with one or more available workflows. For example, to start a CR WF on a Correspondence folder in the EXO cabinet and Correspondence folder type, the CR WF must be available for that cabinet and folder type. Ask your ASIST administrator if the workflow you need is available in the cabinet and folder type in which you work. If it is not, your ASIST administrator can make it available.

You CANNOT assign and start a workflow on a folder that was created BEFORE the workflow was made available for the cabinet and folder type in which the folder was created.

### Assigning a Workflow to a Folder

Since more than one workflow can be made available for a cabinet and folder type, you may have to assign a workflow to the folder you created.

After you create the folder, open it to the "ASIST Folder Maintenance" page.

To assign a workflow to a folder, perform the following:

1. Click the *Assignments* tab.
2. On the *Assignments* tab, click on the Assign Workflow link.

   If only one workflow is available for the cabinet and folder type, there is NO Assign Workflow link in the page header. The task and role names for the workflow will already be populated. If there is only one workflow available for the cabinet and folder type, you do NOT have to assign a workflow. If you don't have to assign a workflow, go to Assigning Users/Groups to Tasks on page 174.


**Figure 203: Assigning a Workflow to the Folder**

3. The Assign Workflow window opens. Select a workflow from the workflows that are listed by selecting its radio button. In Figure 204, the user selects CR Workflow.

4. Press the **Assign** button.

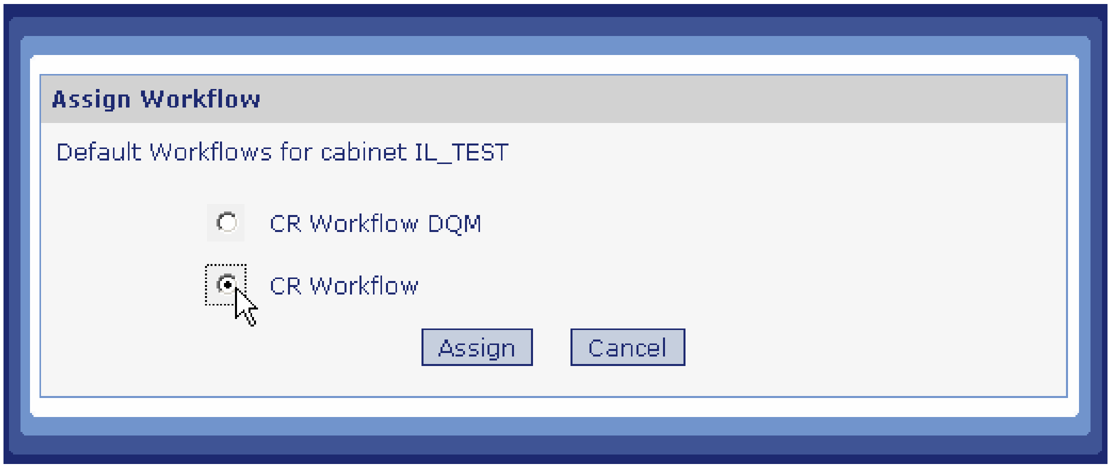



**Figure 204: Selecting the Workflow**

5. The task and role names in the workflow populate in the *Assignments* tab, under the Task Name and Role Name columns, as shown in Figure 205.

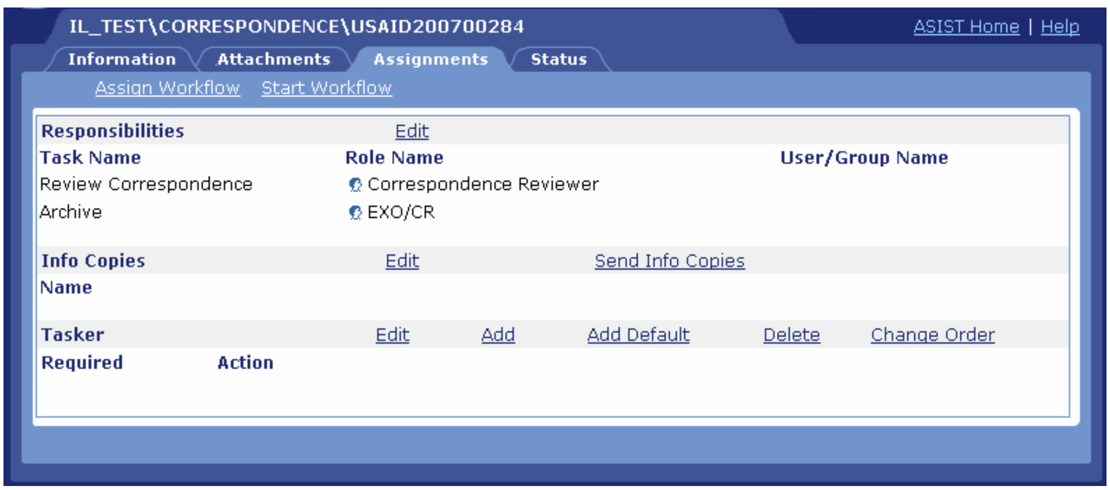



**Figure 205: Workflow Assigned**

## Assigning Users/Groups to Tasks

After having assigned a workflow to the folder, users must be assigned to the tasks of the workflow.

To assign users and groups to workflow tasks, perform the following:

1. On the *Assignments* tab, click the Edit link (Figure 206).


**Figure 206: Click Edit to Assign Users/Groups to Tasks**

The Assign User/Group window opens (Figure 207).

On the left hand side is a list of users or groups. On the right hand side is a table with the list of tasks and roles. The last column of the table on the right hand side is empty and must be filled with the assigned users and/or groups. The Role Name column shows the role of the user or group. You can tell whether a group or a user should be assigned to a task by the icon in the Role Name column:

Group must be assigned

User must be assigned

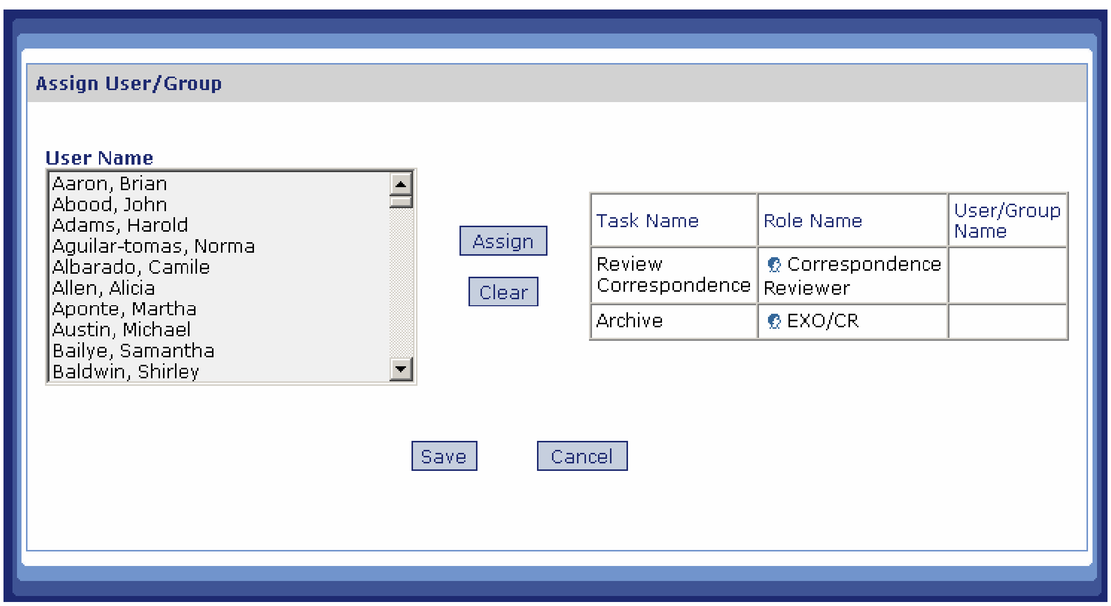



**Figure 207: Assign User/Group Window**

2. To assign a user or group to a task and role, first highlight the task/role. In Figure 208, the first task/role is selected by clicking on it. Because a user must be assigned to the task/role, a list of users is displayed on the left hand

side. If a group must be assigned, the list of users on the left hand side becomes a list of groups when the task/role is highlighted. The label for the list also changes to Group Name.

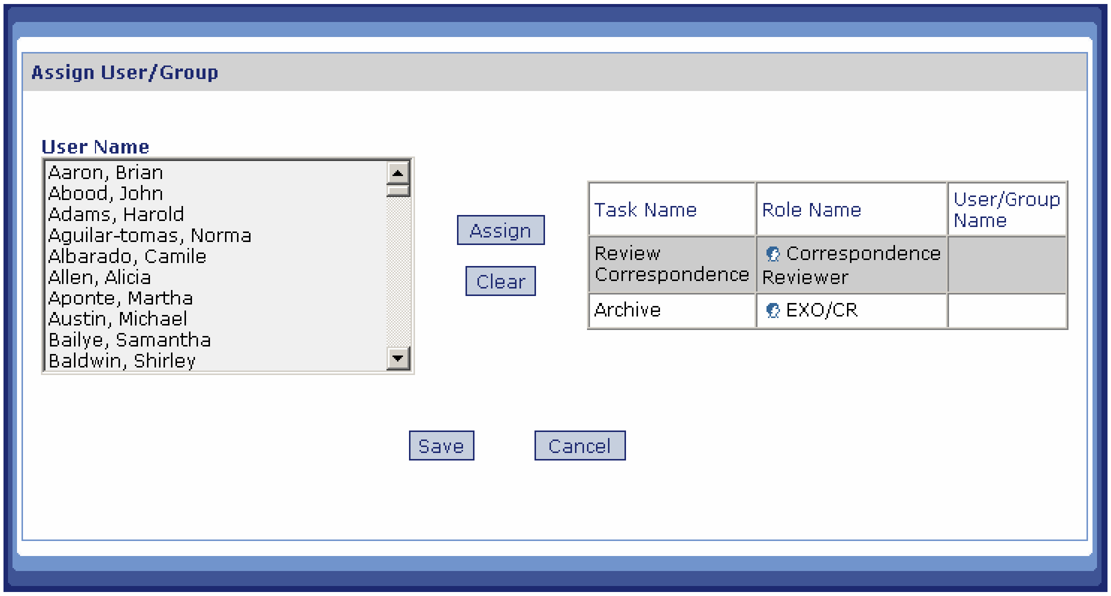



**Figure 208: Select the Workflow Task**

3. Select the user or group for the assignment. In Figure 209, Susan Williams is selected for the role of Correspondence Reviewer.

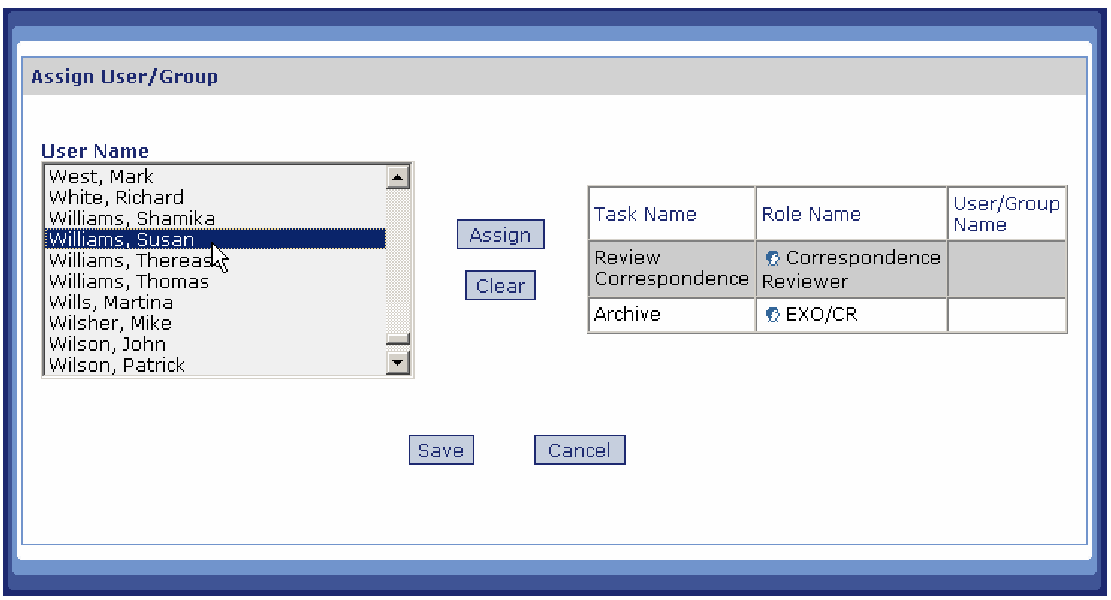



**Figure 209: Select the User or Group Name**

4. Press the **Assign** button. In Figure 210, the user is now assigned to the task/role. The user name chosen displays in the last column.

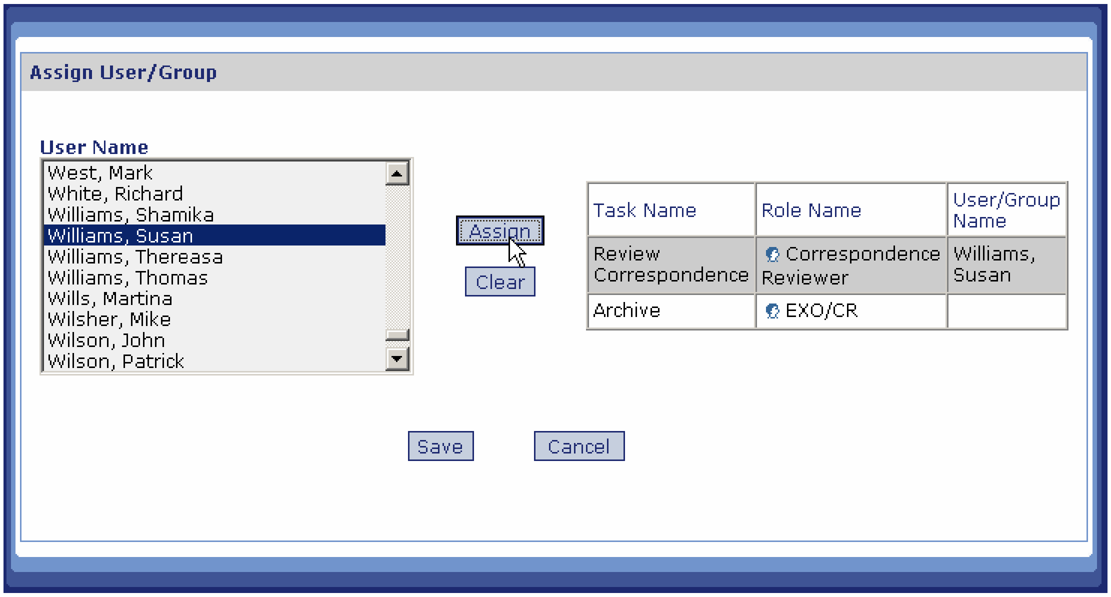



**Figure 210: Assign the User or Group to the Task**

5. Continue to make assignments by repeating steps 2 through 4 in the instructions. You do not have to assign users/groups to all tasks/roles prior to starting a workflow.

   NOTE To remove a user from a task, select the task/role and press the **Clear** button.

6. When all necessary assignments are made, press the **Save** button (Figure 211).

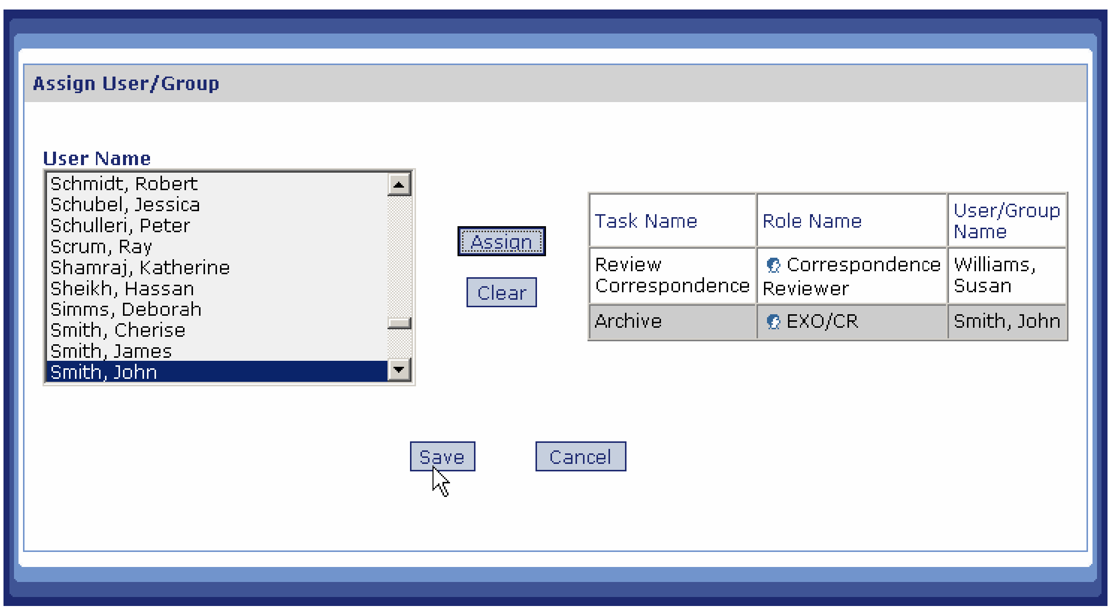



**Figure 211: Save Workflow Assignments**

7. The Assign User/Group window closes and the assignment(s) appear in the *Assignments* tab. Figure 212 shows the current assigned tasks for the CR Workflow.

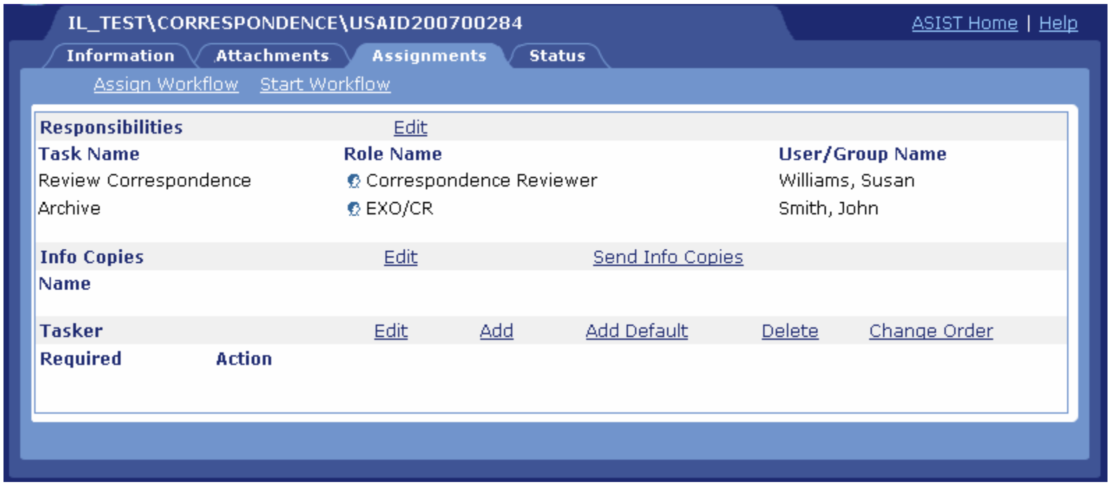



**Figure 212: Groups/Users Assigned to a Task**

## Starting the Workflow

Starting the workflow initiates the process of routing the folder to the users or groups that have been assigned to the tasks and roles.

To start the workflow, perform the following:

1. On the *Assignments* tab, click the Start Workflow link (Figure 213).


**Figure 213: Start Workflow Link**

The Start Workflow window opens, as shown in Figure 214.

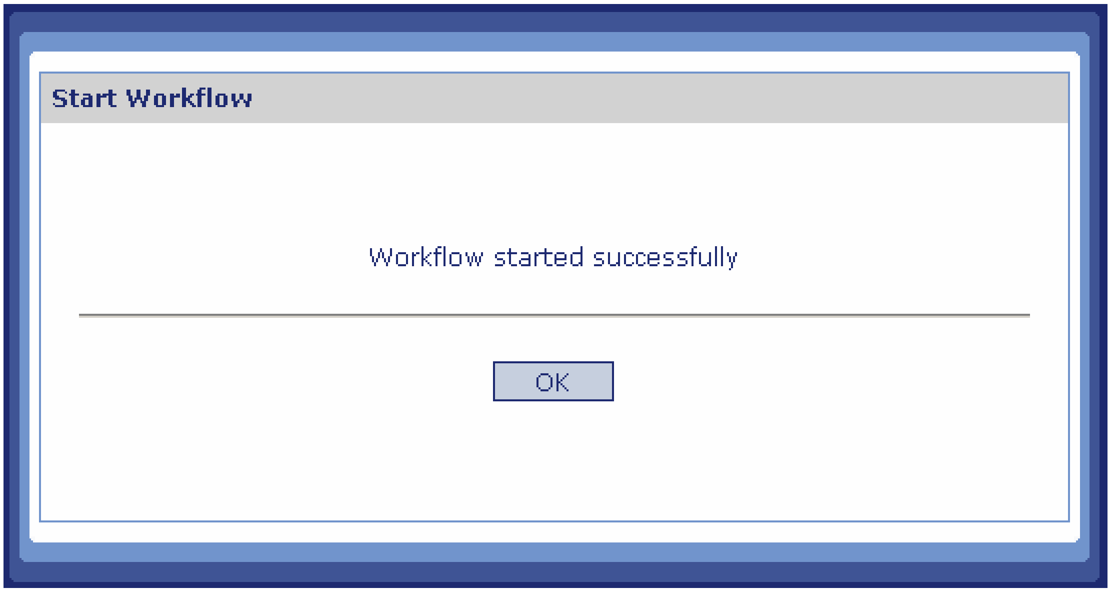



**Figure 214: Start the Workflow by Pressing OK**

2. Press the **OK** button.

When the workflow is started, the folder is routed to the ASIST inbox of the first assigned user or group. Throughout the workflow, when a folder is routed to a user, an e-mail is also sent telling him he has an ASIST assignment in his inbox.

## Continuing the Workflow

There are two places from which to continue the workflow:

1. The *Inbox* tab on the "ASIST Home" page (Figure 215). For more information on the *Inbox* tab, see Your Inbox on page 160.

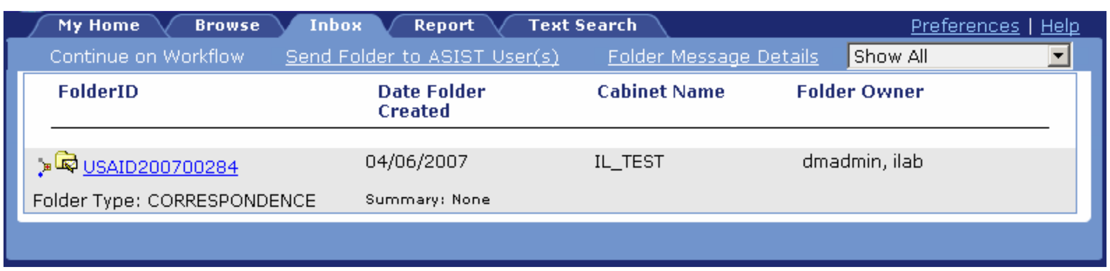



**Figure 215: Continue on Workflow from the Inbox**

2. The *Assignments* tab on the "ASIST Folder Maintenance" page. The folder must be open to continue the workflow from the *Assignments* tab (Figure 216).


**Figure 216: Continue on Workflow from Assignments Tab**

Two things occur when you continue the workflow:

1. You are asked to perform the task in the Select Task window.
2. After you continue the workflow, the folder is automatically removed from your Inbox and routed to the user(s) responsible for the next task.

From either one of these tabs, the *Inbox* tab or the *Assignments* tab, continue the workflow by performing the following:

1. Highlight the row of the folder in the Inbox.
2. Click the Continue on Workflow link (Figure 216).

   The Select Task window opens. Figure 217 illustrates the first set of task options for the CR Workflow.

   Depending on the workflow, the instructions for the action that needs to be taken on the folder are displayed. These instructions might be to fill out a form, select a choice from options, or provide comments or a review.

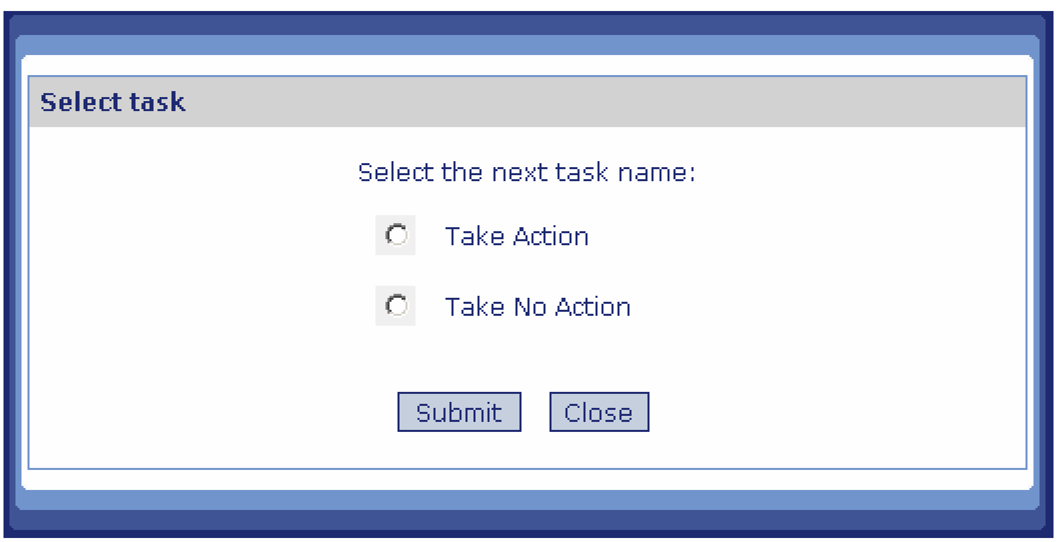



**Figure 217: Selecting to Take Action or Take No Action**

3. Follow the instructions in the Select Task window. Figure 218 illustrates taking action on the folder in the CR Workflow. Figure 219 illustrates taking no action on the folder in the CR Workflow.

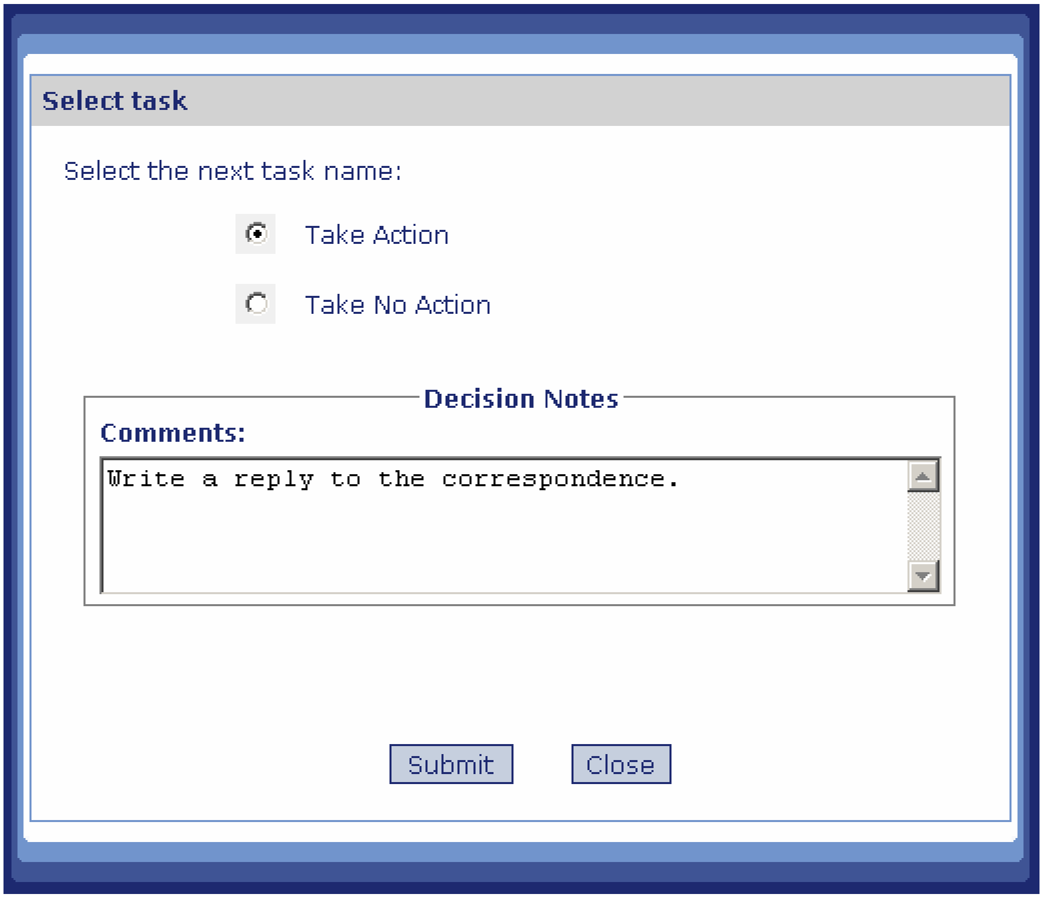



**Figure 218: Taking Action on the Folder**

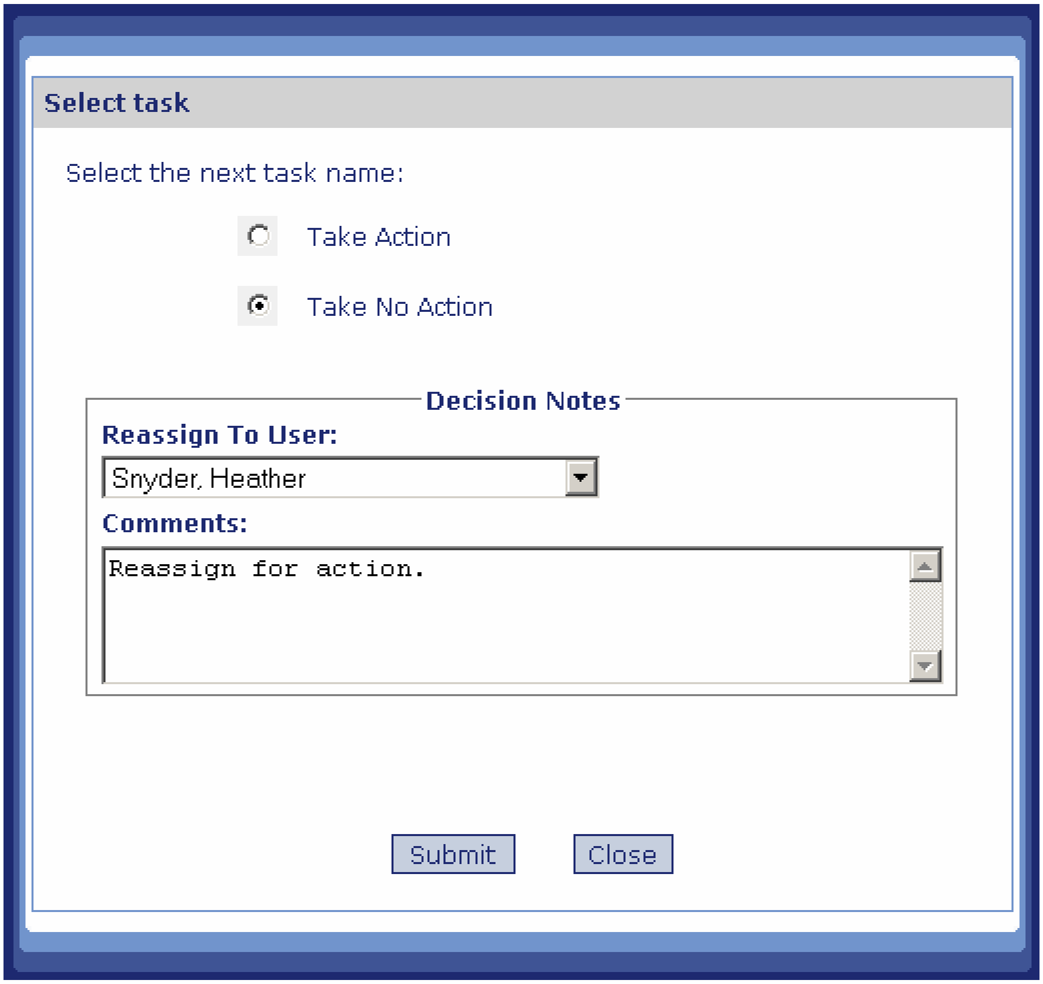



**Figure 219: Taking No Action on the Folder**

4. Press the **Submit** button. The folder is removed from the user's Inbox and is automatically routed to the user responsible for the next task.

Once all users and groups have taken the appropriate action for their task, the workflow can be finished. Figure 220 illustrates finishing the workflow as the last task of the CR Workflow.

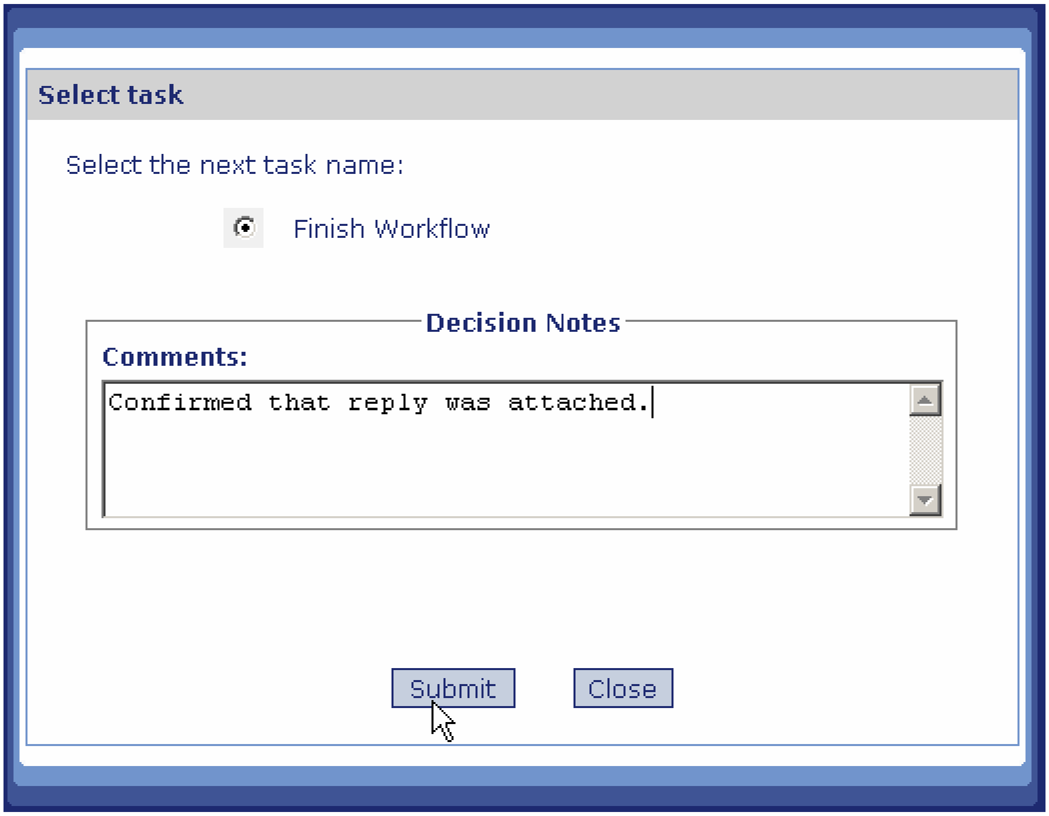



**Figure 220: Finishing the Workflow**

## Delegating the Task

If a user decides he should not perform the current task, or the user for the current task is not available, the task can be delegated to another user. Delegating the task to another user is not meant as another way of reassigning a responsibility. You are still responsible for the task, even though another user is performing it. To reassign responsibilities, see Reassigning Tasks on page 185.

Delegating the task to another user can only be performed on the current task. However, it can be performed by either the user assigned the responsibility of the current task or by any user with permission to access the folder and delegate tasks. Permission to delegate tasks is granted by the ASIST Administrator. Ask your ASIST Administrator if you have permission to delegate tasks.

To delegate the current task to another user, perform the following:

1. From the *Assignments* tab on the "ASIST Folder Maintenance" page, click the Delegate Task link (Figure 221).

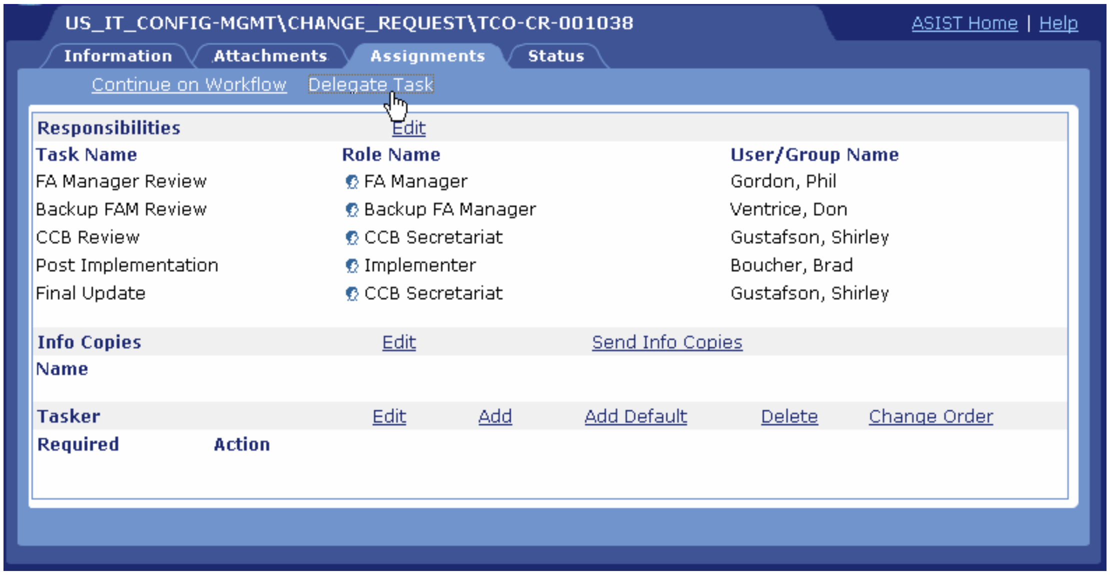



**Figure 221: Delegate Task Link**

The Delegate Task window opens.

In ASIST 3.2.1, multiple tasks can be delegated at one time. The tasks that can be delegated are displayed in a table with the task name and current task owner.

2. For each task you want to delegate, select a user from the task's `Delegate To` drop-down list. Once the task(s) have been delegated, press the **Delegate** button. Figure 222 shows the Backup FAM Review task being delegated to another user.

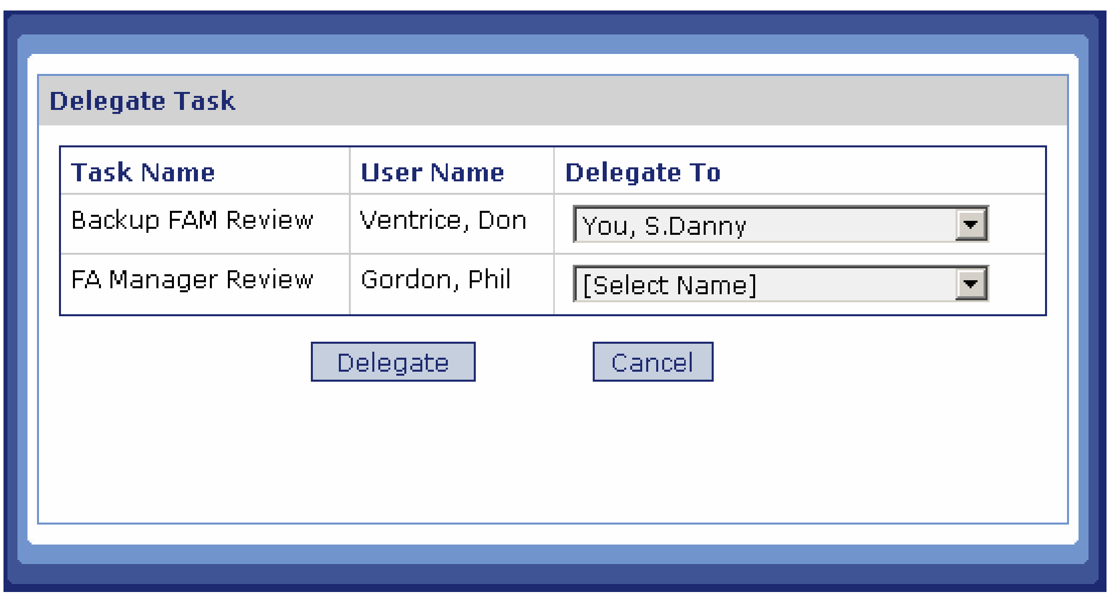



**Figure 222: Delegating a Task**

A confirmation page informs you that the task is now delegated to the user selected in the Delegate Task window (Figure 223).

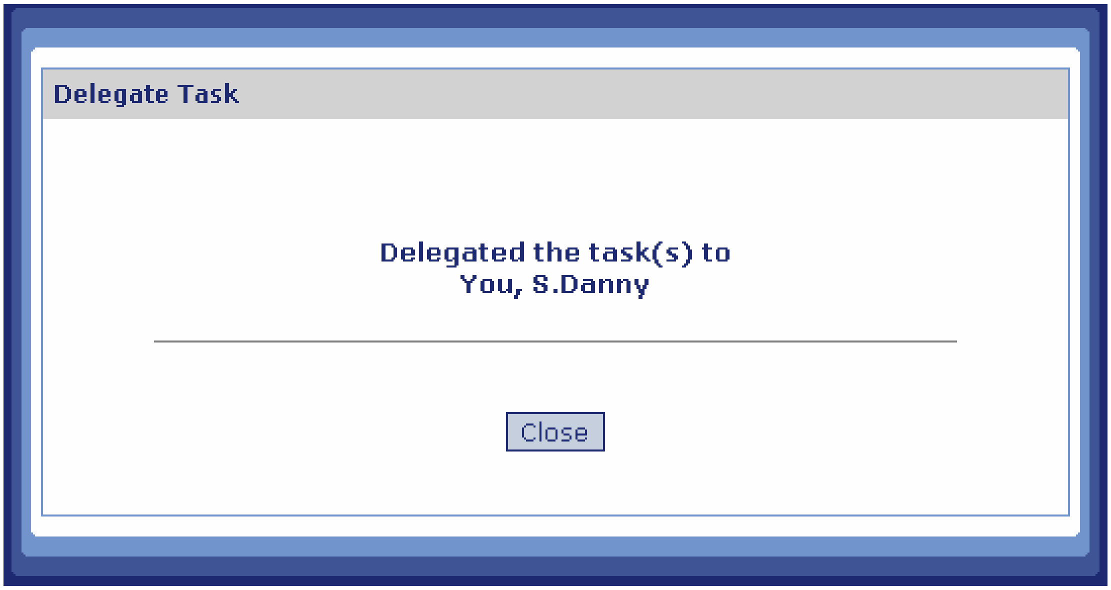



**Figure 223: Task Delegated**

3. Press the **Close** button.

Once the confirmation window closes, the *Assignments* tab's Responsibilities section does NOT change. That is because the person assigned the responsibility is still responsible for the task even though another user has been delegated the task.

In ASIST 3.2.1, delegating a task automatically grants write permission on the folder to the delegated user if the user does not already have write permission on the folder.

## Reassigning Tasks

You can reassign one or more tasks in the workflow. Reassigning tasks only affects those tasks that have yet to be completed. It does NOT affect current tasks or tasks already completed. Reassigning tasks is not the same as delegating tasks. Reassigning the task means that the user to whom the task is reassigned must take responsibility for the task. Unlike when you delegate a task and the *Assignments* tab's Responsibilities section does NOT change, reassigning a task DOES change the name in the User/Group Name column.

To reassign a task, perform the following:

1. On the *Assignments* tab, click on the Edit link (Figure 224).

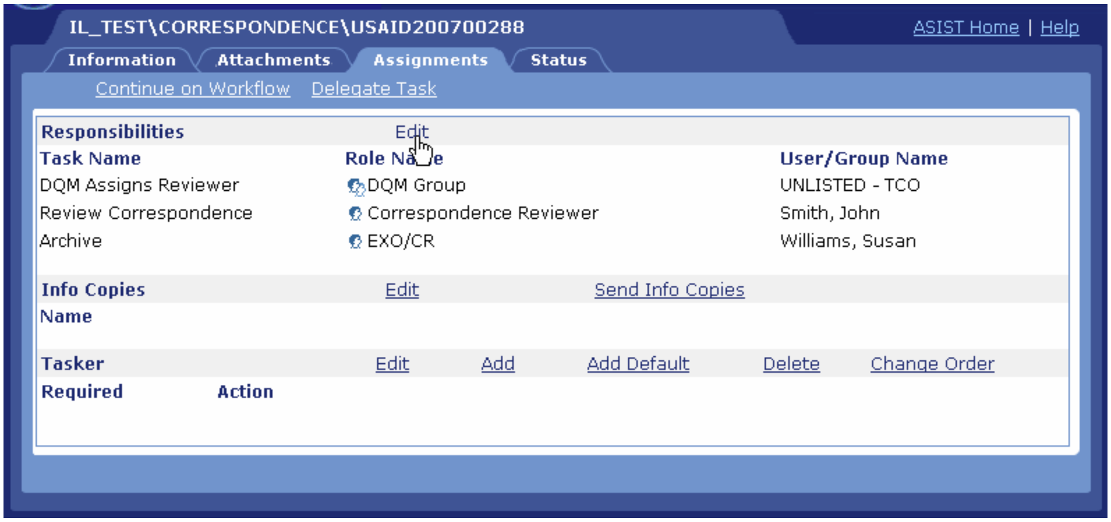



**Figure 224: Click Edit to Reassign Users/Groups to Tasks**

The Assign User/Group window opens (Figure 225).

2. Use the instructions in Assigning Users/Groups to Tasks on page 174 to reassign a user. Figure 225 shows the reassignment of the responsibility in the shaded row.

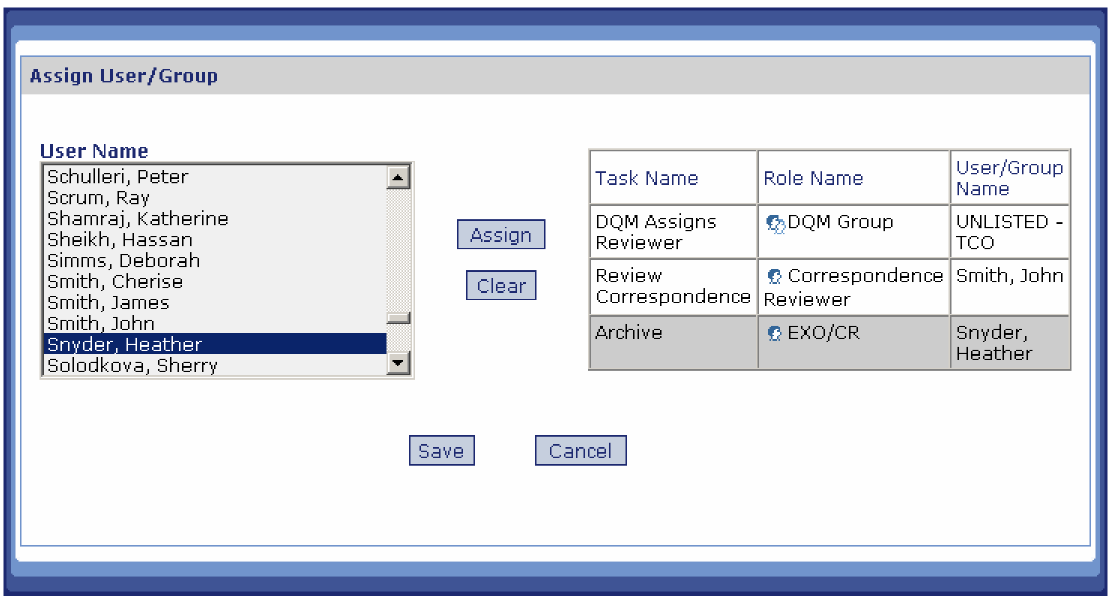



**Figure 225: Reassigning Responsibilities**

3. When you are finished reassigning tasks, press the **Save** button.

4. The Assign User/Group window closes and the Responsibilities section of the *Assignments* tab is updated (Figure 226).

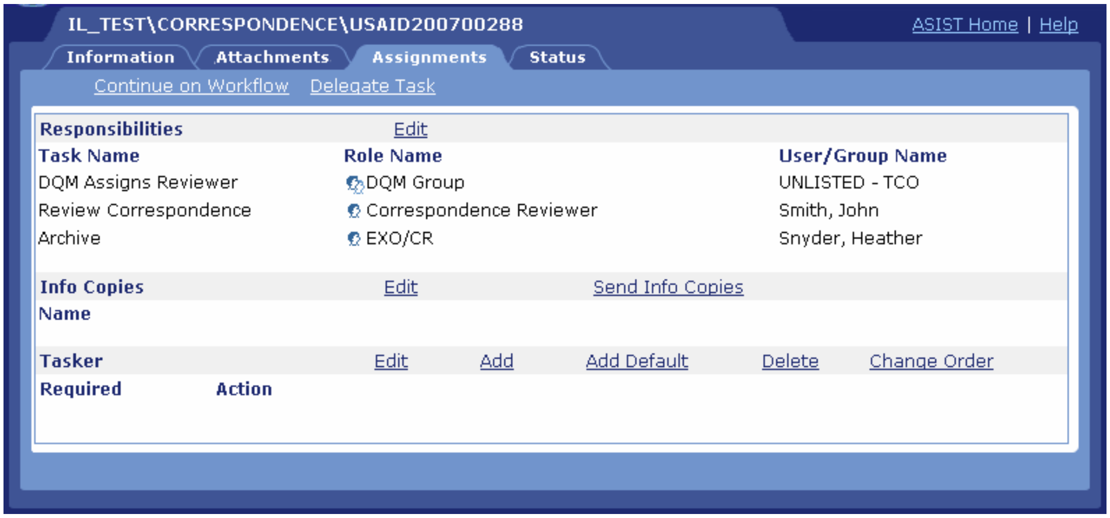



**Figure 226: Responsibilities Reassigned**

The folder remains in the Inbox of the current user. The user must finish his task and continue the workflow (see Continuing the Workflow on page 179). The reassignment only affects future tasks.

## Workflow Folder Status

The workflow maintains an audit trail that includes recording all of the events that occurred during the workflow.

The System Events section of the *Status* tab on the "ASIST Folder Maintenance" page shows the name of the person who performed the event, the date the event was performed, and a description of the event. The Journal Entries section on the same tab displays any Comments/Decision Notes that are made when tasks are continued. Figure 227 shows the system events and journal entries for a folder involved in a workflow.

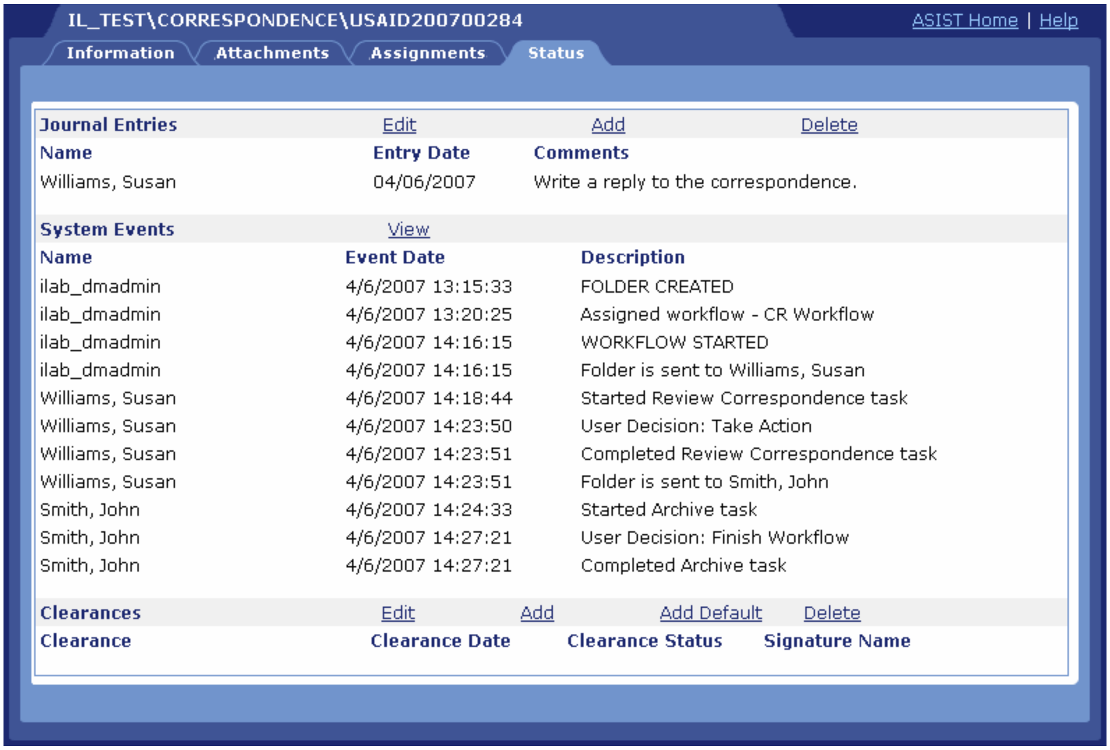



**Figure 227: Track Workflow Folders Using the Status Tab**

## Correspondence & Records Workflow (CR WF) Example

To better understand how to use a workflow, this section provides an example of the Correspondence and Records Workflow (CR WF). See Figure 201 on page 171 to review the specific tasks in the CR Workflow. The example refers to the screen shots provided in the section Using a Workflow.

The CR Workflow has two tasks:

1. Review Correspondence – Performed by the Correspondence Reviewer
2. C&R Reviews Action Taken and Archives/Closes Folder – Performed by a C&R staff member

### Assigning a Workflow to the CORRESPONDENCE Folder

John Smith in C&R receives correspondence from a vendor. It is a request for information from the SO5 Technical Office. The addressee is Susan Williams. She is in charge of an activity for which the vendor is doing work.

John creates a CORRESPONDENCE folder in the EXO cabinet. Then he assigns the CR Workflow to the folder. See Figure 203 – Figure 205 for illustrations on how he assigned the CR WF to the CORRESPONDENCE folder.

### Assigning the Users/Groups to the CR WF Example

Now that the workflow has been assigned to the folder, he assigns a user to Task 1 and a user to Task 2.

In our example, John Smith assigns Tasks 1 and 2 in Figure 206 – Figure 212. He assigns Susan Williams to Task 1. He assigns Task 2 to himself.

### Starting the Workflow in the CR WF Example

He starts the workflow. See Figure 213 – Figure 214 to see how John started the workflow.

### Continuing the Workflow in the CR WF Example

The CORRESPONDENCE folder is routed to the Inbox of the Correspondence Reviewer - Susan Williams.

Susan opens the folder and reads the request for information from the vendor. She is asked to Take Action or Take No Action on the correspondence in the folder. Figure 217 shows the options the Reviewer must select from. Since she knows the information that the vendor requests, she decides to Take Action.

She drafts a letter with the information the vendor requested and sends it to the vendor. She also places a copy of the letter in the folder. Then she continues the workflow. Figure 218 shows Susan taking action on the folder and describing the action she took.

The folder is routed back to John in C&R. The folder is automatically removed from Susan's Inbox. Although the folder is no longer in her Inbox she will still have permanent access to the folder, regardless of if she has permission to the EXO cabinet CORRESPONDENCE folder type.

### Finishing the Workflow in the CR WF Example

John Smith in C&R is assigned the responsibility of reviewing the action taken and archiving/closing the folder.

Figure 220 shows the CR WF being completed. The Select Task window asks John to finish the workflow and provide any comments.

### Audit Trail of the CR WF Example

An audit trail shows the routing of the CORRESPONDENCE folder, the action taken on the folder, and what actions were taken. Figure 227 shows the audit trail for the example workflow. The System Events section of the *Status* tab shows the routing of the folder and the actions taken. The Journal Entries section shows what comments were provided for the actions taken.

## Signing a Workflow Using Entrust Digital Signature

ASIST now accepts signing folders digitally in the course of an ASIST workflow using your USAID-provided Entrust Digital Signature. To enable a workflow that accepts your digital signature, speak to your ASIST Administrator. They may have to contact the Documentum Team in Washington to have the workflow developed and deployed to your ASIST.

When signing a folder in a workflow, three steps are taken:

1. Signing the Signature Page.
2. Checking the Signature Page back into the folder.
3. Submitting the approved signature.

In order to sign a folder in ASIST you will need Adobe Acrobat 7.0 with the Entrust 7.0 plug-in (or a higher version). It should be available as a part of your standard USAID Desktop. If it is not, contact your IT department. You also need a USAID-provided Entrust Digital Signature.

Signing a folder occurs in the course of continuing a workflow (see Continuing the Workflow on page 179).

The following instructions use the example of a user signing an approval of a draft document in a workflow:

1. You are asked to approve a draft of a document. Click on the Continue on Workflow link. The Select task pop-up window opens (Figure 228).

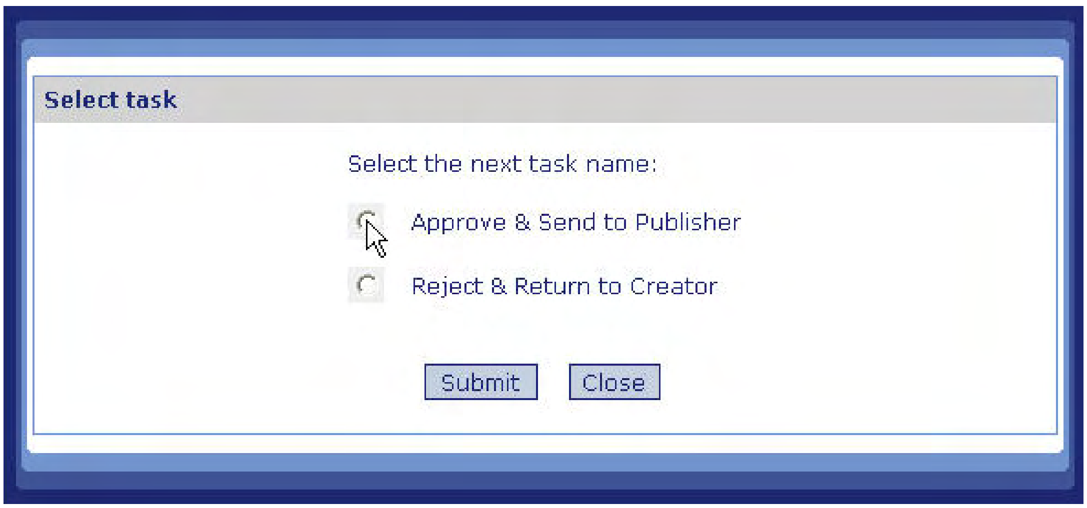



**Figure 228: Selecting the Approval Option**

2. Select the `Approve & Send to Publisher` option.
3. The pop-up window expands to show user instructions on approving the draft of the document by signing the folder. Press the **Sign Folder** button to start the signing process (Figure 229).

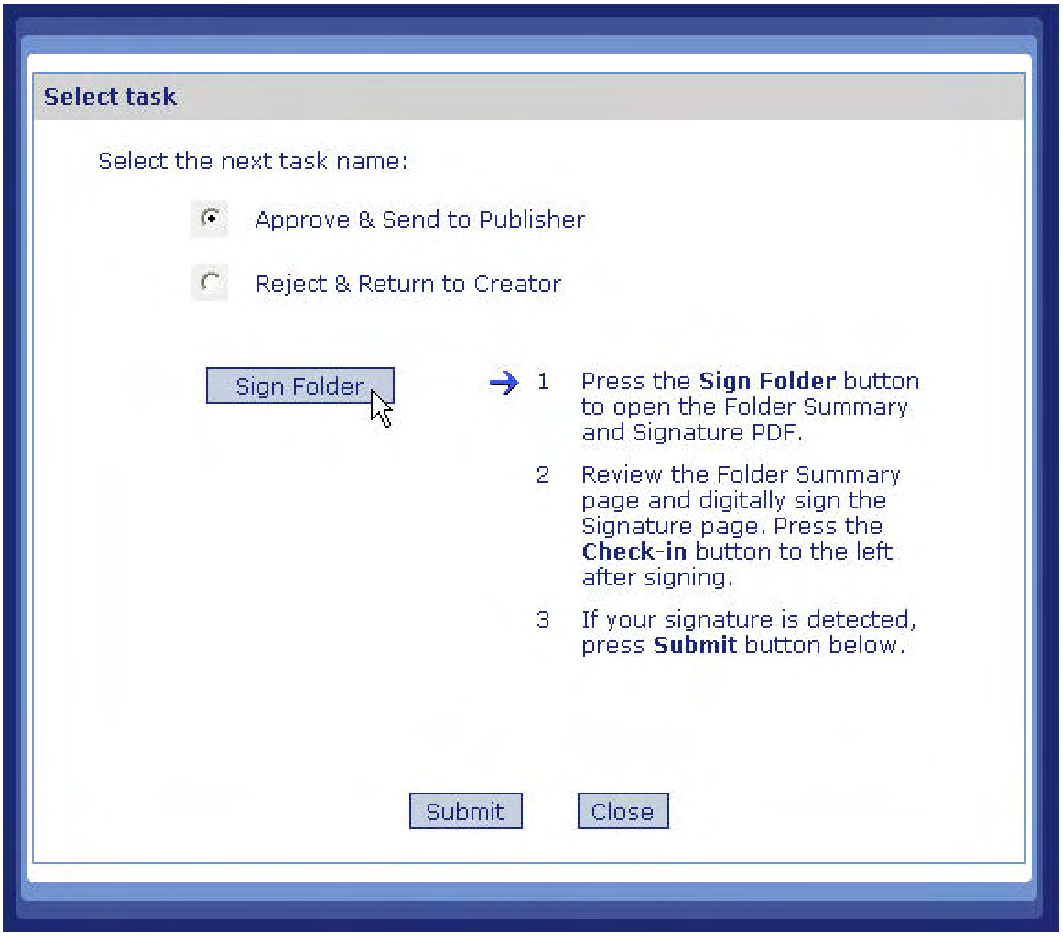



**Figure 229: Pressing Sign Folder Button**

4. Adobe Acrobat 7.0 with the Entrust 7.0 plug-in will launch and the folder's Summary Page and Signature Page will open. The Signature Page has an empty Signature Block (Figure 230).

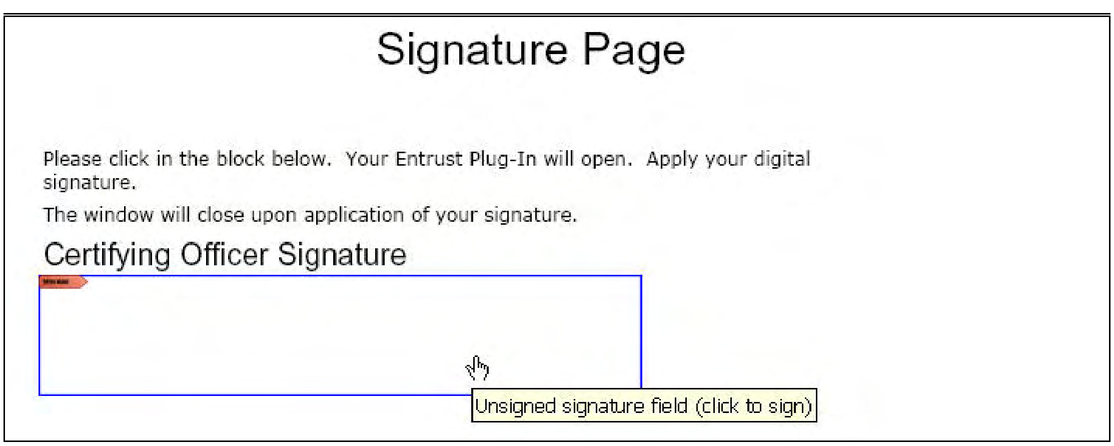



**Figure 230: Empty Signature Block on Signature Page**

5. Roll your cursor over the empty Signature Block and click to launch the Entrust plug-in. Apply the signature (Figure 231).

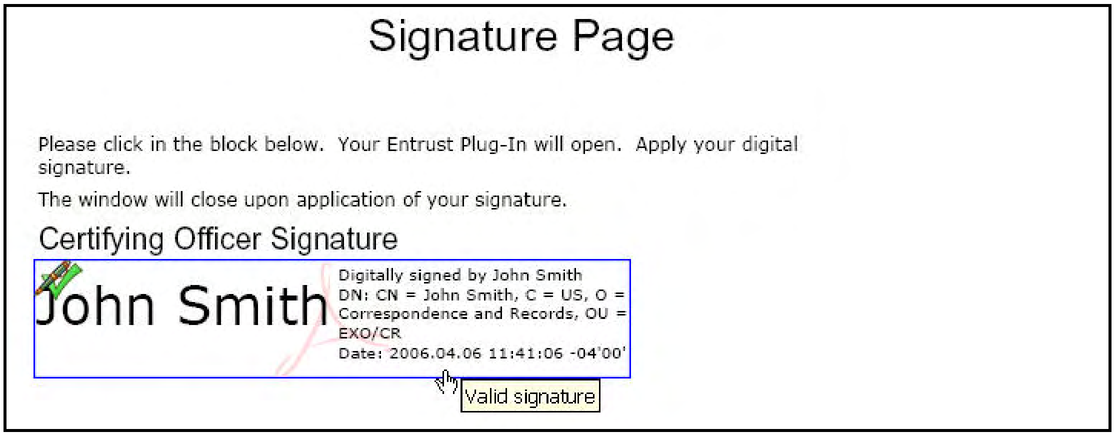



**Figure 231: Signed Signature Block on Signature Page**

6. Select **File > Save** from the Adobe Acrobat menu. Close the document. The Select task pop-up window where you pressed the **Sign Folder** button (Figure 229) changed. There is now a checkmark next to step 1 and an arrow next to step 2 indicating that is the next step in digitally signing the folder. A **Check-in** button displays for step 2 (Figure 232).

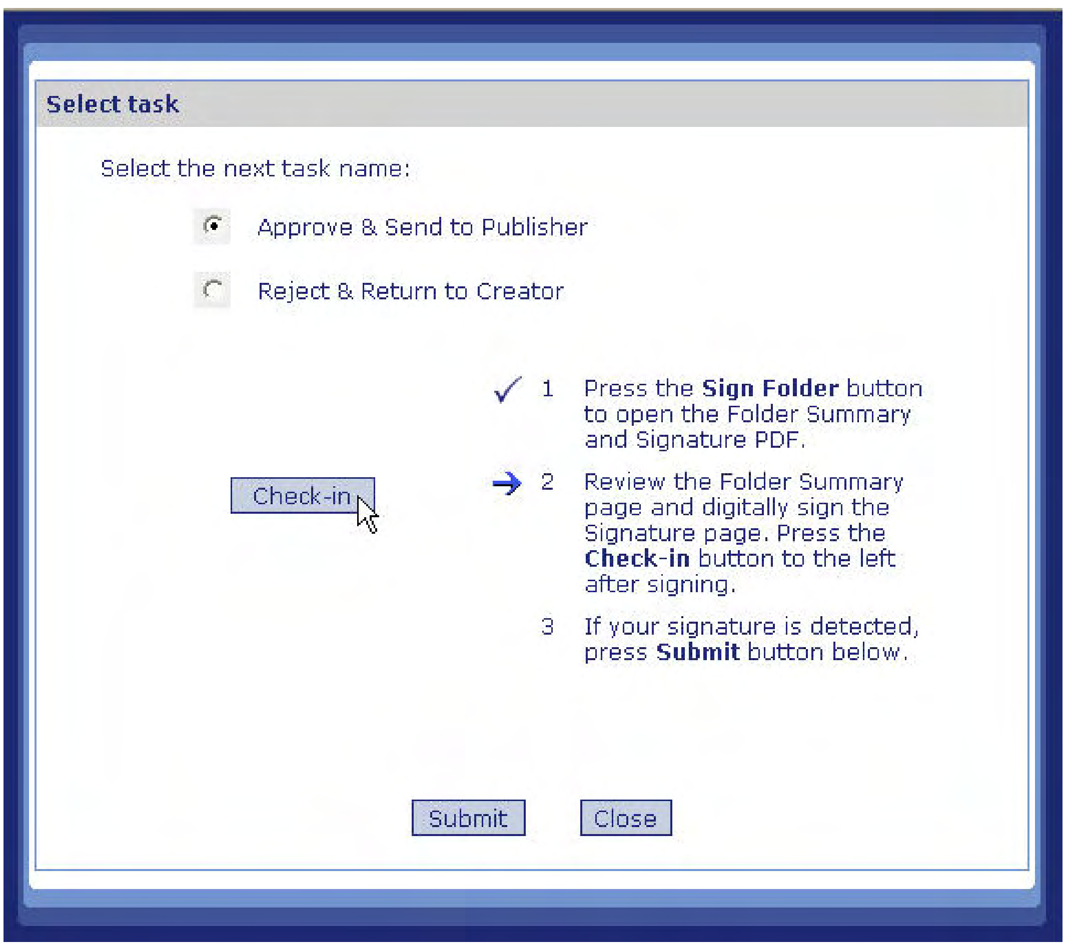



**Figure 232: Pressing Check-in Button**

7. Press the **Check-in** button. A check-in confirmation displays (Figure 233).


**Figure 233: Checking Signed Signature Page Back into Folder**

8. Press the **OK** button. If a signature is detected, the Select task window will change to reflect that you are on step 3 (Figure 234).

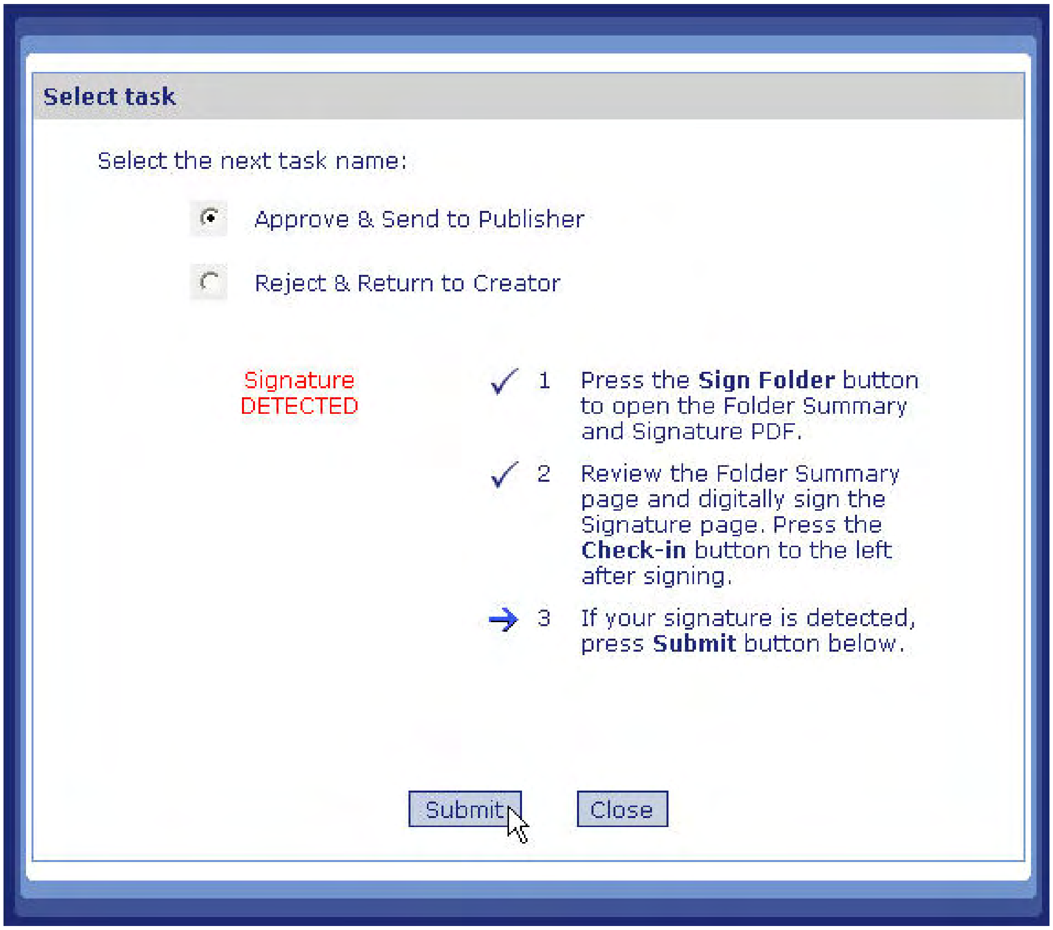



**Figure 234: Submit Approved Signature**

If a signature is not detected you are asked to sign the folder again (Figure 235). Repeat steps 3-8 to sign the folder again.

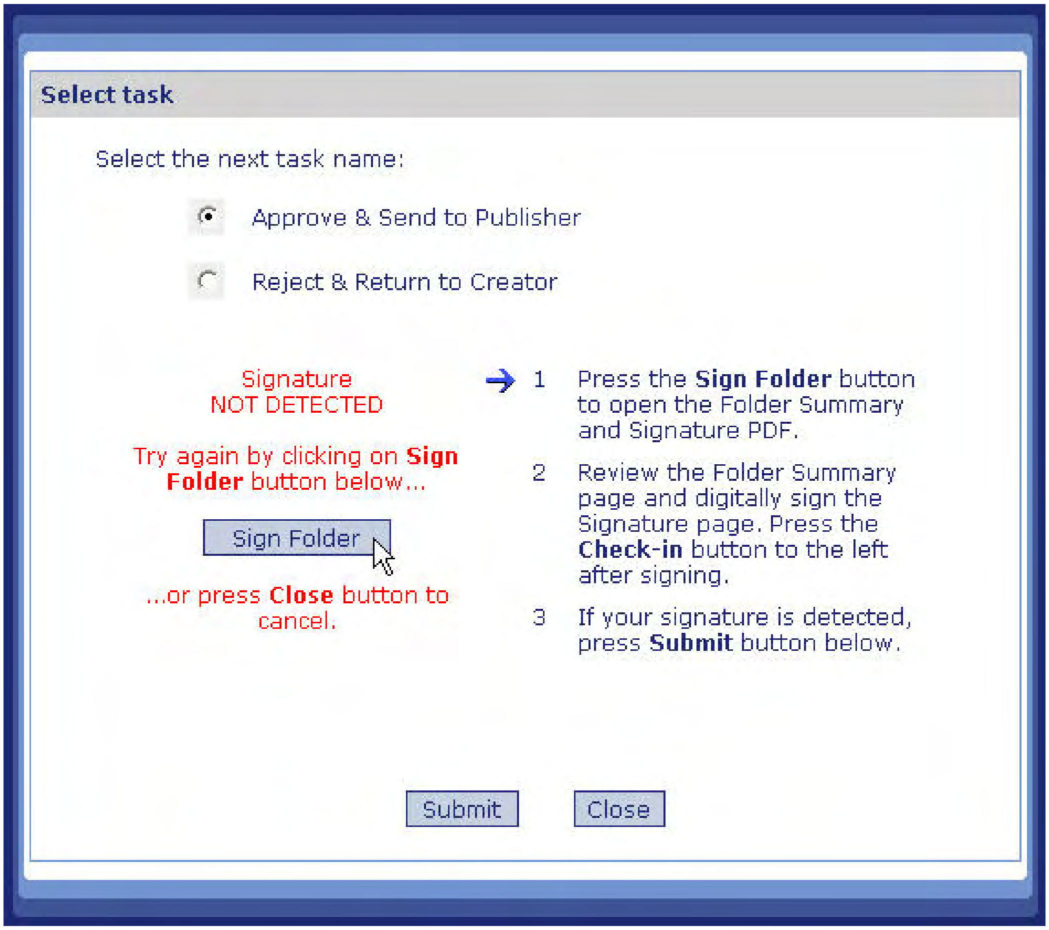



**Figure 235: Signature Not Detected, Re-sign Folder**

9. Press the **Submit** button. The workflow task is complete.

To see who uses a digital signature for approval in a workflow, click on the *Status* tab in the folder with the workflow. The Clearances subsection shows the users who used a digital signature to approve tasks during a workflow. In Figure 236, John Smith approved the folder on April 6, 2006 during the task of Review Document.

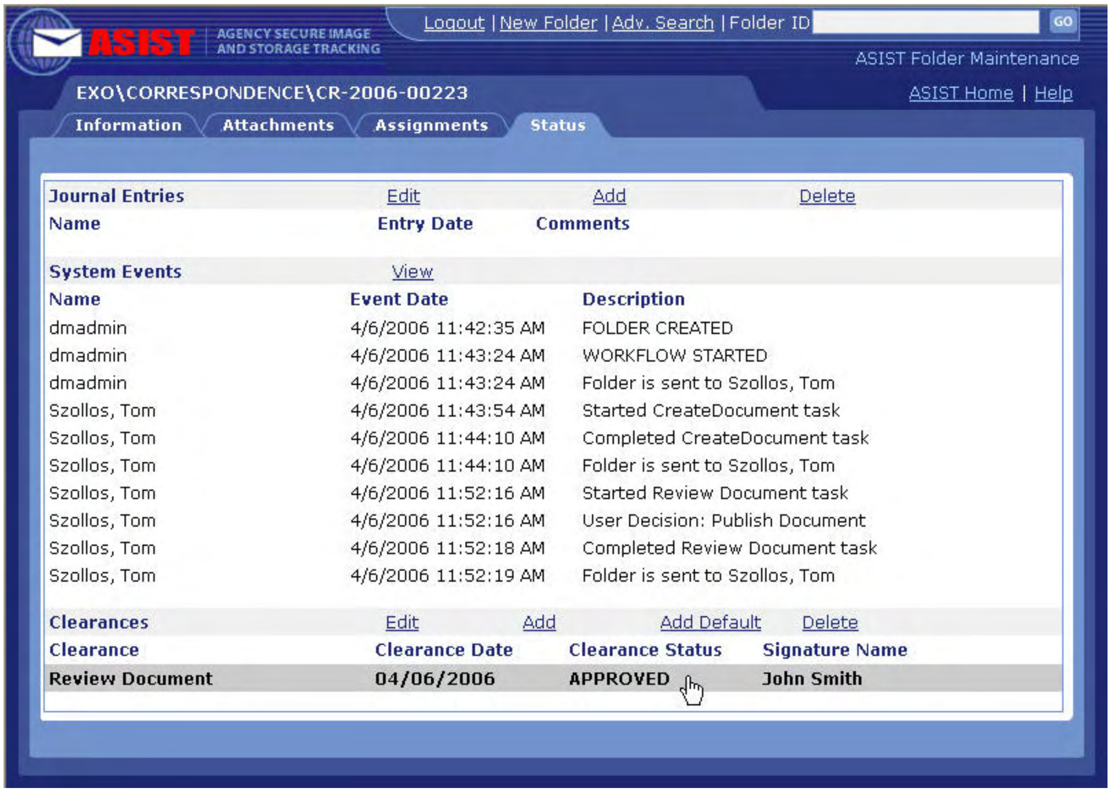



**Figure 236: Status Tab of Folder with Signature Trail**

# Interfacing ASIST with Phoenix

Phoenix financial system data can be interfaced with ASIST so that the data entered into the Phoenix system is updated daily in ASIST. The daily update is referred to as Phoenix feeds or P2D. Performing Phoenix feeds is optional.

Phoenix feeds prevent users from having to re-enter financial data into ASIST when the data needs to be processed further. For example, voucher data can be fed into ASIST from Phoenix. FM voucher examiners can then continue to process the vouchers for payment. Feeds synchronize the financial data with ASIST by performing the following:

- Creating folders in ASIST that correspond to Phoenix document numbers
- Updating existing ASIST folders that correspond to Phoenix document numbers
- Creating and/or updating vendor information
- Linking relevant folders in ASIST
- Applying activity level security to folders

Data is filtered by date, country code/BGA, and Phoenix document type prior to feed commencement. This allows missions to only feed data relevant to their mission and those missions being supported.

## Phoenix Feeds Overview

Phoenix feeds run daily and, depending on the location of the mission, may run in the morning or afternoon. These feeds synchronize the data from Phoenix with the data in ASIST. Synchronization is accomplished by performing the following:

1. For each document in Phoenix, the feeds check ASIST to see if a folder exists with a folder ID matching the document's number.
    a. If a folder does not exist, a folder is created with a folder ID matching the document's number. The folder's attributes are automatically populated with the document's corresponding financial data. Not all attributes of a folder are populated via feeds. Any existing folders relevant to the current folder are linked. For example, CONTRACT folders corresponding to the obligating documents for a VOUCHER are linked to the VOUCHER folder through the Accounting and Activity details.

       The total number of new folders is displayed in the report panels on the *My Home* tab (see Contract, Invoice, Payment Authorization, and Voucher Panels for more information).

    b. If a folder does exist, the folder's attributes are automatically updated with the document's corresponding financial data. Any data that was manually entered into a folder may be overwritten by the next feed. Any existing folders relevant to the current folder are linked. For example, CONTRACT folders corresponding to the obligating documents for a VOUCHER are linked to the VOUCHER folder through the Accounting and Activity details.

Phoenix feeds create VOUCHER or PAYMENT AUTHORIZATION folders from voucher data, INVOICE or VOUCHER folders from invoice data, and CONTRACT folders from obligation and commitment data. The type of folder to create from voucher and invoice data is configurable.

2. For each vendor record in Phoenix, the feeds check ASIST to see if a vendor record exists with a matching vendor code and vendor address code.

    a. If a vendor does not exist, the vendor is created and assigned a unique ASIST ID used in linking folders to their appropriate vendors. The vendor's attributes are automatically populated with the vendor's corresponding information. Not all attributes for a vendor are populated via feeds.

    b. If a vendor does exist, the vendor's attributes are automatically updated with the vendor's corresponding information. Any data that was manually entered into a folder may be overwritten by the next feed.

3. For each folder created or updated, activity level security can be applied based on access groups. Project numbers corresponding to activities can be created in ASIST and associated with access groups (see Project Numbers in the "ASIST 3.2.1 System Administrators Guide"). Any folder with a valid project number automatically grants access to the access groups indicated by the project number configuration. The use of project numbers for activity level security is optional.

## Running Phoenix Feeds

The Phoenix feeds are run daily at each mission. The exact time the Phoenix feeds are run is dependent on the location of the mission. The Phoenix feeds automatically download mission specific AIDViewer files to the server prior to feed commencement. Feed data can also be obtained manually from AIDViewer. The placement of downloaded feed files is configurable.

For more information on the Phoenix feeds, see the mission specific "Documentum Deployment Plan".

# Other ASIST Features

The *Assignments* tab provides other functions that may be used while processing a folder. The following sections describe these functions.

## Info Copies

Info copies provide a way to tell an ASIST user to view a specific folder. An individual receiving an info copy need not have a task to perform within the folder other than looking at it. When an info copy is sent, the following happens: (1) an e-mail is sent to the recipient telling him to look at the folder – a hyperlink is provided to access ASIST from the email, and (2) the folder is routed to the user's ASIST inbox. No action is required of the user except to remove it from their inbox when he is done.

The Info Copies subsection of the *Assignments* tab gives a list of the users or groups who are to receive info copies.

### Editing the User/Group List

To edit the list of users or groups who receive info copies, perform the following:

1. Click the Edit link in the Info Copies subsection. The Edit Info Copies window opens (Figure 237).

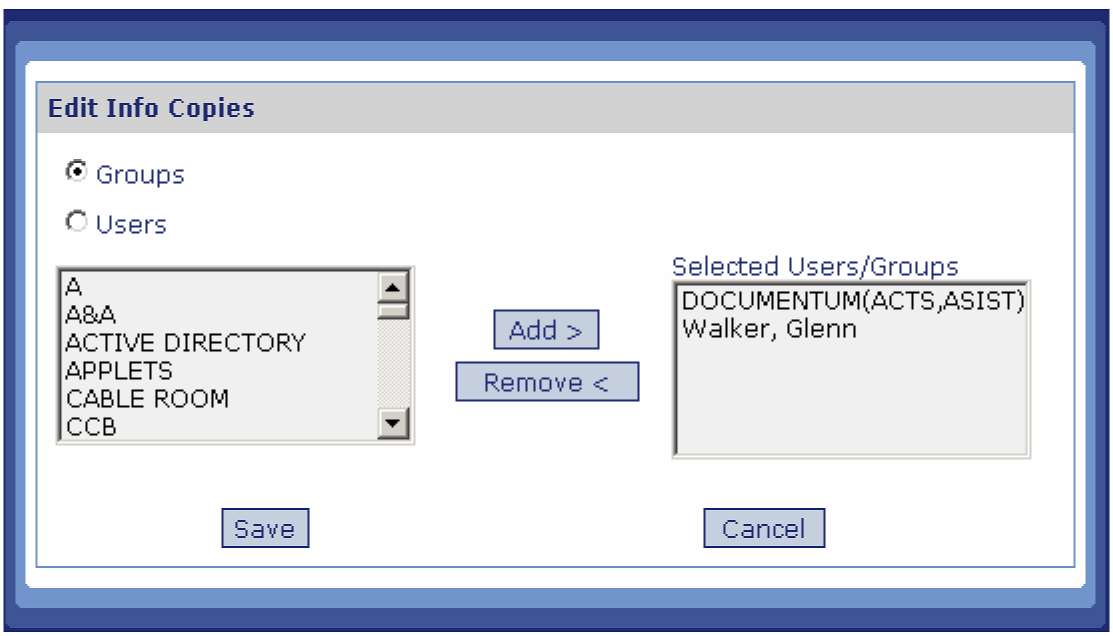



**Figure 237: Edit Info Copies**

2. Highlight the name of the user or group you wish to add to the list and press the **Add >** button. The name is added to the Selected Users/Groups list.

   By default, the groups to whom a folder can be sent are displayed. A list of users to whom a folder can be sent is displayed by choosing the Users option.

3. To remove a user or group from the list, highlight a group name or user name in the Selected Users/Groups list and press the **Remove <** button.
4. Press the **Save** button. The new list appears in the Info Copies subsection (Figure 238).


**Figure 238: New Info Copy List**

## Sending Info Copies

To send info copies to the list of users in the Info Copies subsection, perform the following:

1. Click the Send Info Copies link in the Info Copies subsection. The "Send Info Copies" window opens (Figure 239).

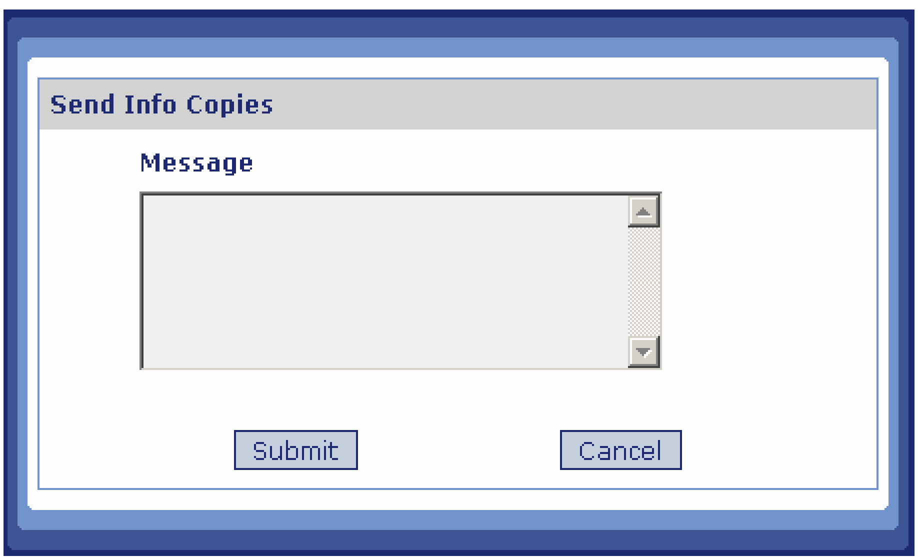



**Figure 239: Send Info Copies**

2. Enter a message you wish to send with the info copy.
3. Press the **Submit** button. A success message appears (Figure 240).


**Figure 240: Successful Sending of Info Copies Message**

4. Press the **Close** button and return to the *Assignments* tab.

## Tasker

Folders in ASIST may have a set of instructions recorded on the Assignments tab which outline a list of tasks required to process the folder's contents. This Tasker list is editable and is often used when a routing office wants to ensure that multiple contributors understand what is required to complete a required activity.

The Tasker list is displayed on the *Assignments* tab in the "ASIST Folder Maintenance" page.

The Tasker list is composed of individual rows describing each task. For each task you can provide:

1. Whether or not the task is required.
2. A description of the task.

A default set of Taskers can be set up by your ASIST Administrator for:

- All or one specific cabinet
- All or one specific folder type that exists in that cabinet
- All or one section that exists in that cabinet and folder type

Once you create a new folder, you can create your own Tasker list or use the default Tasker list which is configured for your folder, cabinet, or type. You can also start with the default Tasker list and then customize it yourself.

Do NOT confuse the Tasker block with the workflow tasks listed in the Responsibilities block displayed above it on the *Assignments* tab. Workflows provide additional capability and are generally used to facilitate routing of required work tasks, whereas Taskers are merely an important list of instructions to all participants.

### Set Default Tasker List

To set the default taskers list, perform the following:

1. Click the Add Default link in the `Tasker` subsection of the *Assignments* tab on the "ASIST Folder Maintenance" page (see Figure 241).

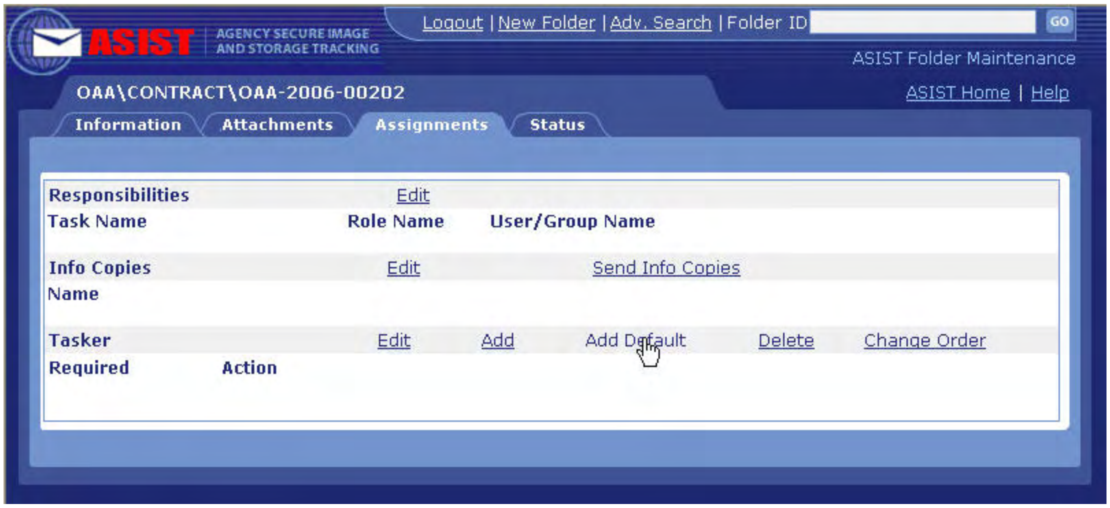



**Figure 241: Adding Default Taskers List**

2. Confirm the deletion of the existing tasker list and replace it with the default tasker list (Figure 242). Press the **OK** button**.** The default tasker is displayed in the Tasker subsection (Figure 243).


**Figure 242: Confirmation to Use Default Tasker List**

Figure 243 shows the default tasker list for a new CONTRACT folder. This set of taskers is used in creating a contract. It is composed of three required taskers.


**Figure 243: Taskers in the Assignments Tab**

## Adding a New Tasker

To add a tasker to the Tasker, perform the following:

1. In the Tasker subsection, click the Add link. The "Tasker Information" window appears (Figure 244).
2. If the tasker is required, click the checkbox next to Required.
3. Enter a description in the Description field. This is a description of the tasker to be performed.


**Figure 244: Adding Tasker**

4. Press the **Save** button. The new tasker appears in the Tasker list (Figure 245).

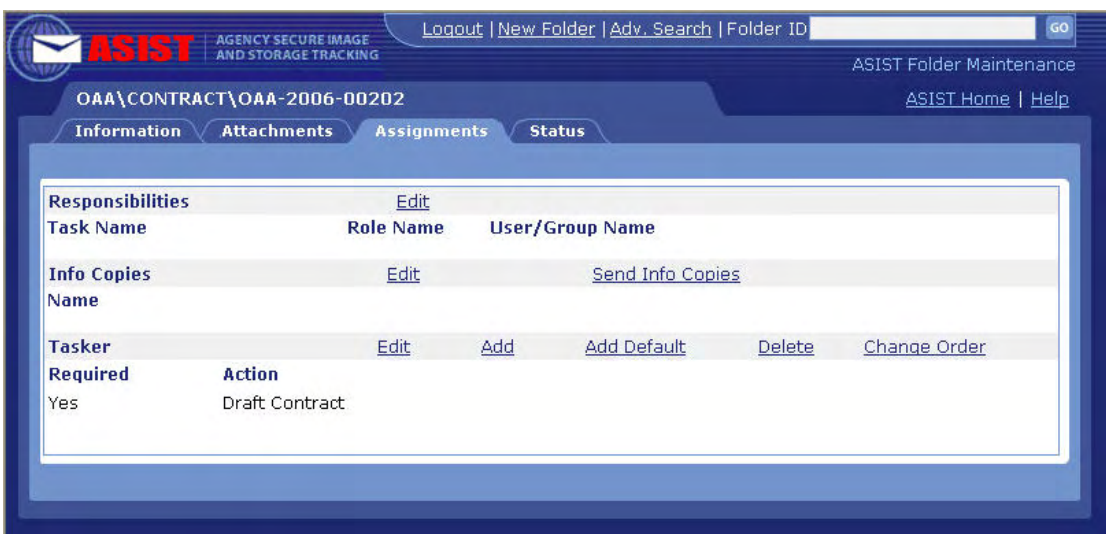



**Figure 245: Added Tasker**

## Editing a Tasker

To edit a tasker in the Tasker, perform the following:

1. Highlight the tasker you wish to edit by clicking on the tasker's row (Figure 246).


**Figure 246: Highlight Tasker to Edit**

2. In the Tasker subsection, click the Edit link. The "Tasker Information" window appears (Figure 247). You may edit the tasker description or the Required checkbox value.


**Figure 247: Editing Tasker**

3. Press the **Save** button. The edited tasker appears in the Tasker list (Figure 248).


Figure 248: Edited Tasker

## Deleting a Tasker

To delete a tasker in the Tasker, perform the following:

1. Highlight the tasker you wish to delete by clicking on the tasker's row (Figure 249).


Figure 249: Delete Tasker

2. In the Tasker subsection, click the Delete link.
3. Confirm the deletion by pressing the **OK** button on the delete confirmation message (Figure 250).

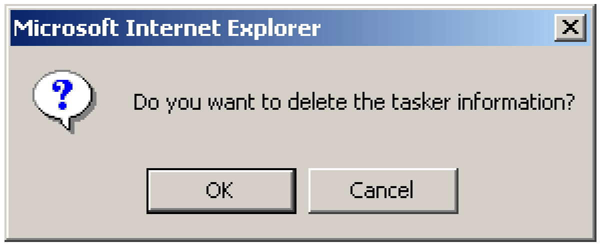



**Figure 250: Delete Tasker Confirmation**

4. The tasker is removed from the Tasker list (Figure 251).


**Figure 251: Tasker Deleted**

## Managing Taskers Using the Change Tasker Order Window

The following section describes changing the order of taskers, adding new taskers, and deleting taskers in the Change Tasker Order screen.

### ❖ Changing Tasker Order

To change the order of taskers, perform the following:

1. In the Tasker subsection, click the Change Order link. The Change Tasker Order window opens (Figure 252).


**Figure 252: Change Tasker Order**

To move a tasker up in the tasker order, perform the following:

1. Highlight the row of the tasker you wish to move up and press the **Move Up** button**.** The tasker is moved up one row in the tasker order (Figure 253). The first tasker in the tasker order cannot be moved up.


**Figure 253: Moving Tasker Up in Tasker Order**

2. Press the **Save** button to return to the *Assignments* tab.

To move a tasker down in the tasker order, perform the following:

1. Highlight the row of the tasker you wish to move down and press the **Move Down** button. The tasker is moved down one row in the tasker order (Figure 254). The last tasker in the tasker order cannot be moved down.

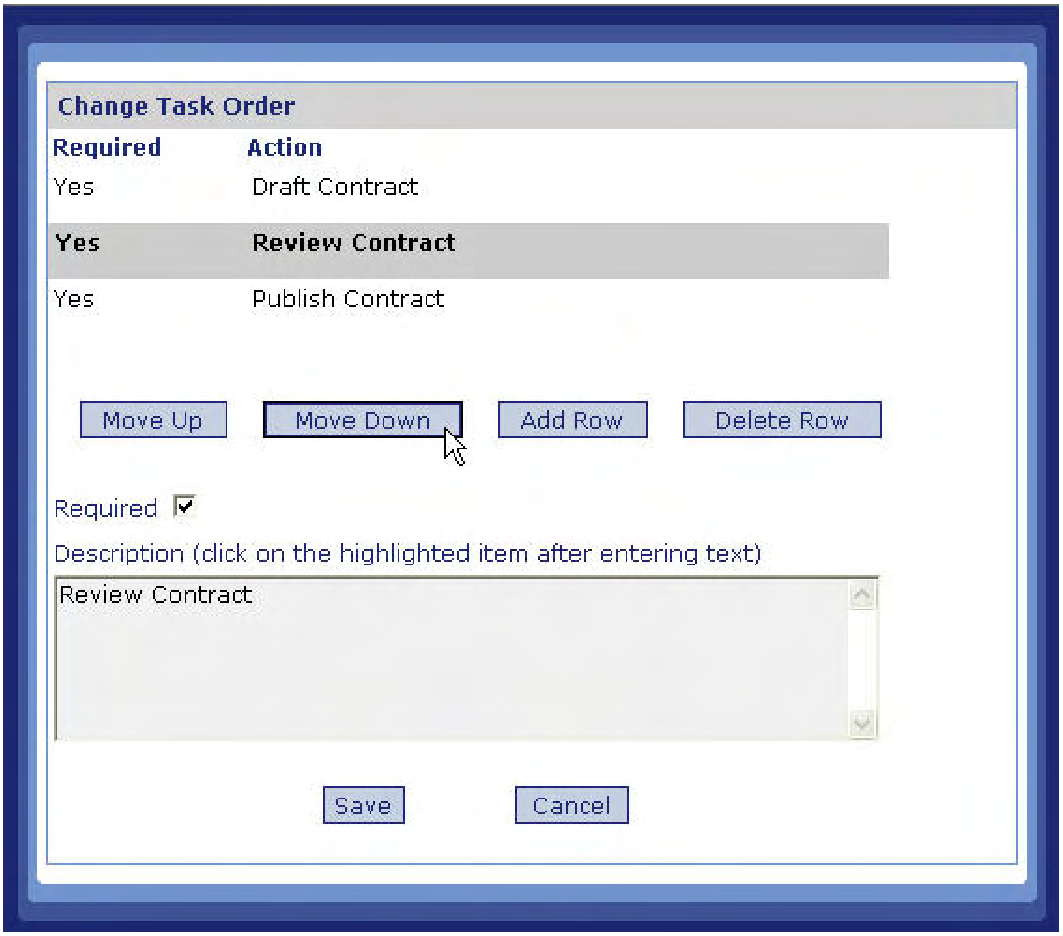



**Figure 254: Moving Tasker Down in Tasker Order**

2. Press the **Save** button to return to the *Assignments* tab.

### ❖ Adding a Row to the Tasker List

To add a row to the tasker order, perform the following:

1. Press the **Add Row** button. An empty, but highlighted row appears in the tasker order (Figure 255).

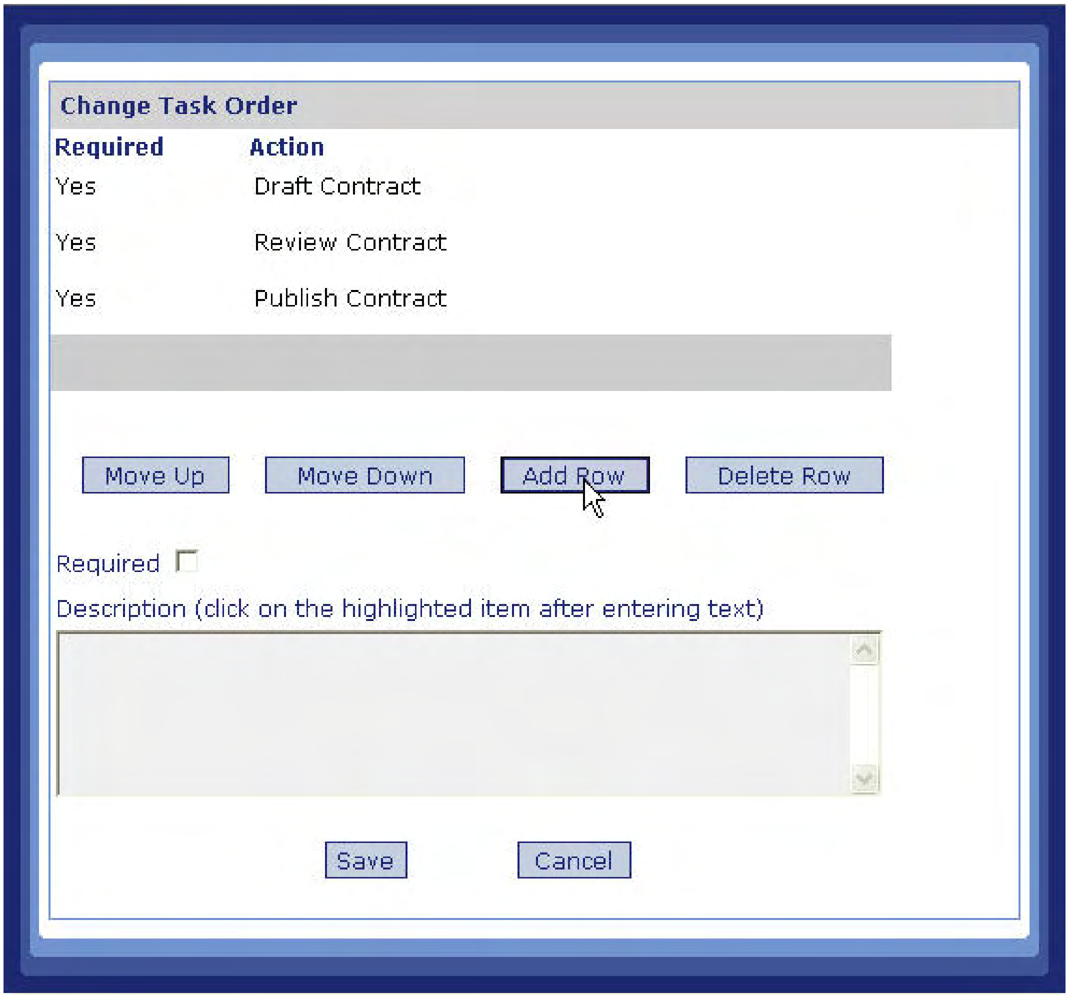



**Figure 255: Adding Row to Tasker List**

2. Check the Required checkbox if the new tasker is required. Enter a description of the tasker in the Description field. Click the highlighted row to reflect the new tasker (Figure 256).

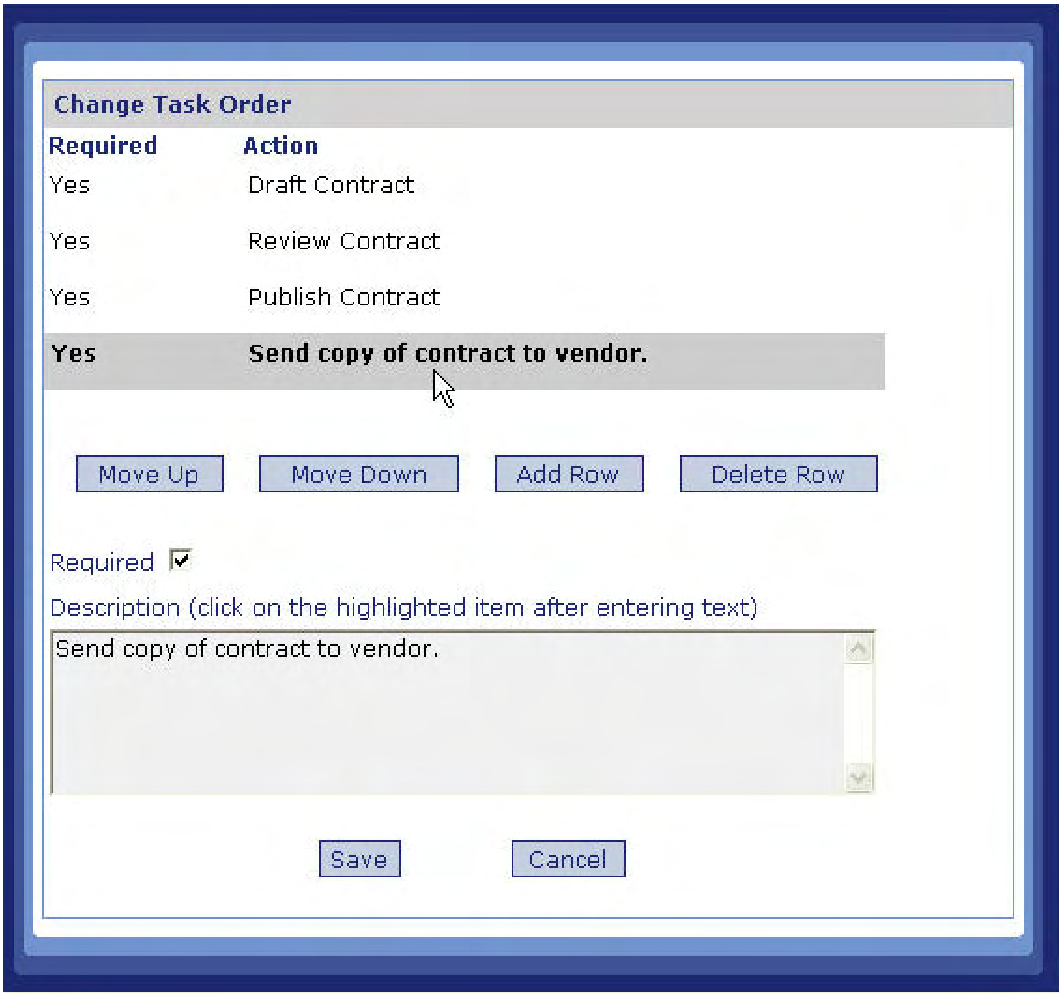



**Figure 256: Refresh Tasker Order**

3. Press the **Save** button to return to the *Assignments* tab.

## ❖ Deleting a Row from the Tasker List

To delete a row from the tasker order, perform the following:

1. Highlight the row of the tasker you wish to delete and press the **Delete Row** button (Figure 257). The tasker is removed from the tasker order.


**Figure 257: Delete Row**

2. Press the **Save** button to return to the *Assignments* tab.

## Journal

The *Status* tab provides three methods for tracking the status of the folder. These three methods are

- Journal Entries
- System Events
- Clearances

The following sections explain each method in more detail.

Any individual performing activities on a folder will have the option of putting a journal entry into the system. The purpose of a journal entry is to describe progress, status, or give other comments pertinent to the processing of the folder. Creating a journal entry is the only way users may annotate status activity for a folder that is **not** automatically recorded by system events.

## Adding a Journal Entry

To add a journal entry to a folder, perform the following:

1. In the Journal Entries subsection, click the Add link. The "Journal Entry" window appears (Figure 258). The Entry Date and Name are pre-populated and cannot be edited.

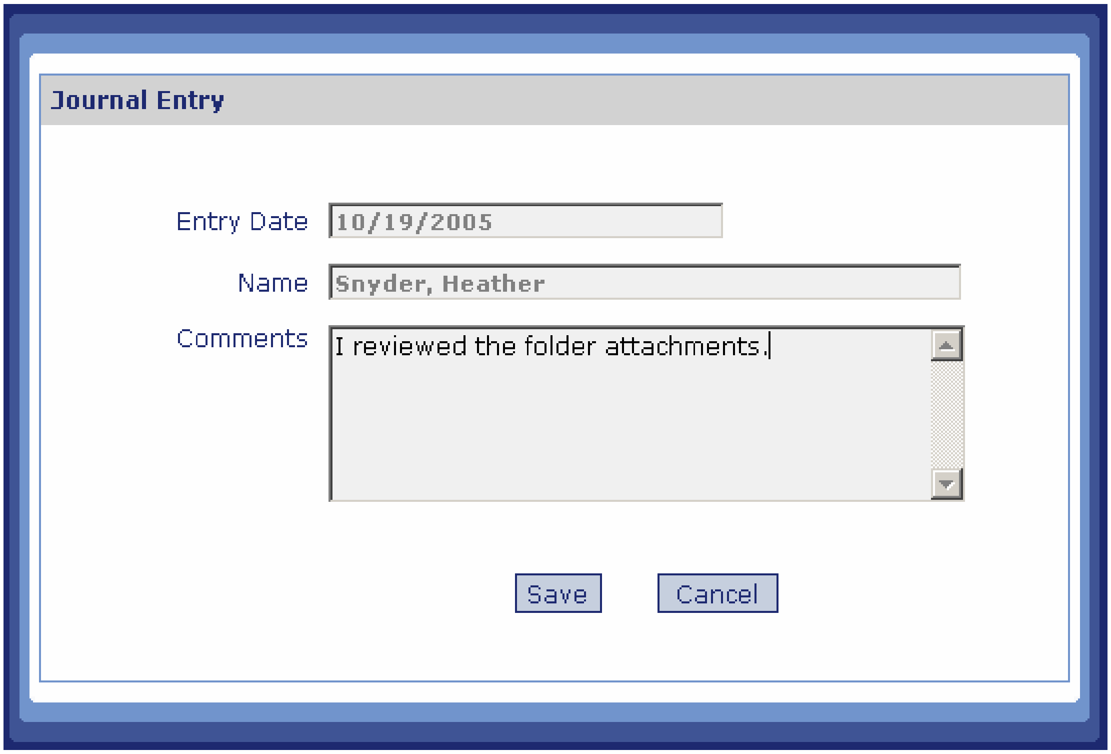



**Figure 258: Add Journal Entry**

2. Enter journal comments in the Comments field.

3. Press the **Save** button to return to the *Status* tab. The new journal is now in the list of journal entries (Figure 259).


**Figure 259: Journal Entry Added to Status Tab**

## Editing a Journal Entry

To edit a folder journal entry, perform the following:

1. In the Journal Entries subsection, highlight the row of the journal entry you wish to edit (Figure 260).


**Figure 260: Edit Journal Entry**

2. In the Journal Entries subsection, click the Edit link. The "Journal Entry" window appears (Figure 261). You cannot edit a journal entry created by another user.

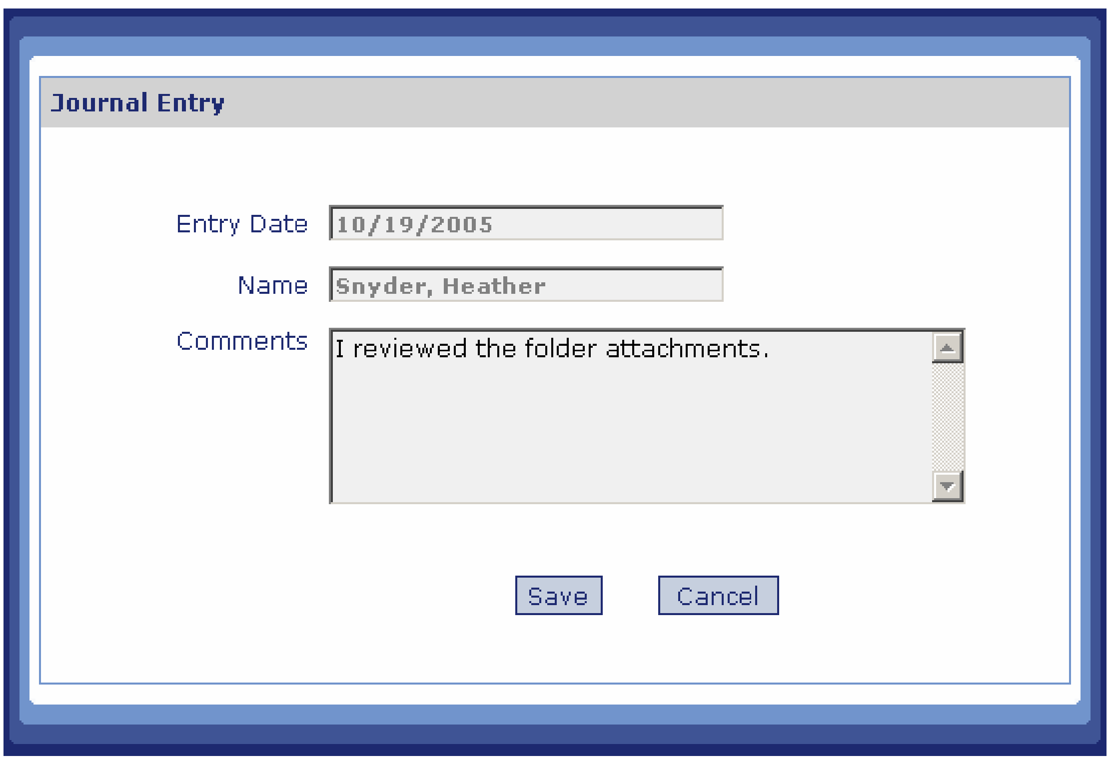



**Figure 261: View Journal Entry**

3. Edit the entry in the Comments field.

4. Press the **Save** button to return to the *Status* tab.

## Deleting a Journal Entry

To delete a folder journal entry, perform the following:

1. In the Journal Entries subsection, highlight the row of the journal entry you wish to delete (Figure 262).


**Figure 262: Delete Journal Entry**

2. In the `Journal Entries` subsection, click the <u>Delete</u> link. A deletion confirmation message appears (Figure 263). You cannot delete journal entries created by another user.


**Figure 263: Delete Journal Entry Confirmation**

3. Press the **OK** button to return to the *Status* tab.

## System Events

Some system events that occur with respect to a folder will automatically be logged and displayed as a part of a folder's status. The system does not record every event associated with the processing of a folder. System events that are logged are creating a folder, sending a folder to an ASIST user, changing a folder's ID, deleting an attachment, closing/archiving a folder, and workflow decisions.

When a folder is created, an entry is recorded in the System Event log. This is considered the *starting event* for the folder. During processing, the folder can be sent from user to user using the <u>Send to ASIST User(s)</u> link or <u>Send Folder to ASIST User(s)</u> link. Each routing activity for a folder is recorded so that the complete route can be viewed using the System Event log. At the completion of the folder's processing, the final event, *close*, will be recorded in the System Event log. The System Event log for a folder includes the following for each activity:

- A description of the activity completed (ex: FOLDER CREATED)
- The name of the user who performed the activity
- The date the activity occurred

Figure 264 shows an example of a System Events log.

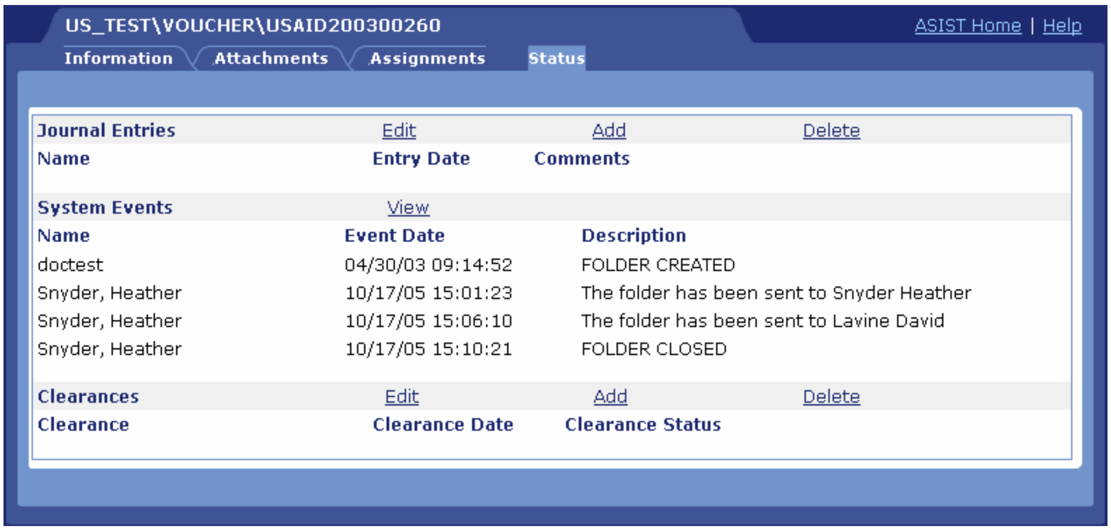



**Figure 264: System Events**

To view the details of a System Event, perform the following:

1. Highlight the row of the System Event for which you want to view details.
2. In the `System Events` subsection, click the View link. The "Review History Events" window appears (Figure 265). The details cannot be edited.

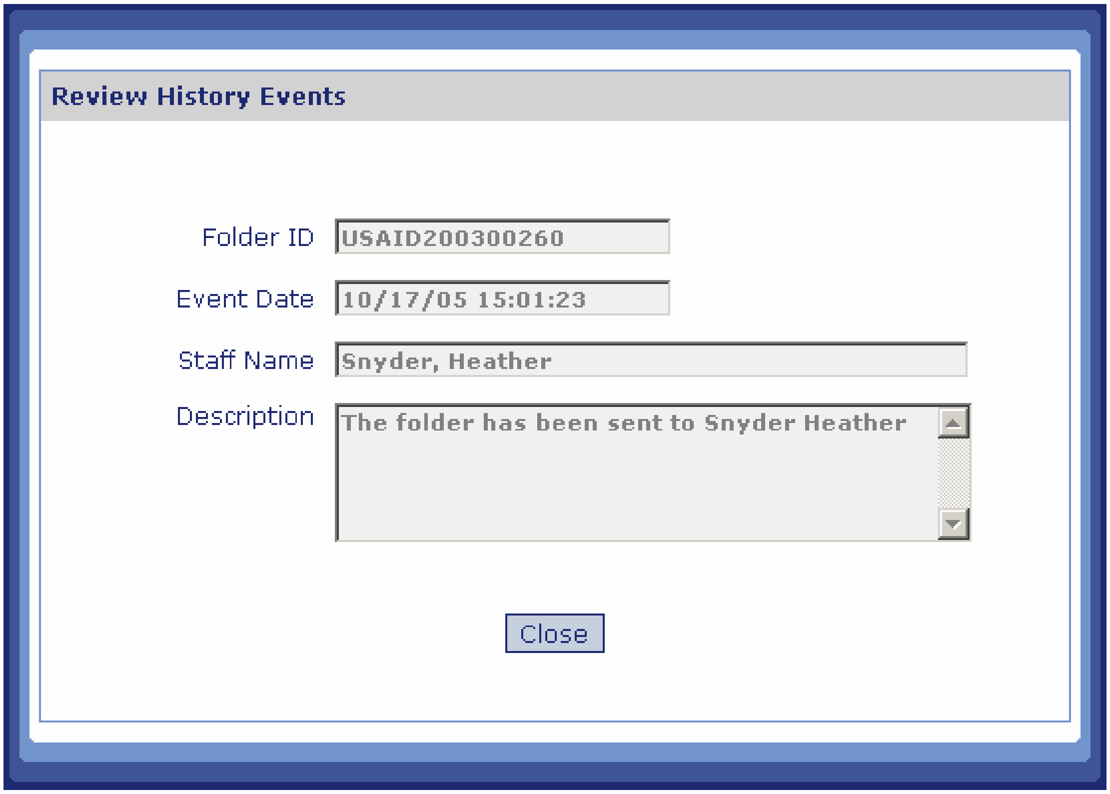



**Figure 265: View System Event Details**

3. Press the **Close** button to return to the *Status* tab.

## Clearances

The *Status* tab lists *approvals* or *clearances* that must be obtained prior to closing/archiving a folder. The date and outcome of an approval or clearance is manually recorded in the system. Table 8 shows what a clearance is composed of:

**Table 8: Clearance Information**

| Field | Description | Possible Values |
|---|---|---|
| Sequence | Order of required approval | |
| Clearance | Clearance name | |
| Clearance Status | Identifier for the approval | Approved<br>Disapproved<br>Pending |
| Clearance Date | Date clearance was received | |
| Comments | Optional comments provided | |

| | | |
|---|---|---|
| | with clearance | |

A default set of clearances can be set up by your ASIST Administrator for:

- All or one specific cabinet
- All or one specific folder type that exists in that cabinet
- All or one section that exists in that cabinet and folder type

Once a new folder is created, you can create your own set of clearances or use the default clearance list. You can also set the default clearance list and then customize it yourself.

## Set Default Clearance List

To set the default clearance list, perform the following:

1. In the Clearances subsection, click the Add Default link (Figure 266).

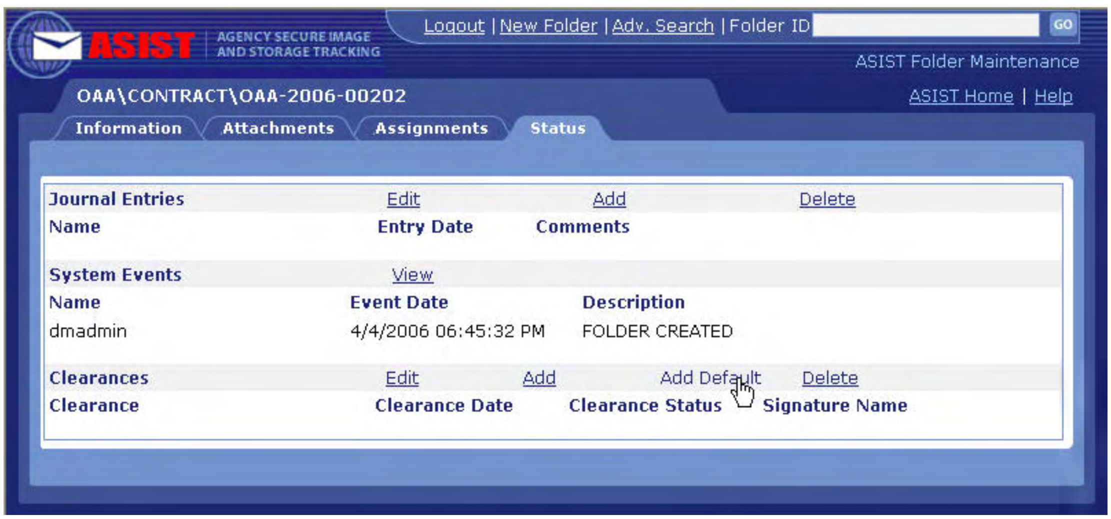



**Figure 266: Adding Clearance Default List**

2. Confirm the deletion of the existing clearance list and replace it with the default clearances list (Figure 267). Press the **OK** button. The default clearances are displayed in the Clearances subsection (Figure 268).

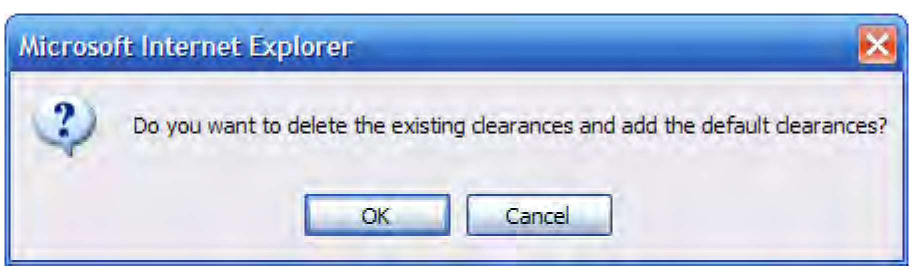



**Figure 267: Confirmation to Use Default Clearance List**

Figure 268 shows the default clearance list for a new CONTRACT folder.


**Figure 268: Default Clearances Set**

## Adding a Clearance

To add a new clearance, perform the following:

1. In the Clearances subsection, click the Add link. The "Edit Clearances" window appears (Figure 269).

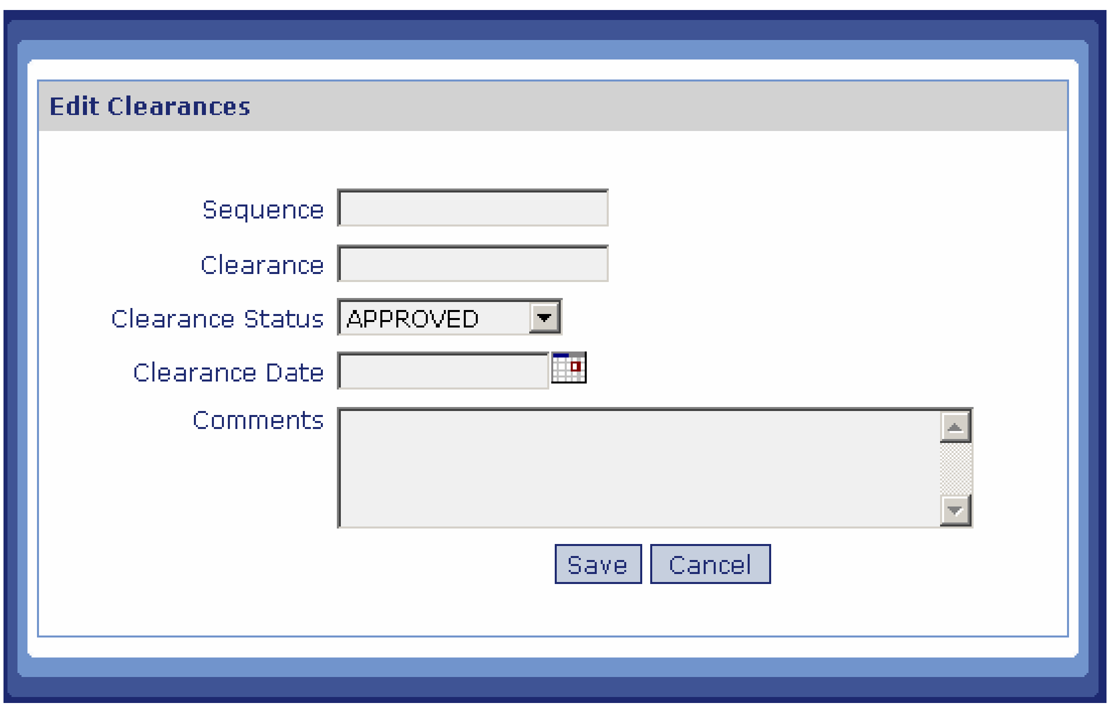



**Figure 269: Add Clearance**

2. Enter clearance information (Figure 270).

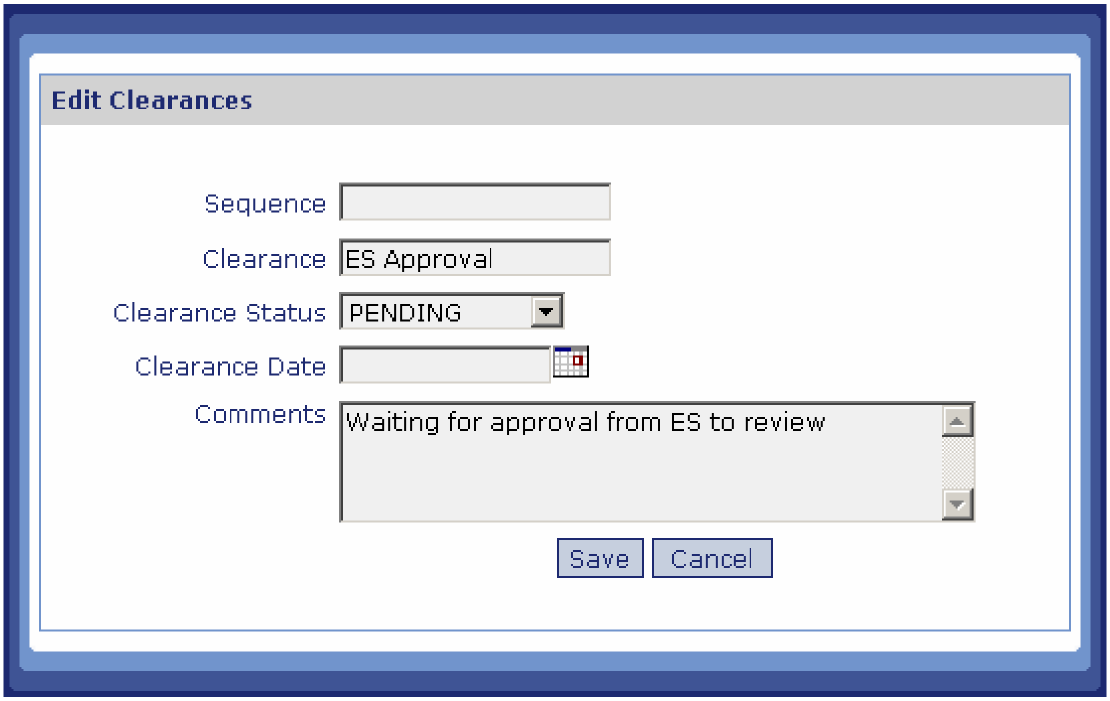



**Figure 270: Enter New Clearance Information**

3. Press the **Save** button and return to the *Status* tab. The selected clearance is added to the clearance list (Figure 271).

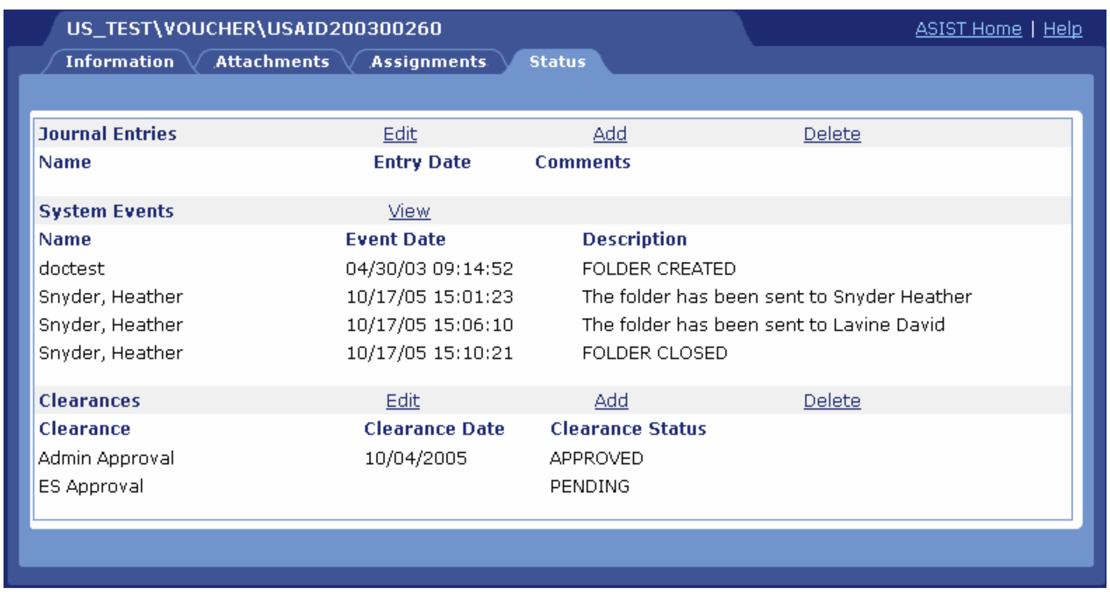



**Figure 271: Added Clearance**

When a new folder is created, a default list of clearances may be pre-populated depending on the type of the folder.

## Editing a Clearance

To edit an existing clearance, perform the following:

1. In the Clearances subsection, highlight the row of the clearance you wish to edit.
2. In the Clearances subsection, click the Edit link. The “Edit Clearances” window appears (Figure 272).

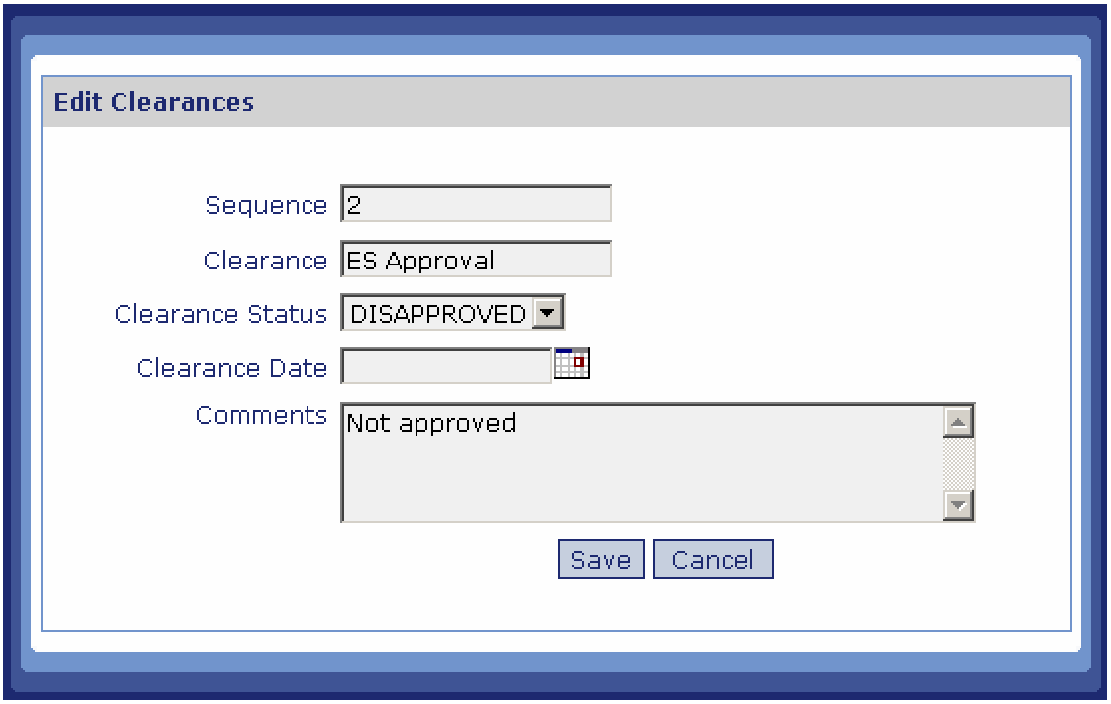



**Figure 272: Edit Clearances**

3. Edit the clearance information.
4. Press the **Save** button and return to the *Status* tab. The selected clearance’s row is updated (Figure 273).


**Figure 273: Edited Clearance**

## Deleting a Clearance

To delete an existing clearance, perform the following:

1. In the Clearances subsection, highlight the row of the clearance you wish to delete.
2. In the Clearances subsection, click the Delete link. A deletion confirmation message appears (Figure 274).

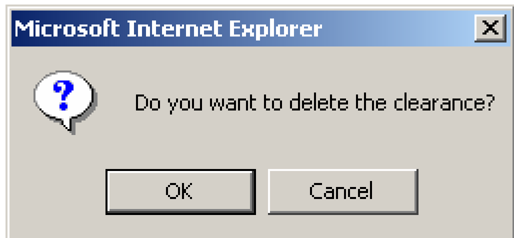



**Figure 274: Delete Clearance Confirmation**

3. Press the **OK** button and return to the *Status* tab. The clearance is now removed from the list of clearances.

# Appendix A - CCB CR Form

Appendix A provides instruction on the use of the Agency Secure Image and Storage Tracking (ASIST) system for the processing of Change Requests. Agency personnel can submit requests through a web-based form, which is subsequently processed through a series of review and approval steps. The ASIST Change Request workflow process was designed to support the existing Configuration Control Board business process within M/IRM. This process is described in the following sections.

## Configuration Control Board Business Process

The Configuration Control Board (CCB) is an entity within the IRM Configuration Management (CM) process of change control. "Configuration control", also known as "change control", is a process element of the overall key practice called Configuration Management. The CM group, in coordination with owners and stakeholders, manages information technology system and software configurations. Configuration Boards are chaired and populated with members from across an enterprise/program/project organization, in most cases directly representing the baseline being managed, the user community, the developer/engineering community, and other persons representing other organizational interests (e.g., Security, Operations, Test, etc.).

Division/Project-level Change Requests (CRs) are the actionable management and control component of the best practice process of Configuration Management (CM) change control. Change control is a systematic process that ensures that changes to managed and controlled items/products and functionality are properly identified, documented, evaluated for impact, approved by an appropriate level of authority, coordinated, incorporated, and verified.

A division/project-level Change Request (CR) is the documentation by which a requested change is described, justified, and submitted for approval or disapproval and task action. CRs are the mechanism used for requesting changes in a configuration controlled work product (e.g., a baseline item, product, component, or system that is subject to configuration control). Within M/IRM at the division/project level, the CR is a management and control tool and is the sole mechanism used to request, justify, disposition, and track changes to controlled configuration items. Changes requiring a CR submission are those that directly or indirectly affect any element of the non-M/IRM enterprise; affecting division-level or project-level functionality, performance, and architecture of a managed and controlled information technology baseline, item/product, functionality, or related initiative. Changes that affect the M/IRM enterprise or that meet other Enterprise Change Process (ECP) criteria are by nature handled only at the M/IRM level.

Figure 275 illustrates a flow diagram of the Change Request Business Process. This process was analyzed and automated as the ASIST CR workflow process.

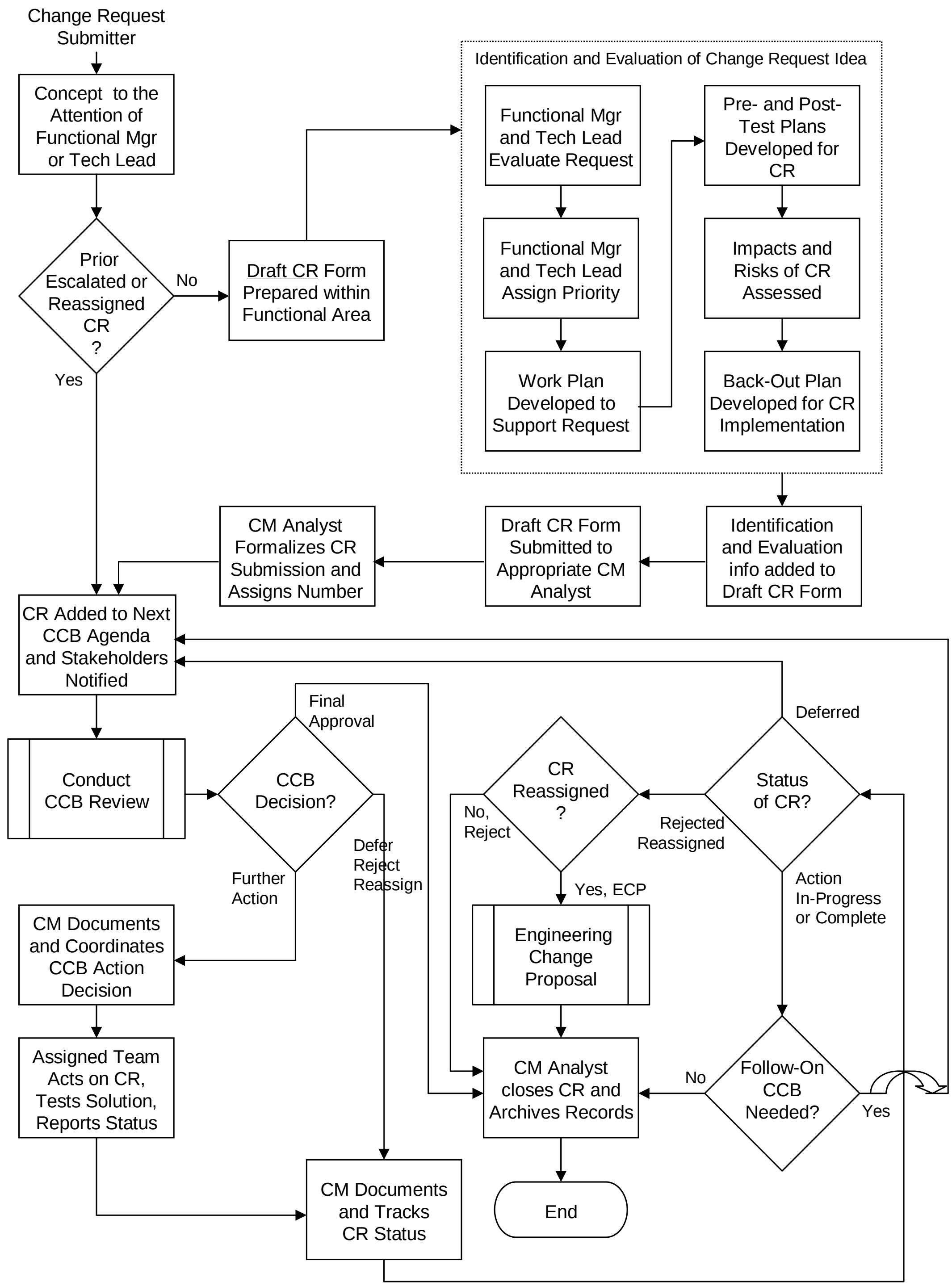



**Figure 275: Change Request Business Process Diagram**

A diagram of the automated ASIST CR workflow process is illustrated in Figure 276.

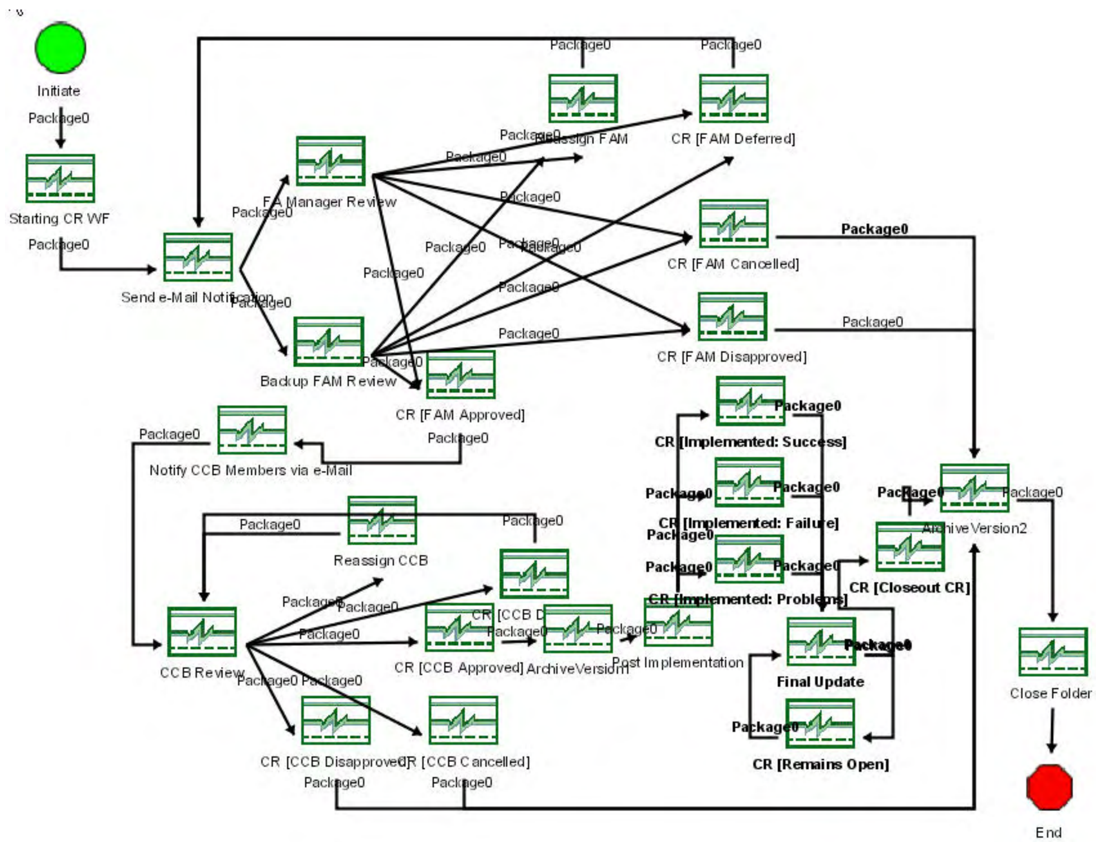



**Figure 276: Change Request Automated Workflow Process Diagram**

Instructions on the completion and submission of the web based CR form and for the processing of the form through the workflow are included herein. It is assumed that the reader has a general knowledge of CM and MS Windows terminology.

## Change Request (CR) Workflow Process Summary

The CR workflow process consists of various individuals who complete specific sections of the CR Form at each phase of the workflow. The process begins with the "Submitter" and ends with the "CCB Secretariat". Table 9 below describes the sections of the CR form that are completed by each individual during the process. Attendant to each portion of form completion after submission is a workflow step that accepts input from the person performing that step.

**Table 9: CR Workflow Process**

| Process Step | Performer (ASIST Role) | CR Form Sections Completed |
|---|---|---|
| Initiate Request | Submitter (End User) | Section 1-5 |
| FA Manager Review (FAM Review) | Functional Area Manager (FAM) (Approve, Disapprove, Defer, Cancel, Reassign) | Section 1-5 & Section 6 |

| Process Step | Performer (ASIST Role) | CR Form Sections Completed |
|---|---|---|
| CCB Review | CCB Secretariat (Approve, Disapprove, Defer, Cancel, Reassign) | Section 7 |
| Post Implementation | Implementer (Enter Results) | Section 8 |
| Final Update | CCB Secretariat | CR Closeout Information |
| Delegate Task<br>(Optional Step) | Functional Area Manager (FAM)<br>CCB Secretariat | See section Delegating a Work Task in CR Workflow on page 242 |

ASIST maintains business rules that manage the movement of the form through each step in the workflow. The rules ensure that the CR form is completed in accordance with the business process guidelines and that the review and implementation steps are handled consistently.

## Accessing the CR Form from ASIST

If you have an ASIST account, please create the Change Request in ASIST (see section "Creating a New CR in ASIST"). To access the CR Form from ASIST, first log into ASIST (see Logging into ASIST on page 33).

## Creating a New CR in ASIST

To create a new CR in ASIST, perform the following:

1. From the US_IT_CONFIG-MGMT cabinet, CHANGE_REQUEST folder type on the *My Home* tab, click the "New" folder icon ( ) as seen in Figure 277.


**Figure 277: ASIST Home Page (Create a New Change Request)**

A new CR Form is displayed (Figure 278).

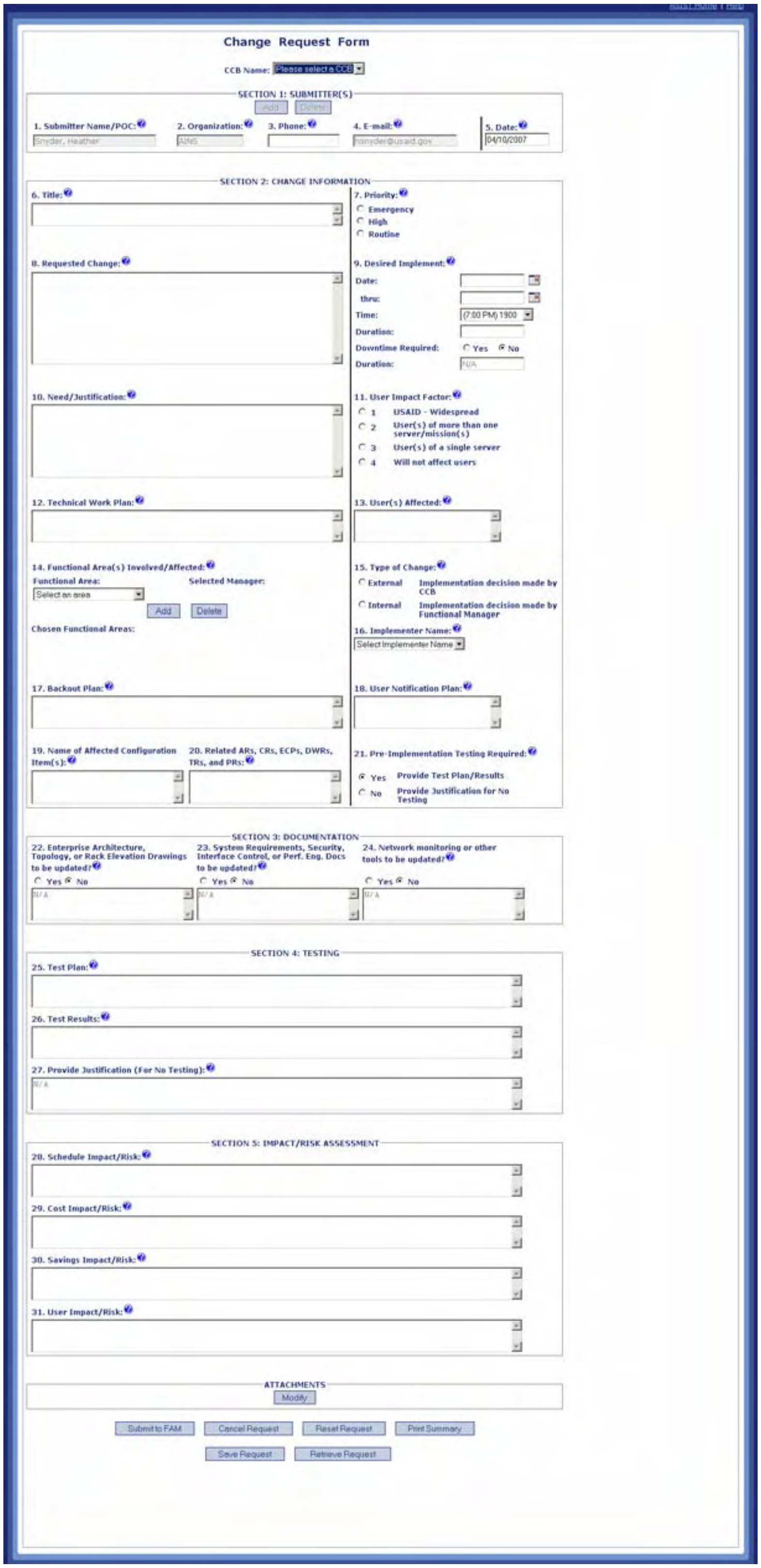



**Figure 278: Change Request Form**

2. From the `CCB Name` drop-down menu, select the appropriate CCB organization name. CCB Name values currently include “TCO” and “IRM”.
3. Complete Section 1 through Section 5 of the CR Form. Use the help icons ( ) for a description of what information must be entered in each CR Form field. Table 10 describes the sections and elements of the blank CR Form.[2]

   The Help Text is also included in this document (see CR Form Help Text on page 278). Additional information is provided in the online help in ASIST Version 3.2.1 under the topics “CCB” and “CR Form”.

**Table 10: CR Form Elements**

| SECTION 1: SUBMITTER(S) | |
|---|---|
| This section is automatically populated with ASIST user account information. | |
| Field | Information |
| 1. Submitter Name/POC | First and last name of the submitter or point of contact (Last name, First name). |
| 2. Organization | Agency organization or Department assignment. |
| 3. Phone | Agency telephone number. |
| 4. E-mail | Agency e-mail address. |
| 5. Date | Date the CR Form was created. |
| SECTION 2: CHANGE INFORMATION | |
| This section contains required information regarding the requested system change.<br>Most text fields are limited to 1500 characters, excluding the `Comment` field which has a 1,000 character limit. | |
| Field | Information |
| 6. Title | Title of the requested change. |
| 7. Priority | Priority level of the requested change. |
| 8. Requested Change | Detailed description of the requested change. |

[2] Fields that are required to be completed by the Submitter are shown in red.

| | |
|---|---|
| 9. Desired Implement<br>Date<br>thru<br>Time<br><br>Duration<br><br>Downtime Required<br><br>Duration | Desired implementation dates for the requested change.<br>Desired implementation time for the requested change.<br>The length of time needed to complete the requested change.<br>Yes/No indication of the necessity for downtime.<br>The length of downtime needed to complete the requested change. |
| 10. Need/Justification | Justification for dedication of resources for the requested change. |
| 11. User Impact Factor | Level of impact the requested change has on the Agency. |
| 12. Technical Work Plan | Technical work plan for the requested change. |
| 13. User(s) Affected | Users affected by the requested change. |
| 14. Functional Area(s) | Name of the functional area (FA) responsible for the requested change. |
| 15. Type of Change | Type of change requested. |
| 16. Implementer Name | Name of the person responsible for implementing the requested change. |
| 17. Backout Plan | Plan to be executed in the event the requested change fails or is not implemented. |
| 18. User Notification Plan | Plan of action for notifying users of service interruptions and/or changes to Agency operation as a result of implementing the requested change. |
| 19. Name of Affected Configuration Items | Names of systems impacted by the requested change. |
| 20. Related ARs, CRs, ECPs, DWRs, TRs, and PRs | List of any related requests associated with the requested change. |

| | |
|---|---|
| 21. Pre-Implementation -- Testing | Yes/No indication of whether test plan results should be provided.<br>• Yes - Test plan/results are indicated in Section 4 – Testing.<br>• No – No test plan/results are required. |
| SECTION 3: DOCUMENTATION | |
| In this section, selecting "Yes" in any field requires supporting documentation be provided. | |
| Field | Information |
| 22. Enterprise Architecture, Topology, or Rack Elevation Drawings to be updated? | Information regarding the Architecture, Topology, or drawings impacted by the requested change. |
| 23. System Requirements, Security, Interface Control, or Perf. Eng. Docs to be updated? | Information regarding the Requirements, Security, Interface Control, or other system related information impacted by the requested change. |
| 24. Network monitoring or other tools to be updated? | Information regarding network monitoring or other tools to be updated as a result of the requested change. |
| SECTION 4: TESTING | |
| This section contains required information regarding the testing of the requested change. | |
| Field | Information |
| 25. Test Plan | Test plan information for the requested change. |
| 26. Test Results | Test result information for the requested change, including references to test reports. |
| 27. Provide Justification (For No Testing) | Reason testing was not necessary for this requested change. |
| SECTION 5: IMPACT/RISK ASSESSMENT | |

<table>
<tr><td colspan="2">This section contains required information regarding the impact and risk of implementing the requested change.</td></tr>
<tr><th>Field</th><th>Information</th></tr>
<tr><td>28. Schedule Impact/Risk</td><td>Project schedule issues or concerns.</td></tr>
<tr><td>29. Cost Impact/Risk</td><td>Project cost issues or concerns.</td></tr>
<tr><td>30. Savings Impact/Risk</td><td>Project funding resource issues or concerns.</td></tr>
<tr><td>31. User Impact/Risk</td><td>User issues or concerns.</td></tr>
<tr><td colspan="2">File Attachment Buttons, File Attachment Fields, and Form Submission Buttons</td></tr>
<tr><td colspan="2">This section of the form contains tools to attach a file, post an active link to the file, display/print the form, cancel form submission, or reset (delete) information in the form fields.</td></tr>
<tr><td>Modify (ATTACHMENTS) button</td><td>Attach a file, or post an active link to the file.</td></tr>
<tr><td>Printable Page button</td><td>Prints a copy of the CR Form to a local or network printer.</td></tr>
<tr><td>Cancel Request button</td><td>Cancels the request and returns to ASIST.</td></tr>
<tr><td>Reset Request button</td><td>Resets all completed information to the initial field value.</td></tr>
<tr><td>Submit to FAM button</td><td>Submits the request and sends it to the FAM for review and decision.</td></tr>
<tr><td colspan="2">Save and Retrieve Request Form Buttons</td></tr>
<tr><td>Save Request button</td><td>Saves a copy of the CR Form with current entered data.<br><br>Any attachment on a saved CR Form will be deleted. Only make attachments to the CR Form if you intend to submit it to your FAM.</td></tr>
<tr><td>Retrieve Request button</td><td>Retrieves a previously Saved copy of the CR Form with data.</td></tr>
</table>

4. Scroll to the bottom section of the CR Form and click the **Print Summary** button to print a copy of the draft CR Form so that you can verify the data before submitting the CR (Figure 279).

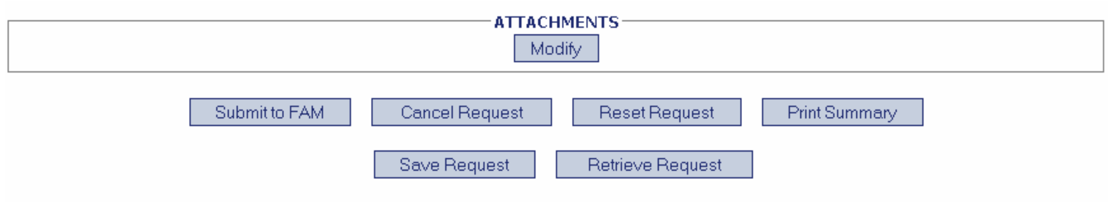



**Figure 279: CR Form Action Buttons (Bottom of the Form)**

To save a CR Form BEFORE submitting it to the FAM, see Saving, Retrieving, and Deleting a CR Form on page 272. To retrieve a previously Saved CR Form BEFORE submitting it to the FAM, see Retrieving a Saved CR Form on page 273.

5. Click the **Submit to FAM** button at the bottom section of the CR Form to complete the CR Form and submit it to the FAM responsible for the change request.

   If any of the required fields on the CR Form are not completed, an error message is displayed (Figure 280).

   If an error message is displayed, press the **OK** button and complete the remaining required fields on the CR Form. Then press the **Submit to FAM** button.


**Figure 280: CR Form Required Values for Submit to FAM Error Message**

6. A submission confirmation is displayed (Figure 281). Press the **OK** button to submit the request.

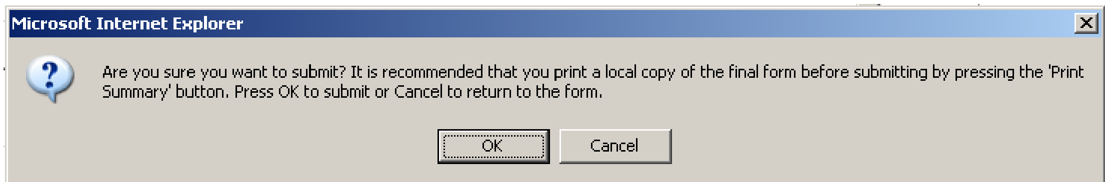



**Figure 281: CR Submission Confirmation**

The submitter receives an email when the CR has been approved, disapproved, canceled, or deferred (Figure 282).

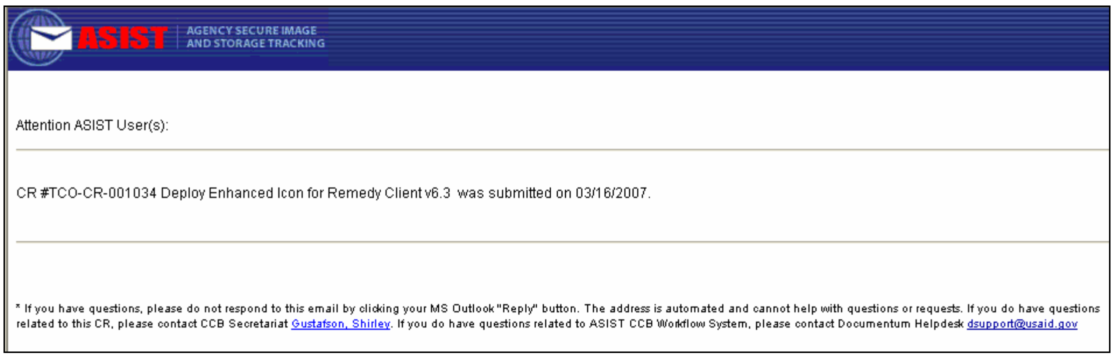



**Figure 282: CR Form Email Notification to Submitter**

7. After submitting the CR Form, open the folder and click the *Status* tab to determine that the form was forwarded to the proper FAM (Figure 283). The message in the tab will read, “User Action: [CR Submitted]” and “Folder is sent to <FAM NAME>”.

NOTE: Once the CR has been submitted to the FAM, the submitter information in Section 1 is no longer editable.


**Figure 283: Folder Creation and CR Submission Status**

After a CR Form is submitted, the original CR Form is archived into ASIST. To view the original CR Form contents, click the *Attachments* tab. The original CR Form is located under the attachment type heading "Original" (Figure 284).

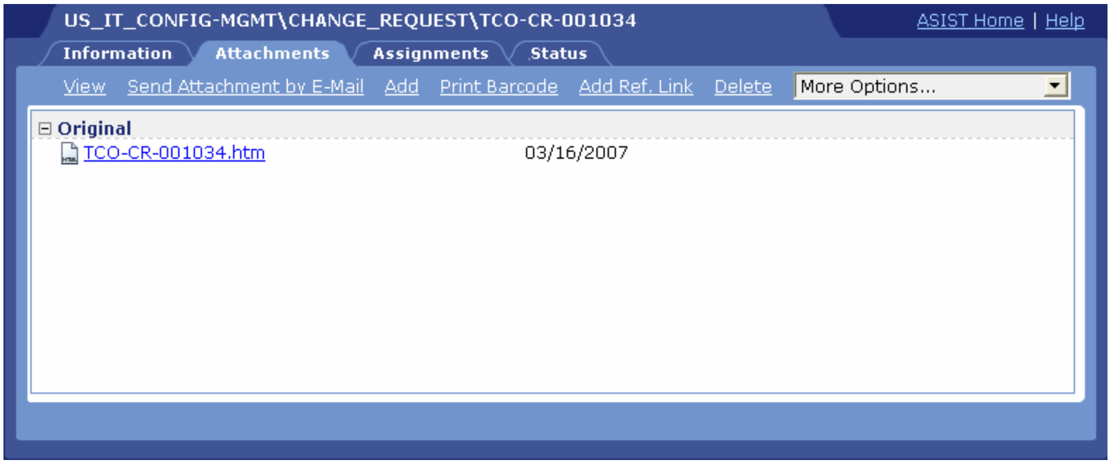



**Figure 284: Archived Original CR Form**

## CR Workflow – Processing a Submitted Change Request

A submitted change request follows the process of the CR Workflow. This workflow involves several workflow states and decisions (approval, cancellation, disapproval, deferral or reassignment) in the review and implementation of the request.

### Functional Area Manager (FAM) Review Task

The first task in the CR workflow process is FA Manager Review (or FAM Review) performed by the FA Manager (FAM). The FAM determines if the request can proceed or will be canceled, disapproved, deferred, or reassigned to another FAM for review.

NOTE: If the FAM that is assigned the current task is not available, the task can be delegated to another user, see Delegating a Work Task in CR Workflow on page 242. If the Functional Area (FA) to which a folder was submitted is not the FA that should have responsibility for approving the change, then the FAM or Backup FAM should reassign the FAM Review task to a different Functional Area and FAM for review, see Reassigning a Work Task in CR Workflow on page 244.

The following steps use Section 6 in the CR Form to complete the CR Form FAM Review task.

The following are steps taken in the FAM review task:

1. The FAM receives an email notification indicating a change request folder is in his ASIST inbox for review (Figure 285). Open the folder by performing one of the following:
    a. Click the folder ID link to open the folder in ASIST. Proceed to step 4.
    b. Click the ASIST Home link to open ASIST.

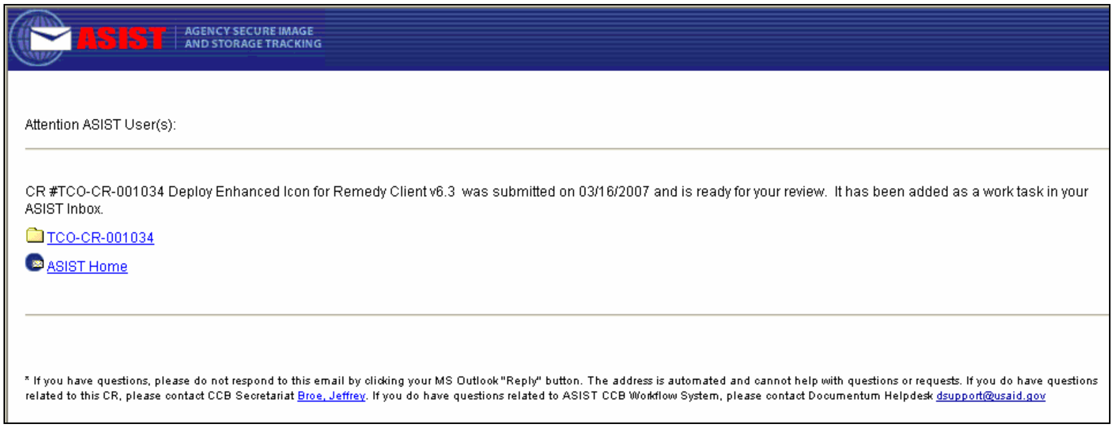



**Figure 285: Email Notification to the FAM**

2. Navigate to the ASIST inbox by performing one of the following:
   a. From the `Your Inbox` panel on the *My Home* tab, click either number link (Figure 286). The *Inbox* tab displays with a list of folders currently in the inbox.

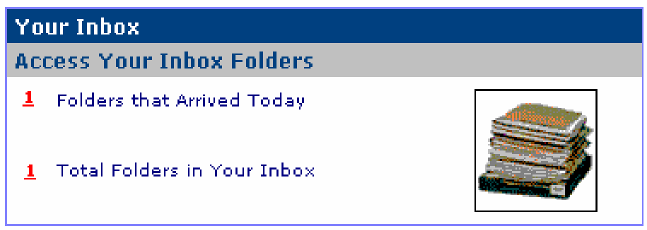



**Figure 286: Your Inbox**

   b. Click the *Inbox* Tab (Figure 287).
3. Click the CR Form number link to open the CR folder. For example, in Figure 287, click the link TCO-CR-001034. The *Information* tab for the CR displays.


**Figure 287: Inbox Tab with CR Forms**

4. From the *Information* tab (Figure 288), review all of the information in Section 1 through Section 5 of the CR Form to make sure all fields are completed and the data is correct.


**Figure 288: CR Form Information Tab**

5. Scroll to Section 6: FAM Disposition and complete all appropriate fields (Figure 289). You may also wish to send the CR Form to a member of the technical team to update the information prior to FAM approval (see section Send to ASIST User(s) on page 98).

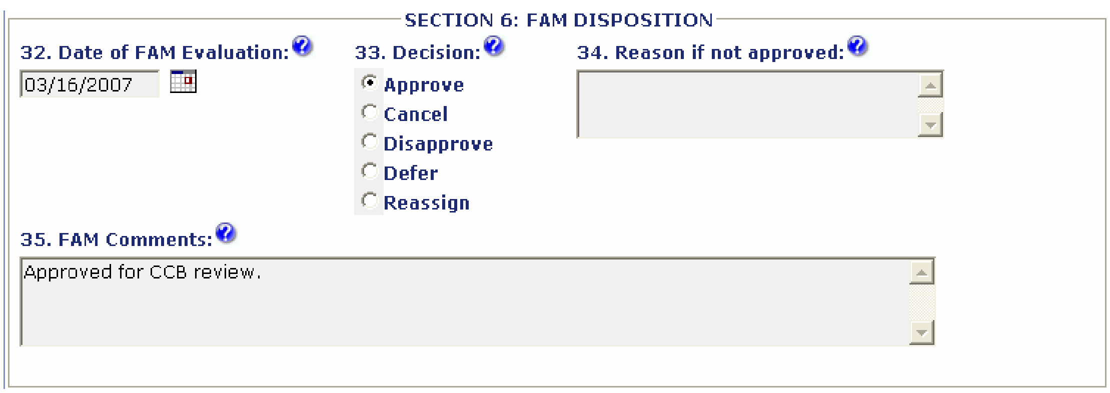



**Figure 289: CR Form - Section 6: FAM Disposition**

6. Click the Save the Changes link at the top of the Information page. The changes made by the FAM are saved. If the Date of FAM Evaluation is after the current date, you will be prompted to change the date value.

NOTE

All values on the CR Form in Section 2: Change Information thru Section 5: Impact Risk/Assessment are required prior to FAM disposition. If any required value is missing, an error message is displayed (Figure 290). These values are not required for CR submission but are required before proceeding to the CCB Review task.

If an error message is displayed, press the **OK** button and complete the remaining required fields on the CR Form. Then click the Save the Changes link.

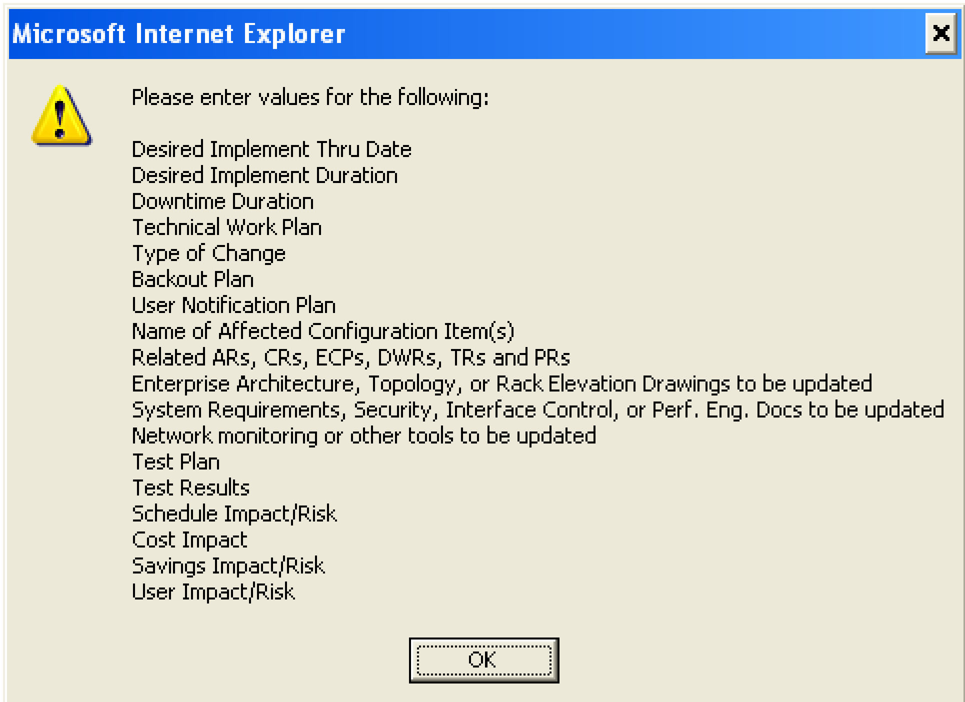



**Figure 290: CR Form Required Values for FAM Continue on Workflow Message**

7. Click the *Assignments* tab.
8. Click the Continue on Workflow link (Figure 291).

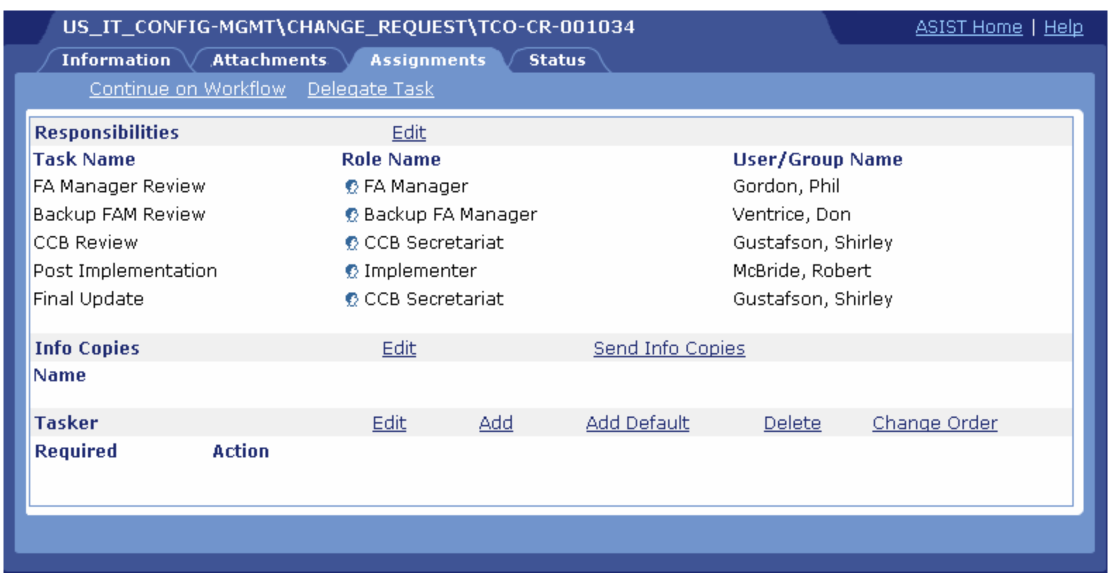



**Figure 291: Continue on Workflow Link - FAM Review**

The Select Task page is displayed (Figure 292).

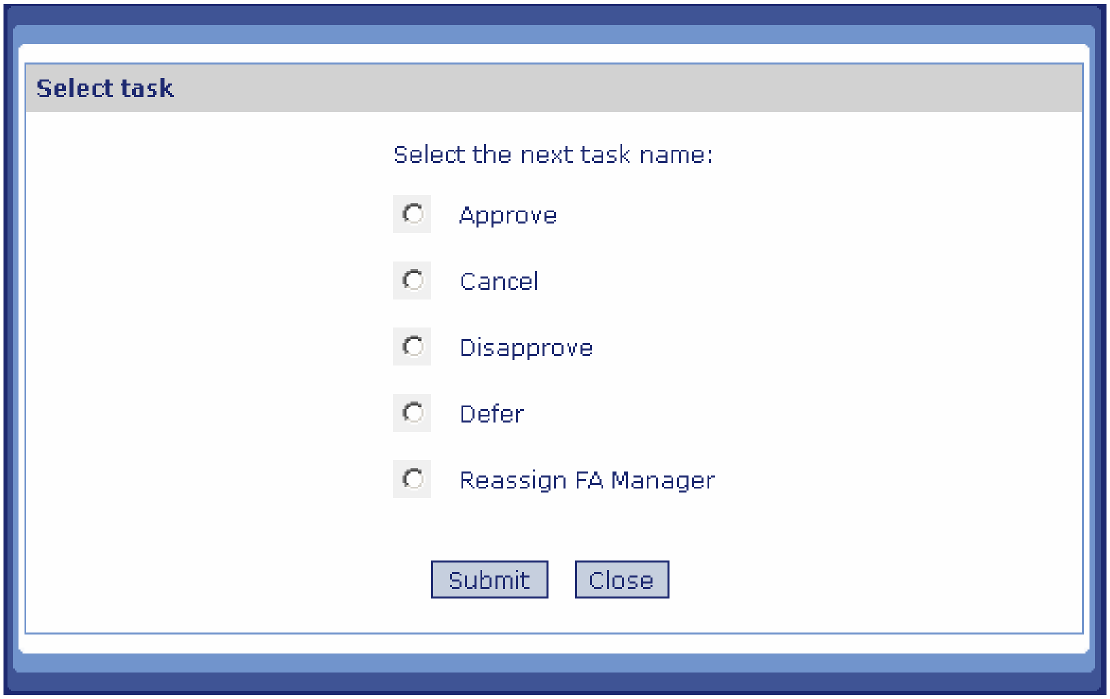



**Figure 292: Select Task Page – FAM Review**

9. From the Select the next task name radio options, select the appropriate decision for the task. Enter all FAM Disposition information regarding the decision (Figure 293).

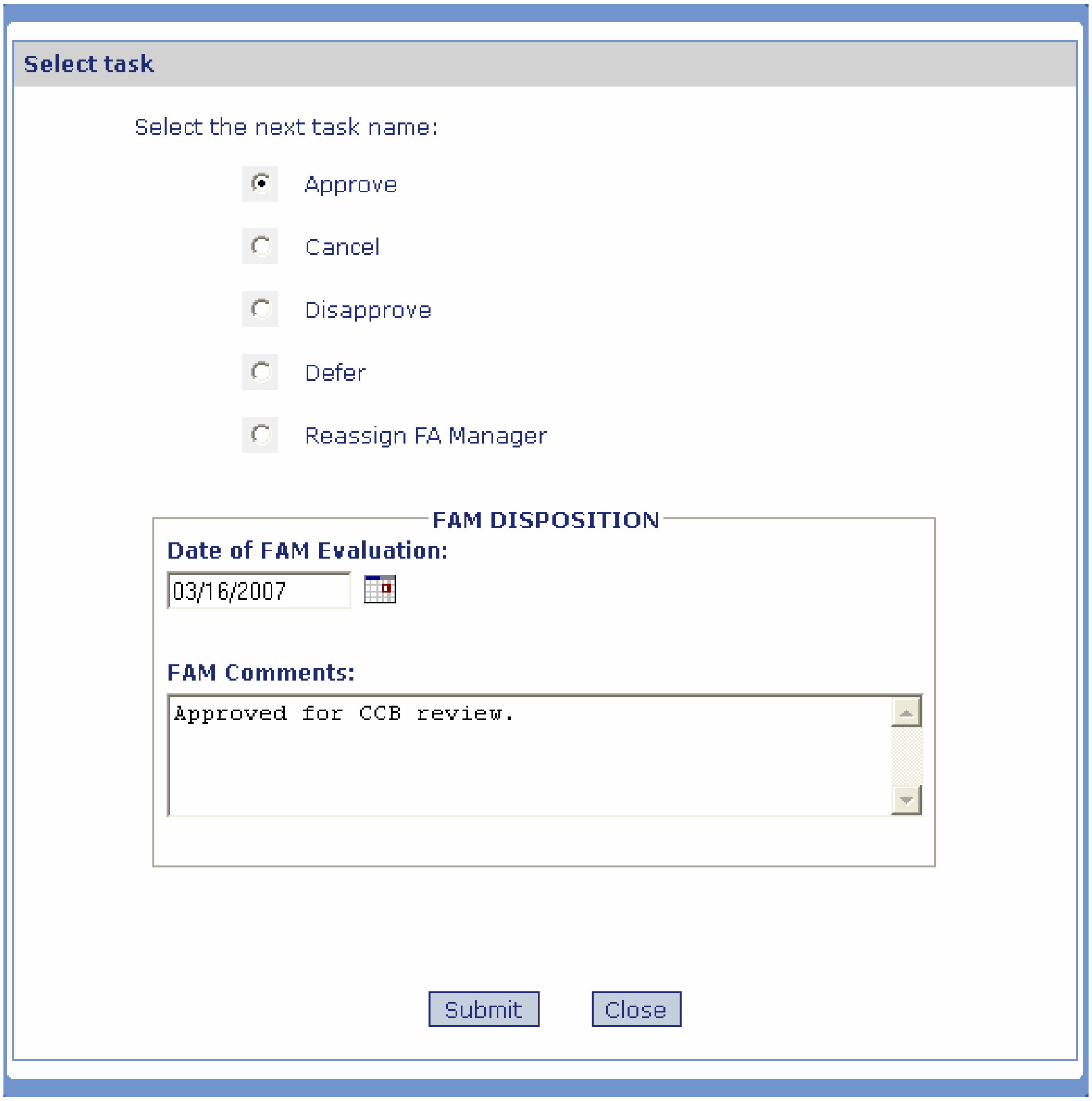



**Figure 293: FAM Disposition Comments**

10. Press the **Submit** button. If the Date of FAM Evaluation is after the current date, you will be prompted to change the date value.

If any required value is missing, an error message is displayed during the Continue on Workflow step (Figure 294). Data is required in all fields prior to proceeding to the CCB Review task.

If an error message is displayed, press the **OK** button and complete the remaining required fields on the CR Form *Information* tab or on the Select Task page then press the **Submit** button.

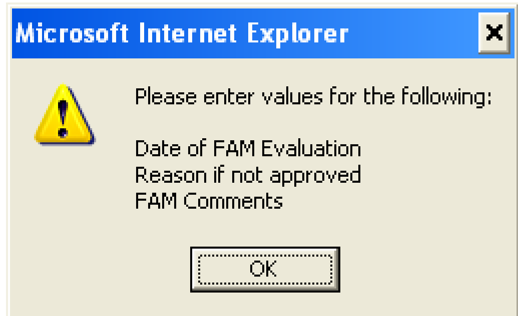



**Figure 294: CR Form Required Values for FAM Disposition Error Message**

11. Select the *Status* tab. The FA Manager Review (FAM Review) decision and a message "Folder is sent to <CCB Secretariat>" is logged in the system events (Figure 295).


**Figure 295: FAM Review Task Status**

After the FAM approves the CR, the CR is archived to include changes made since submission. To view the FAM Approved CR, click the *Attachments* tab. The FAM Approved CR is located under the attachment type heading "FAM Approved Version" (Figure 296).

NOTE

If the FAM does not approve the CR, there is no FAM Approved Version for the CR in ASIST.

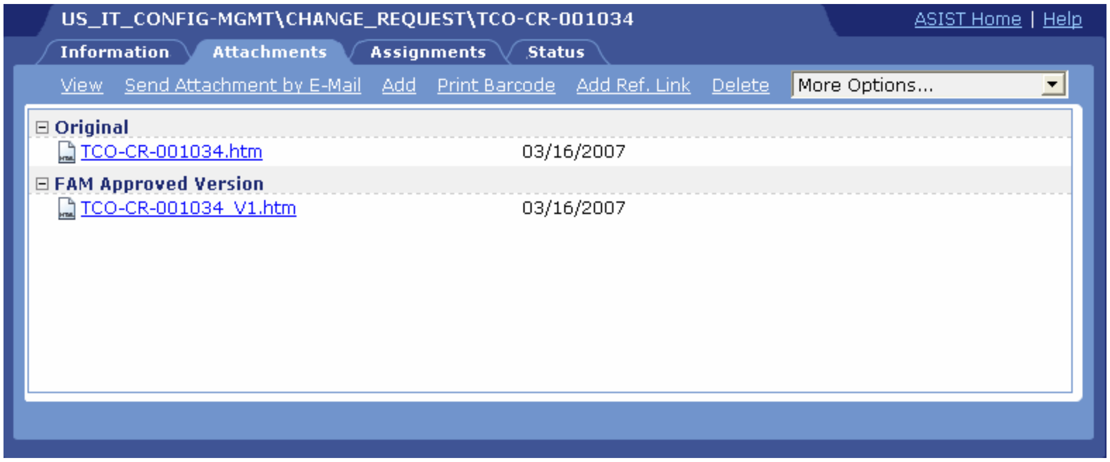



**Figure 296: Archived FAM Approved CR Form**

## Delegating a Work Task in CR Workflow

If the user that is assigned the current task is not available, the task can be delegated to another user. Delegating the task to another user is not meant as another way of reassigning a responsibility. The original user is still responsible for the task, even though another user is performing it. To reassign responsibilities, see Reassigning a Work Task in CR Workflow on page 244. Delegating a task to another user causes that user to have the Continue on Workflow link on their *Assignments* tab, puts the work task in that user's Inbox, and removes the work task from the former user's Inbox.

Tasks can be delegated for any of the roles associated with the workflow states, FA Manager Review, CCB Review, Post Implementation, or Final Update, as seen in Table 9 on page 225.

Delegating the task to another user can only be performed on the current task. However, it can be performed by either the user assigned the responsibility of the current task or by any user with permission to access the folder and permission to delegate tasks. Permission to delegate tasks is granted by the ASIST Administrator. Ask your ASIST Administrator if you have permission to delegate tasks.

To delegate the current task to another user, perform the following:

1. From the *Assignments* tab on the "ASIST Folder Maintenance" page, click the Delegate Task link (Figure 297).

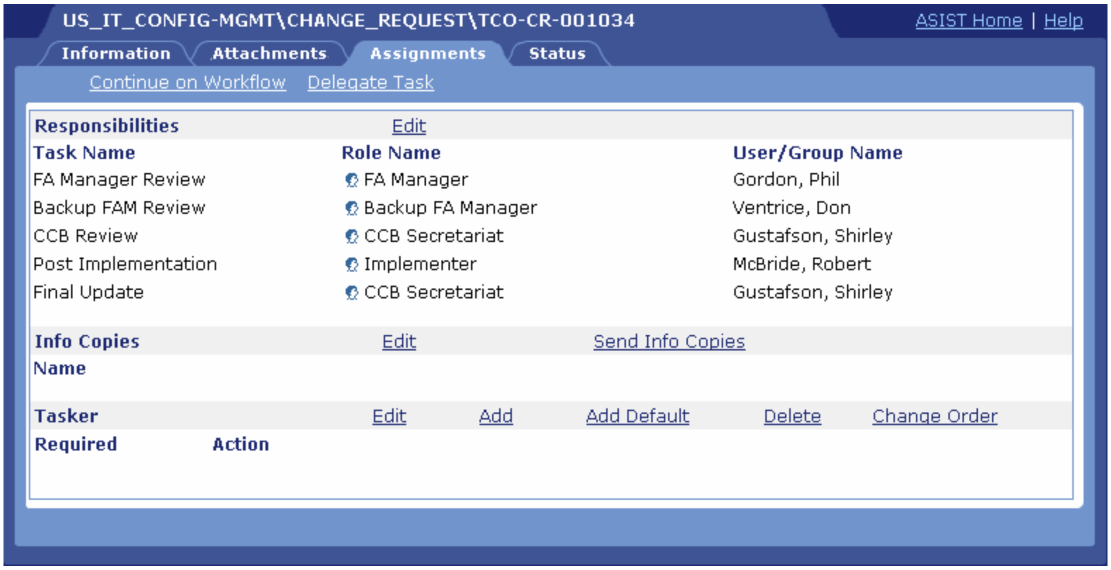



**Figure 297: Delegate Task Link**

The Delegate Task window opens.

In ASIST 3.2.1, multiple tasks can be delegated at one time. The tasks that can be delegated are displayed in a table with the task name and current task owner.

2. For each task you want to delegate, select a user from the task's `Delegate To` drop-down list. Once the task(s) have been delegated, press the **Delegate** button. Figure 298 shows the Backup FAM Review task being delegated to another user.

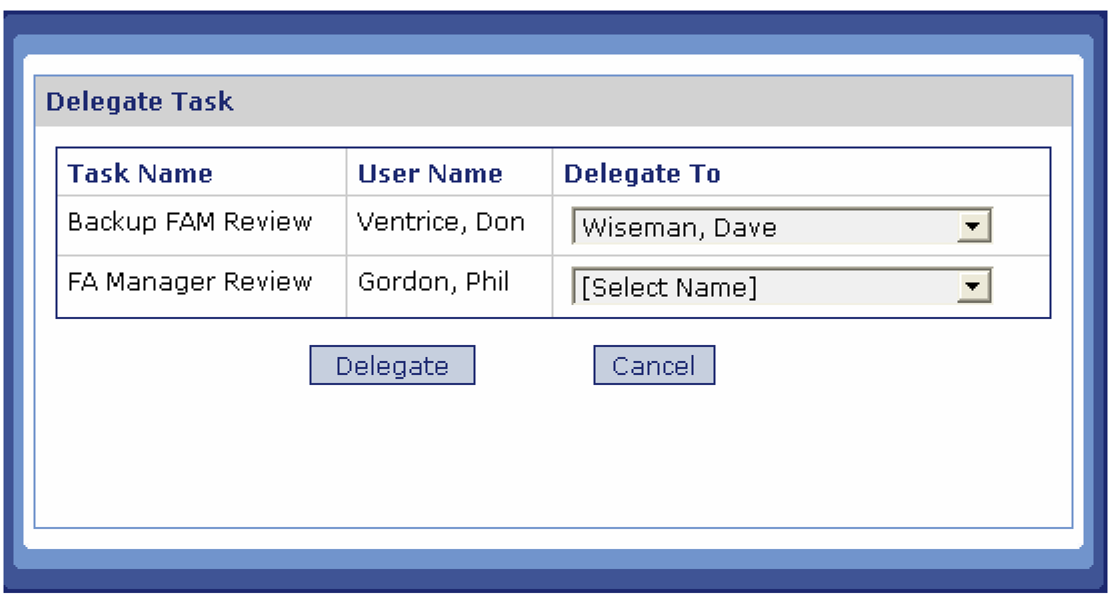



**Figure 298: Delegating the FAM Review Task**

A confirmation page informs you that the task is now delegated to the user selected in the Delegate Task window (Figure 299).

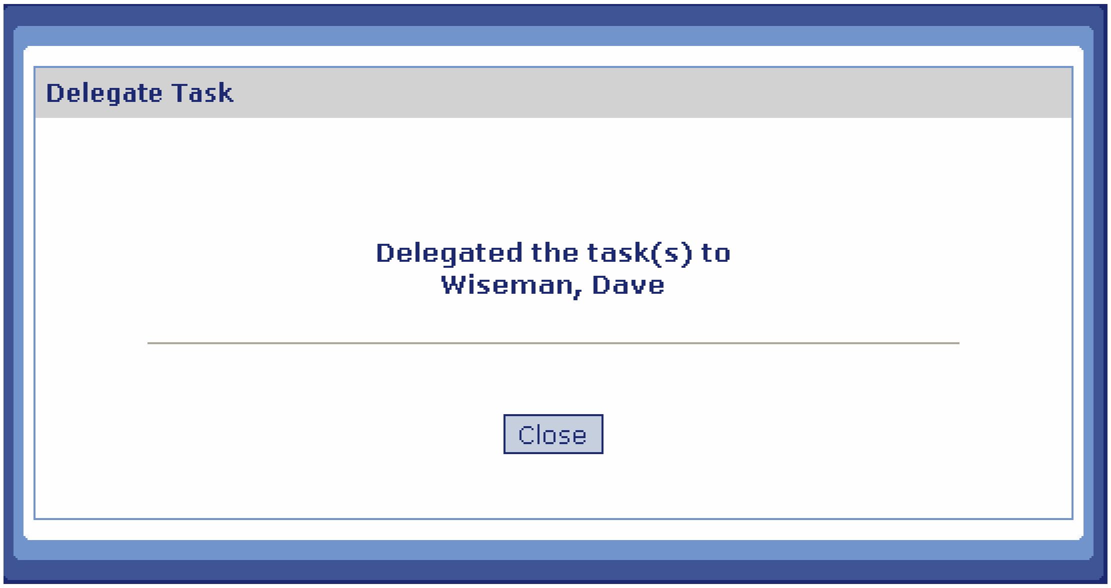



**Figure 299: Task Delegated Confirmation**

4. Press the **Close** button.

Once the confirmation window closes, the *Assignments* tab's Responsibilities section does NOT change. That is because the person assigned the responsibility is still responsible for the task even though another user has been delegated the task.

In ASIST 3.2.1, delegating a task automatically grants write permission on the folder to the delegated user if the user does not already have write permission on the folder.

## Reassigning a Work Task in CR Workflow

You can reassign a task in the workflow. Reassigning tasks only affects the current task that has yet to be completed. Reassigning a task is not the same as delegating a task. Reassigning the task means that the user who is assigned the task must take responsibility for the task. Unlike when you delegate a task and the *Assignments* tab's Responsibilities section does NOT change, reassigning a task DOES change the name in the User/Group Name column.

## Reassigning the Functional Area Manager (FAM) Review Task

If the Functional Area (FA) to which a folder was submitted is not the FA that should have responsibility for approving the change, then the FA Manager or Backup FAM can reassign the FAM Review task to a different Functional Area and FAM for review. Reassigning a task to another user causes that user to have the Continue on Workflow link on their *Assignments* tab, puts the work task in that user's Inbox, removes the work task from the former user's Inbox, and changes the Primary Functional Area and associated FA Manager on the CR Form. The following steps use Section 6 in the CR Form to complete the CR Form FAM Review task.

To reassign this task, perform the following:

1. From the *Information* tab (Figure 300), review all of the information in Section 1 through Section 5 of the CR Form to make sure all fields are completed and the data is correct. Note the Primary Functional Area and associated FA Manager chosen by the submitter. The Primary FA should not be changed on the CR Form.

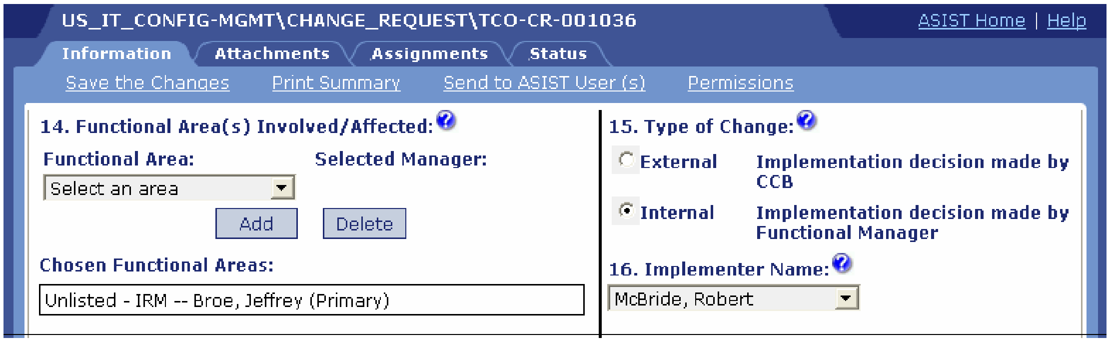



**Figure 300: CR Form Information Tab – Before FAM Reassignment**

2. Scroll to Section 6: FAM Disposition and complete all appropriate fields, including the Reason for reassigning the task in the "Reason if not approved" field (Figure 301).

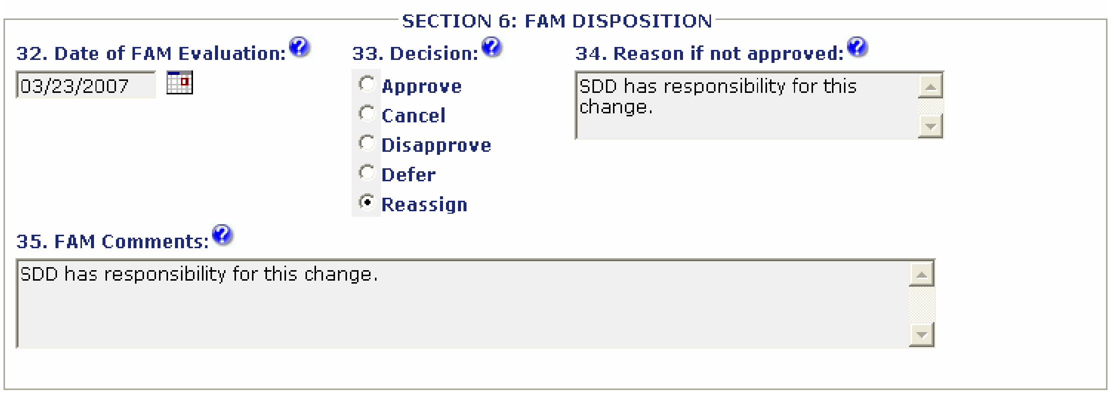



**Figure 301: CR Form - Section 6: FAM Disposition for FAM Reassignment**

3. Click the Save the Changes link at the top of the Information page. The changes made by the FAM are saved. If the Date of FAM Evaluation is after the current date, you will be prompted to change the date value.

   NOTE: All values on the CR Form in Section 2: Change Information thru Section 5: Impact Risk/Assessment are required prior to FAM disposition. If any required value is missing, an error message is displayed. These values are not required for CR submission but are required before proceeding to the CCB Review task.

   If an error message is displayed, press the **OK** button and complete the remaining required fields on the CR Form. Then click the Save the Changes link.

4. Click the *Assignments* tab. Notice the role assignments for the FA Manager and Backup FAM are associated with the Primary Functional Area on the CR Form *Information* tab. Click the Continue on Workflow link (Figure 302).


**Figure 302: Continue on Workflow Link - FAM Review / Reassignment**

5. The Select Task page is displayed. From the Select the next task name radio options, select "Reassign FA Manager". Enter all FAM Disposition information regarding the decision, including the Reason for reassigning the task in the "Reason if not approved" field (Figure 303).

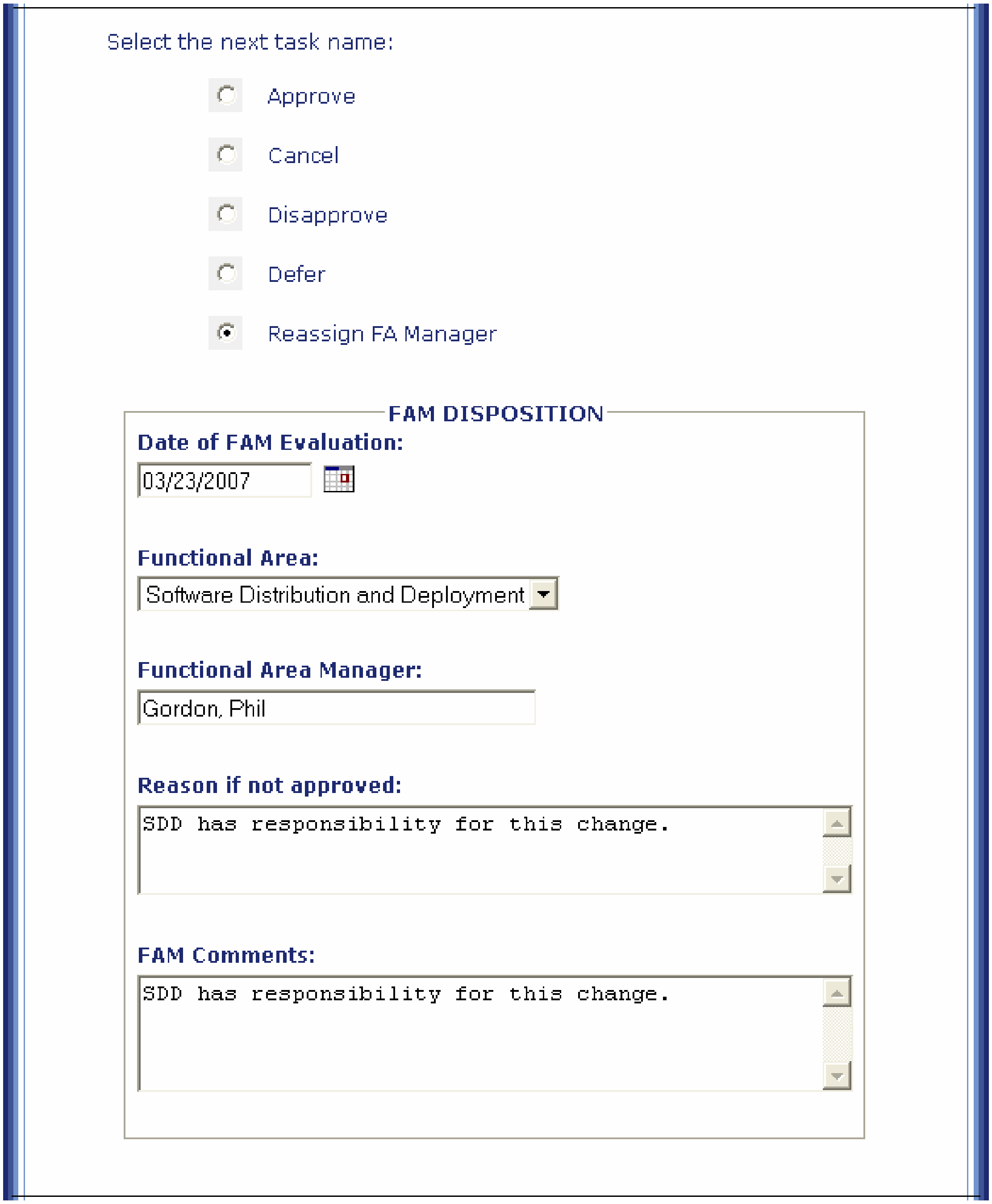



**Figure 303: FAM Disposition Comments for FAM Review Task Reassignment**

6. Press the **Submit** button. If the Date of FAM Evaluation is after the current date, you will be prompted to change the date value.

If any required value is missing, an error message is displayed during the Continue on Workflow step. Data is required in all fields prior to proceeding to the CCB Review task.

A confirmation page informs you that the task is now reassigned to the user selected in the Select Task page window (Figure 304).


**Figure 304: FAM Review Task Reassigned Confirmation**

Notice the role assignments for the FA Manager and Backup FAM on the *Assignments* tab were changed and are now associated with the new Primary Functional Area on the CR Form *Information* tab (Figure 305).

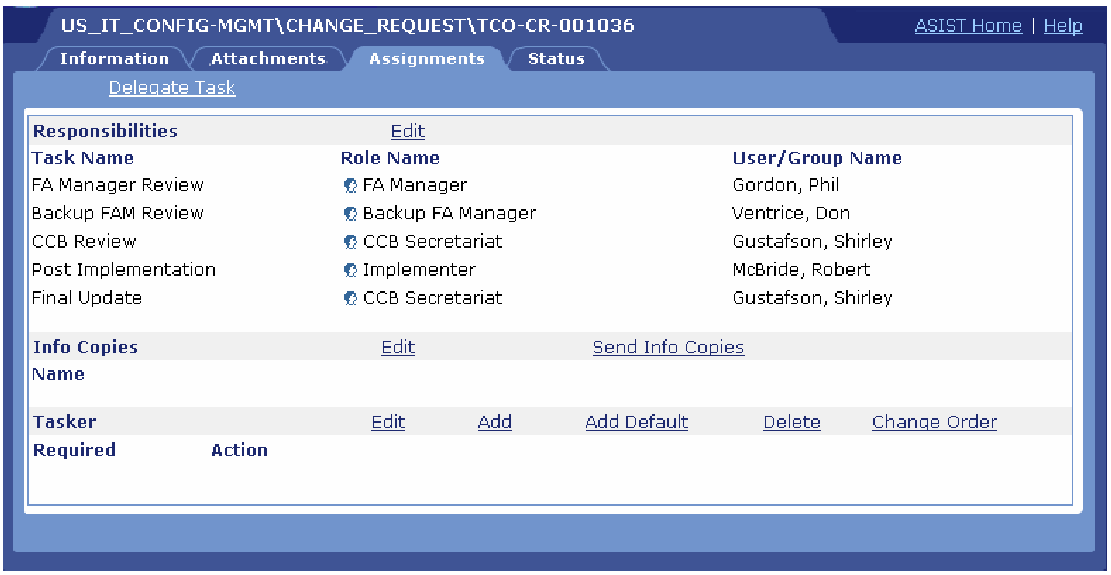



**Figure 305: FAM Review Task Responsibilities Reassigned**

The folder and work task is removed from the former user's Inbox; the folder is now in the new user's Inbox. The new user(s) now have the Continue on Workflow link on their *Assignments* tab.

7. Click the *Information* tab. Notice the Primary Functional Area on the CR Form is now associated with the role assignments for the FA Manager and Backup FAM on the *Assignments* tab (Figure 306).

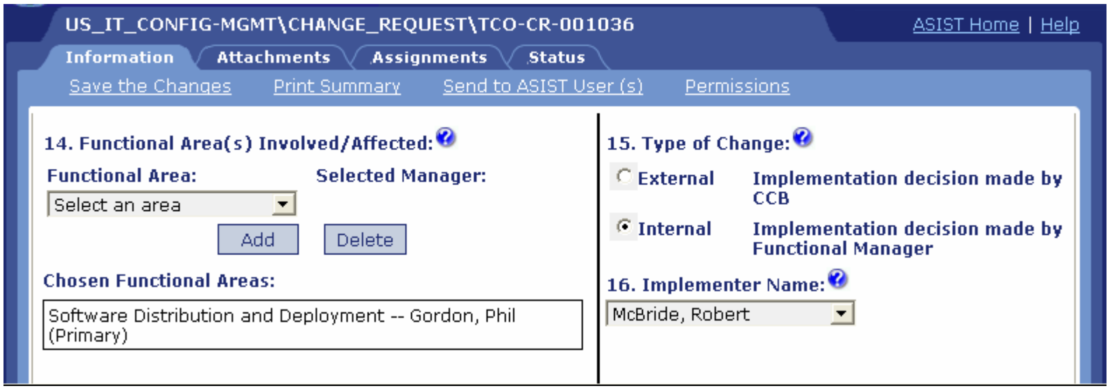



**Figure 306: CR Form Information Tab – After FAM Reassignment**

## CCB Review Task

The next task in the CR workflow process after a CR has been approved by the FA Manager is CCB Review performed by the CCB Secretariat at the Configuration Control Board meeting. The CCB determines if the request can proceed or will be canceled, disapproved, deferred, or reassigned to another CCB for review. The following steps use Section 7 in the CR Form to complete the CR Form CCB Review task.

The following are steps taken in the CCB Review task:

1. The CCB Secretariat receives an email notification indicating a change request folder is in his ASIST inbox for review (Figure 307). Open the folder by performing one of the following:
   a. Click the folder ID link to open the folder in ASIST. Proceed to step 4.
   b. Click the ASIST Home link to open ASIST.

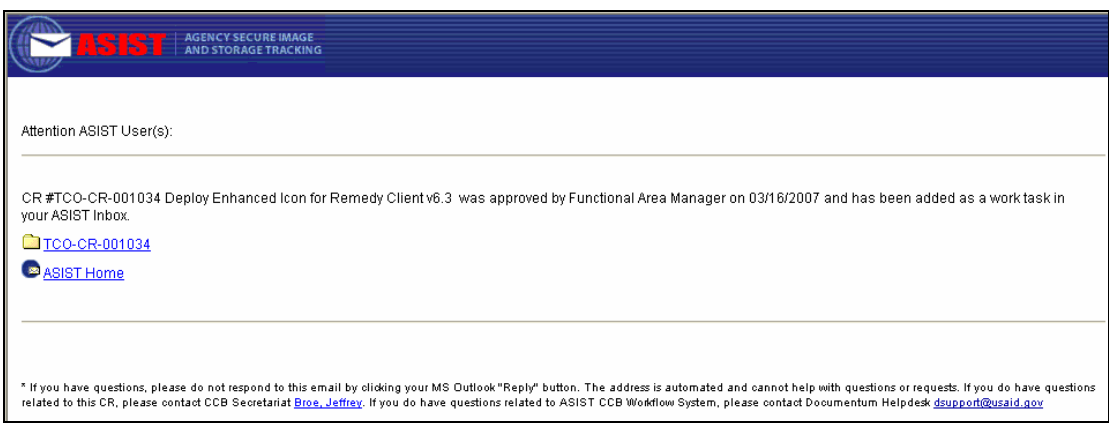



**Figure 307: CCB Review Notification Message**

2. Navigate to the ASIST inbox by performing one of the following:
   a. From the `Your Inbox` panel on the *My Home* tab, click either number link (Figure 286). The *Inbox* tab displays with a list of folders currently in the inbox.
   b. Click the *Inbox* Tab (Figure 287).

3. Click the CR Form number link to open the CR folder.
4. From the *Information* tab, scroll to Section 7: CCB Disposition and complete all appropriate fields (Figure 308).

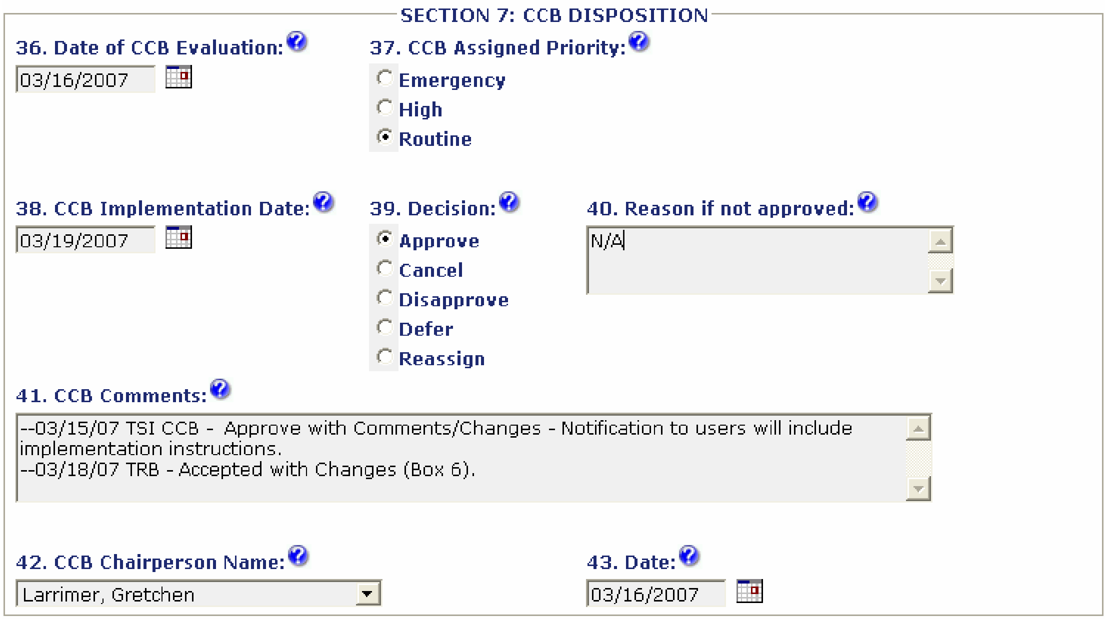



**Figure 308: CR Form - Section 7: CCB Disposition**

5. Click the Save the Changes link. The changes made by the CCB Secretariat are saved.

If any required value is missing, an error message is displayed. CCB Chairperson Name and Date are required before proceeding to Continue on Workflow (Figure 309). Data is required in all fields prior to proceeding to the Post Implementation task.

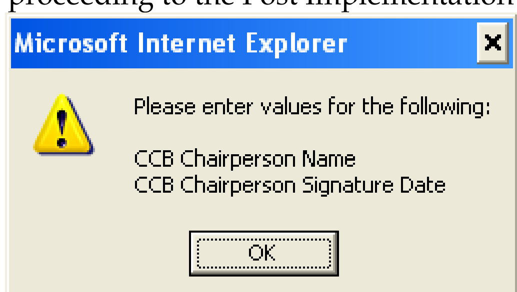



**Figure 309: CR Form Required Values for CCB Chairperson Message**

6. Click the *Assignments* tab.
7. Click the Continue on Workflow link (Figure 310).

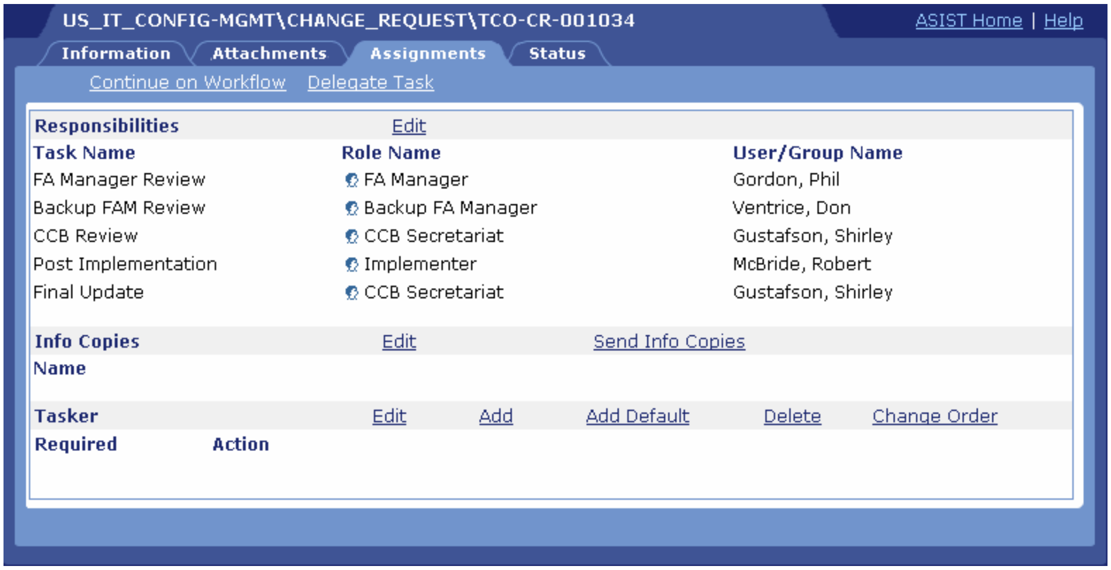



**Figure 310: Continue on Workflow Link - CCB Review**

The Select Task page is displayed (Figure 311).


**Figure 311: Select Task Page - CCB Review**

8. From the Select the next task name radio options, select the appropriate decision for the task. Enter all CCB Disposition information regarding the decision (Figure 312).

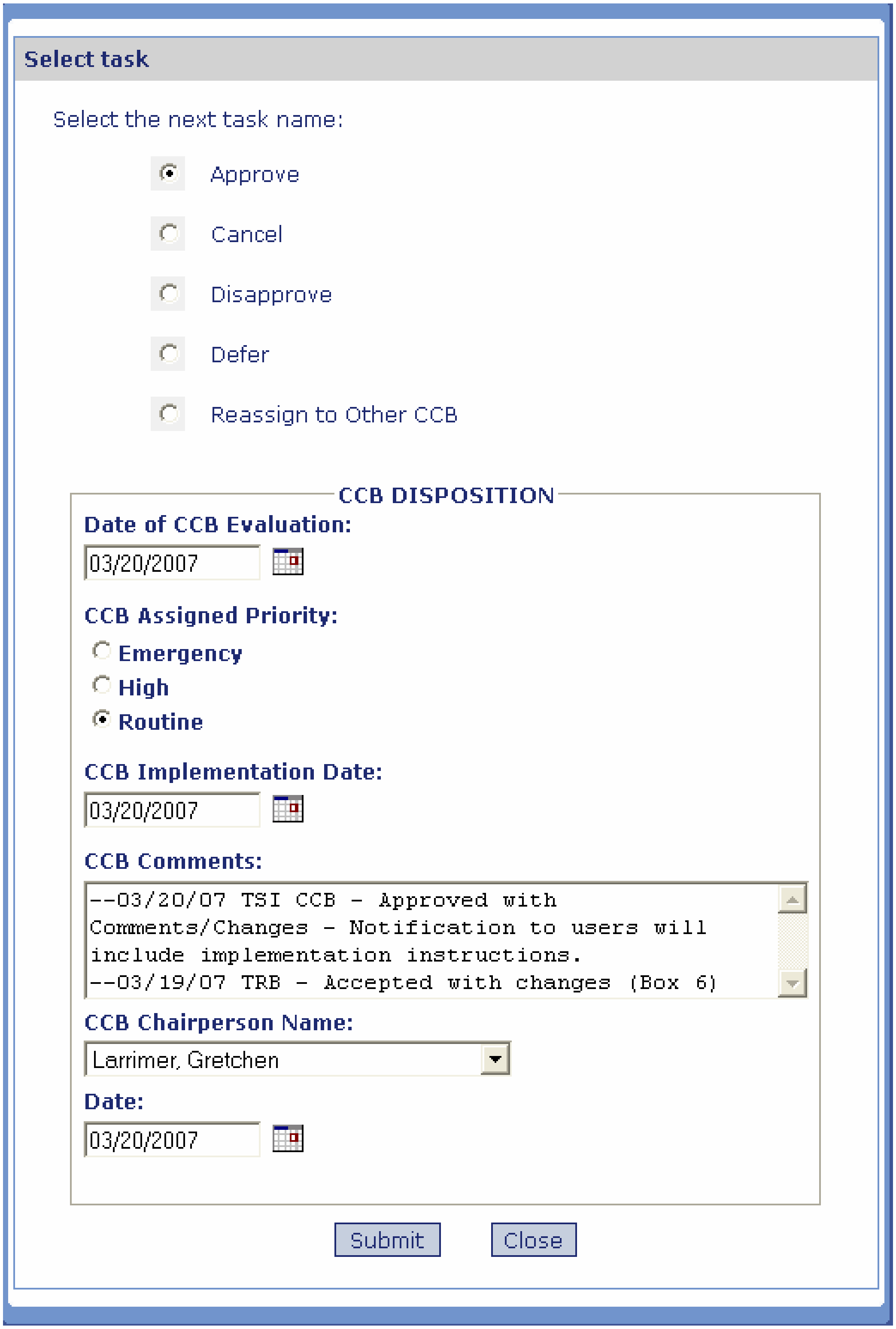



**Figure 312: CCB Disposition Comments**

9. Press the **Submit** button. If either the Date of CCB Evaluation or CCB Approval Date is after the current date, you will be prompted to change the date value.

If any required value is missing, an error message is displayed during the Continue on Workflow step (Figure 313). Data is required in all fields prior to proceeding to the Post Implementation task.

If an error message is displayed, press the **OK** button and complete the remaining required fields on the CR Form *Information* tab or on the Select Task page then press the **Submit** button.

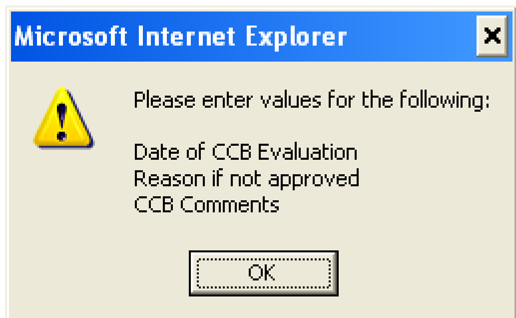
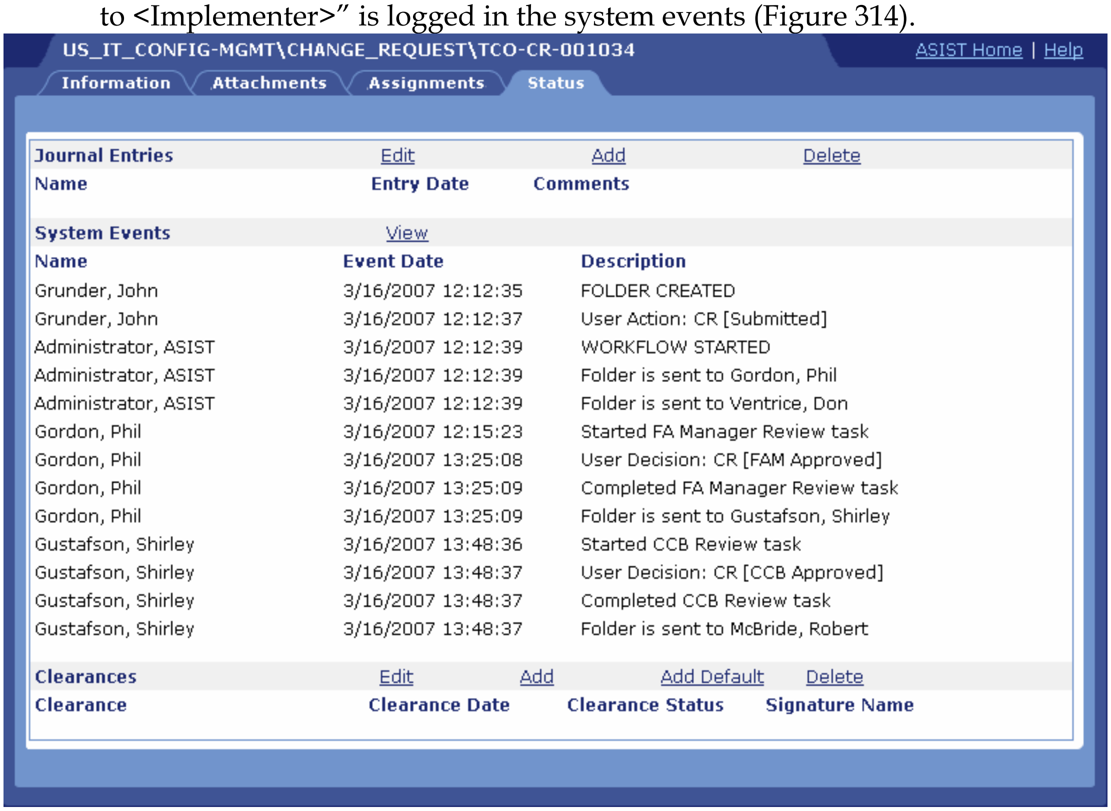



**Figure 313: CR Form Required Values for CCB Disposition Error Message**

10. Select the *Status* tab. The CCB Review decision and a message "Folder is sent to <Implementer>" is logged in the system events (Figure 314).



US_IT_CONFIG-MGMT\CHANGE_REQUEST\TCO-CR-001034 ASIST Home | Help

Information | Attachments | Assignments | Status

| Journal Entries | Edit | Add | Delete |
|---|---|---|---|
| Name | Entry Date | Comments | |

| System Events | View | |
|---|---|---|
| Name | Event Date | Description |
| Grunder, John | 3/16/2007 12:12:35 | FOLDER CREATED |
| Grunder, John | 3/16/2007 12:12:37 | User Action: CR [Submitted] |
| Administrator, ASIST | 3/16/2007 12:12:39 | WORKFLOW STARTED |
| Administrator, ASIST | 3/16/2007 12:12:39 | Folder is sent to Gordon, Phil |
| Administrator, ASIST | 3/16/2007 12:12:39 | Folder is sent to Ventrice, Don |
| Gordon, Phil | 3/16/2007 12:15:23 | Started FA Manager Review task |
| Gordon, Phil | 3/16/2007 13:25:08 | User Decision: CR [FAM Approved] |
| Gordon, Phil | 3/16/2007 13:25:09 | Completed FA Manager Review task |
| Gordon, Phil | 3/16/2007 13:25:09 | Folder is sent to Gustafson, Shirley |
| Gustafson, Shirley | 3/16/2007 13:48:36 | Started CCB Review task |
| Gustafson, Shirley | 3/16/2007 13:48:37 | User Decision: CR [CCB Approved] |
| Gustafson, Shirley | 3/16/2007 13:48:37 | Completed CCB Review task |
| Gustafson, Shirley | 3/16/2007 13:48:37 | Folder is sent to McBride, Robert |

| Clearances | Edit | Add | Add Default | Delete |
|---|---|---|---|---|
| Clearance | Clearance Date | Clearance Status | Signature Name | |

**Figure 314: CCB Review Task Status**

After the CCB approves the CR, the CR is archived to include changes made since submission and FAM approval. To view the CCB Approved CR, click the *Attachments* tab. The CCB Approved CR is located under the attachment type heading "CCB Approved Version" (Figure 315).

If the CCB does not approve the CR, there is no CCB Approved Version for the CR in ASIST.

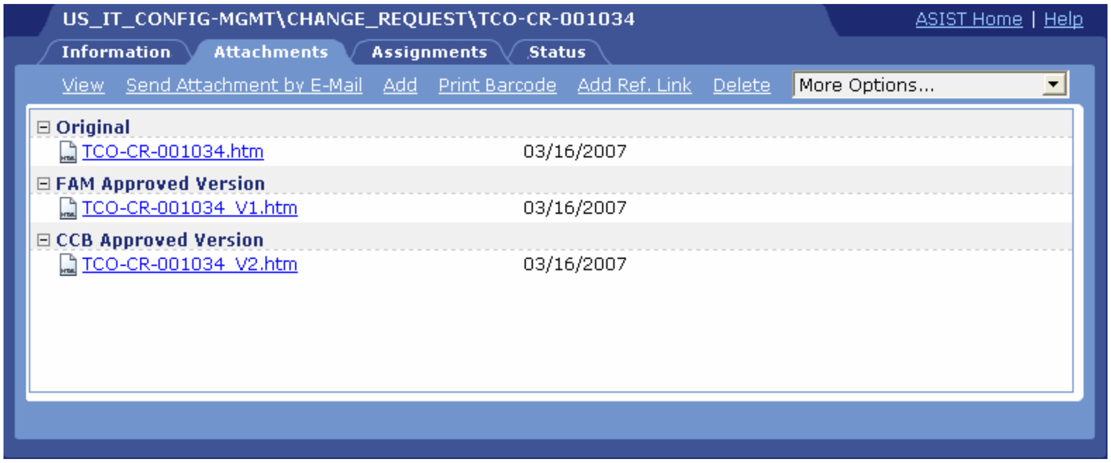



**Figure 315: Archived CCB Approved CR Form**

## Reassigning the CCB Review Task

If the CCB that is reviewing a CR determines that the CR should be reviewed by a different CCB, then the CCB Secretariat can reassign the CCB Review task to a different CCB for review. Reassigning a task to a different CCB causes the CCB Secretariat for that CCB to have the Continue on Workflow link on their *Assignments* tab, puts the work task in that user's Inbox, removes the work task from the former user's Inbox, and changes the CCB Name at the top of the CR Form. The following steps use Section 7 in the CR Form to complete the CR Form CCB Review task.

To reassign this task, perform the following:

1. From the *Information* tab (Figure 316), note the CCB Name shown on the CR Form is associated with the CCB to which the CR is currently assigned.

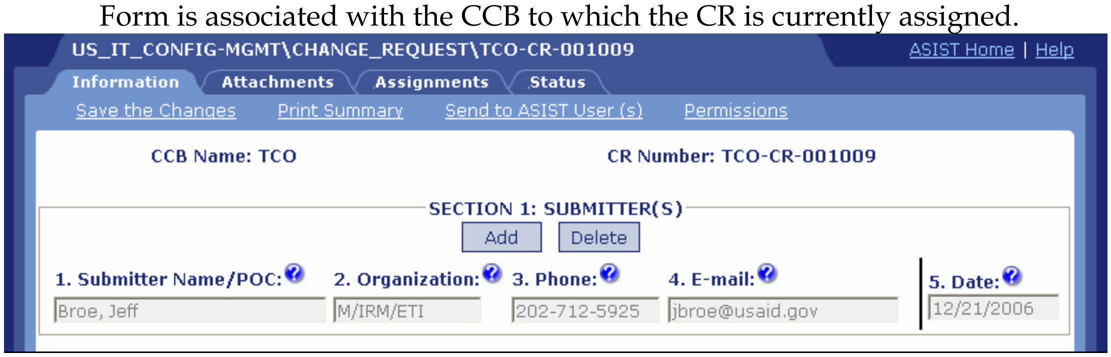



**Figure 316: CR Form Information Tab – Before CCB Reassignment**

2. Scroll to Section 7: CCB Disposition and complete all appropriate fields, including the Reason for reassigning the task in the "Reason if not approved" field (Figure 317).


**Figure 317: CR Form - Section 7: CCB Disposition for CCB Reassignment**

3. Click the Save the Changes link. The changes made by the CCB Secretariat are saved.

   NOTE: If any required value is missing, an error message is displayed. CCB Chairperson Name and Date are required before proceeding to Continue on Workflow. Data is required in the all fields prior to proceeding to the Post Implementation task.

   If an error message is displayed, press the **OK** button and complete the remaining required fields on the CR Form. Then click the Save the Changes link.

4. Click the *Assignments* tab. Notice the role assignment for the CCB Secretariat is associated with the CCB Name on the CR Form *Information* tab. Click the Continue on Workflow link (Figure 318).


**Figure 318: Continue on Workflow Link - CCB Review / Reassignment**

5. The Select Task page is displayed. From the Select the next task name radio options, select "Reassign to Other CCB". Enter all CCB Disposition information regarding the decision, including the Reason for reassigning the task in the "Reason if not approved" field (Figure 319).

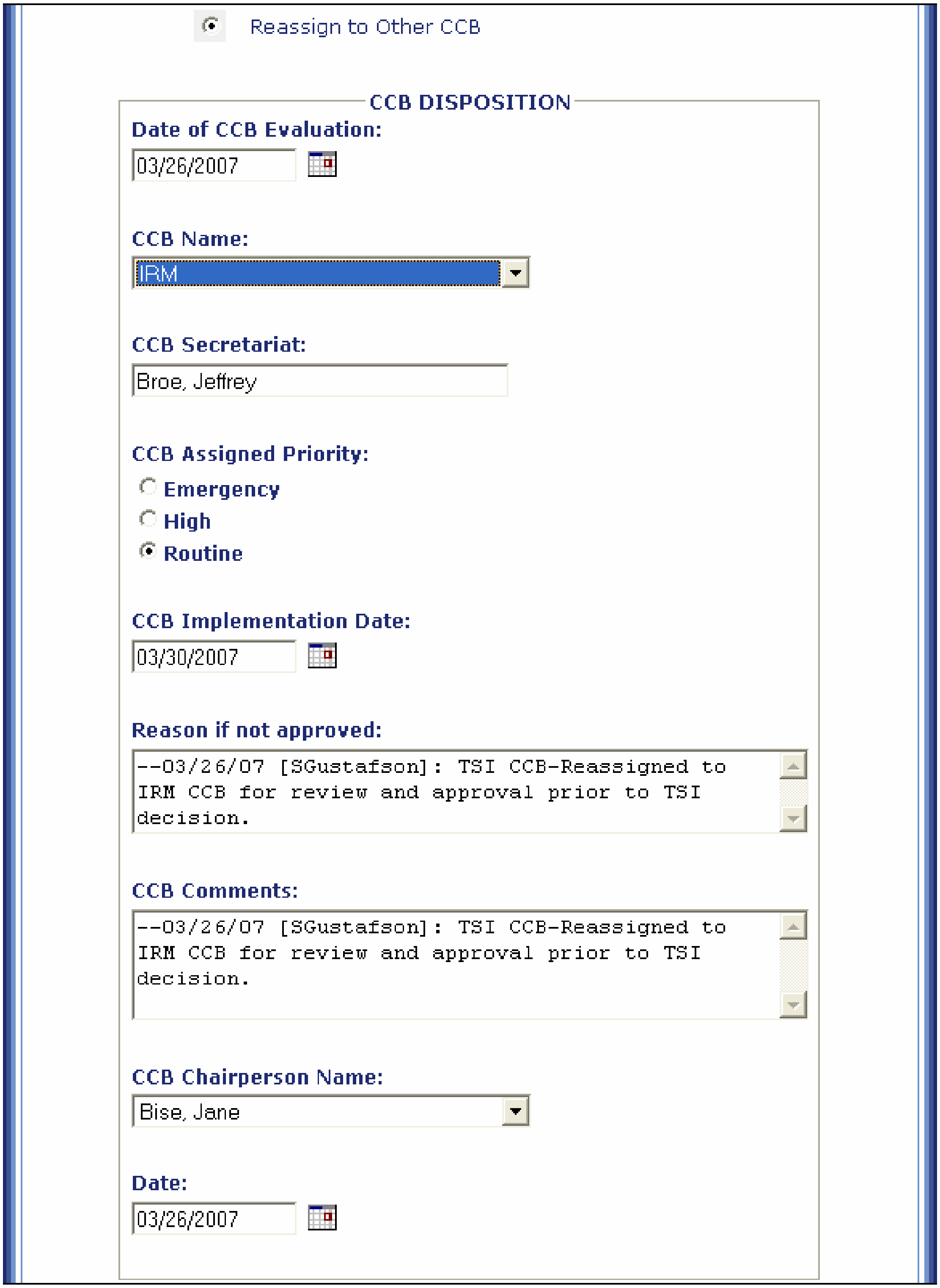



**Figure 319: CCB Disposition Comments for CCB Review Task Reassignment**

6. Press the **Submit** button. If the Date of CCB Evaluation is after the current date, you will be prompted to change the date value.

If any required value is missing, an error message is displayed during the Continue on Workflow step. Data is required in all fields prior to proceeding to the next task.

A confirmation page informs you that the task is now reassigned to the user selected in the Select Task page window (Figure 320).


**Figure 320: CCB Review Task Reassigned Confirmation**

Notice the role assignment for the CCB Secretariat on the *Assignments* tab was changed (Figure 321) and is now associated with the new CCB Name on the CR Form *Information* tab.

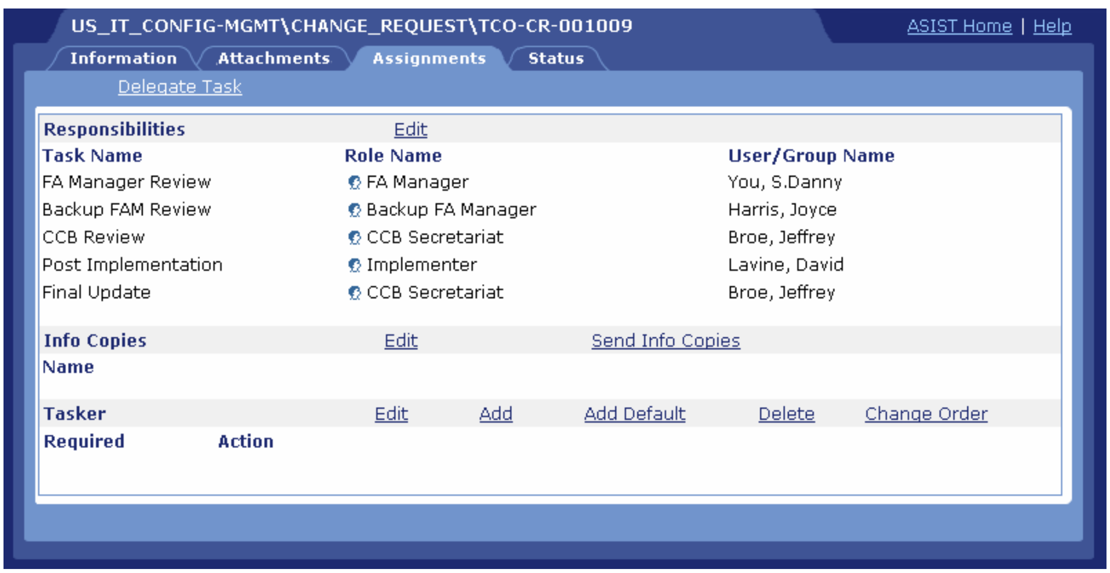



**Figure 321: CCB Review Task Responsibilities Reassigned**

The folder and work task is removed from the former user's Inbox; the folder is now in the new user's Inbox. The new user(s) now have the Continue on Workflow link on their *Assignments* tab.

7. Click the *Information* tab. Note the CCB Name shown on the CR Form (Figure 322) is now associated with the CCB to which the CR was reassigned.


**Figure 322: CR Form Information Tab – After CCB Reassignment**

## Post Implementation Task

The next task in the CR workflow process after a CR has been approved by the CCB is Post Implementation performed by the Implementer ***after*** implementing the change in compliance with the directives in the CR Form. The following steps use Section 8 in the CR Form to complete the CR Form Post Implementation task.

The following are steps taken in the Post Implementation task:

1. The Implementer receives an email notification indicating a change request folder is in his ASIST inbox for review (Figure 323). Open the folder by performing one of the following:
   a. Click the folder ID link to open the folder in ASIST. Proceed to step 6.
   b. Click the ASIST Home link to open ASIST.

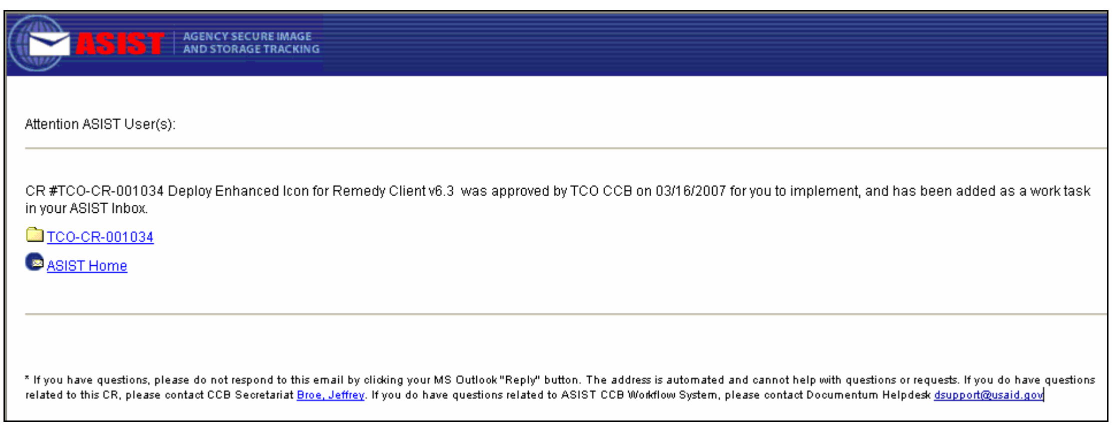



**Figure 323: Implementer's Email Message**

2. Navigate to the ASIST inbox by performing one of the following:
   a. From the `Your Inbox` panel on the *My Home* tab, click either number link (Figure 286). The *Inbox* tab displays with a list of folders currently in the inbox.
   b. Click the *Inbox* Tab (Figure 287).
3. Click the CR Form number link to open the CR folder.
4. Review all of the information in `Section 2: Change Information` thru `Section 7: CCB Disposition`.

5. Implement the *Requested Change* per the *Technical Work Plan* specified in Section 2 of the CR Form on the *CCB [approved] Implementation Date* specified in Section 7 of the CR Form.
6. From the *Information* tab, scroll to Section 8: Post Implementation and complete all appropriate fields (Figure 324) ***after*** implementing the change.

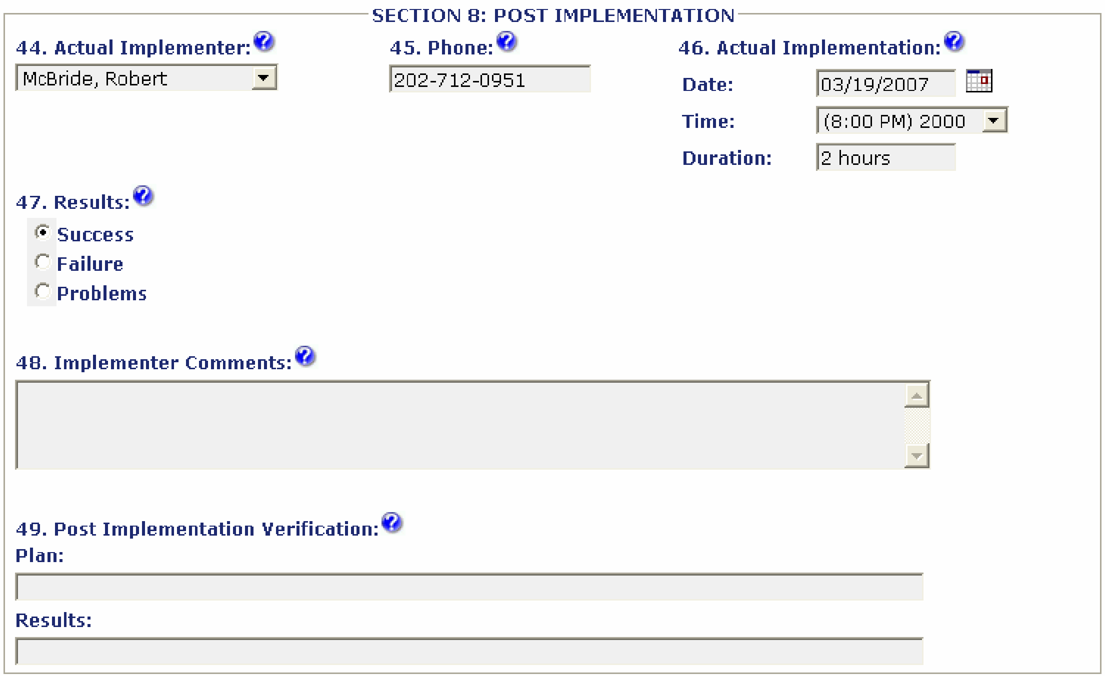



**Figure 324: CR Form - Section 8: Post Implementation**

7. Click the Save the Changes link. The changes made by the Implementer are saved. If the Actual Implementation Date is after the current date, you will be prompted to change the date value.
8. Click the *Assignments* tab.
9. Click the Continue on Workflow link (Figure 325).

**Figure 325: Continue on Workflow Link - Post Implementation**

The Select Task page is displayed (Figure 326).

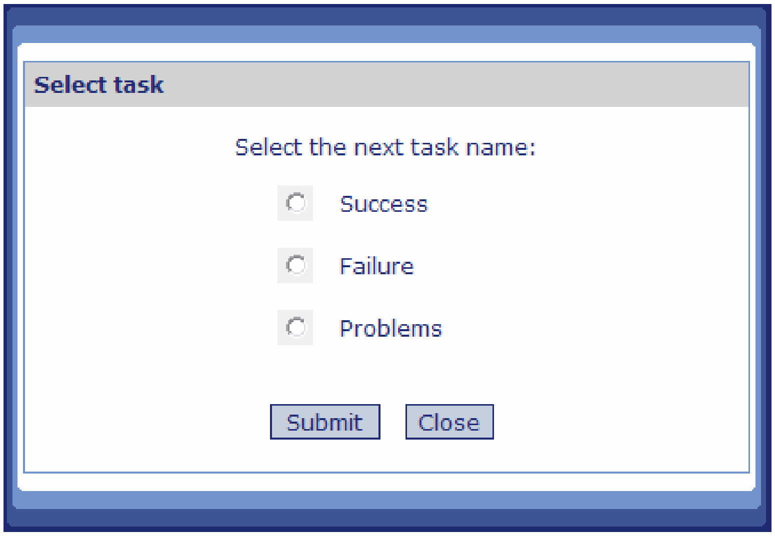



**Figure 326: Select Task Page – Post Implementation**

8. From the `Select the next task name` radio options, select the appropriate outcome for the task. Enter the Post Implementation details regarding the outcome (Figure 327). All fields must be completed in order to continue the workflow.

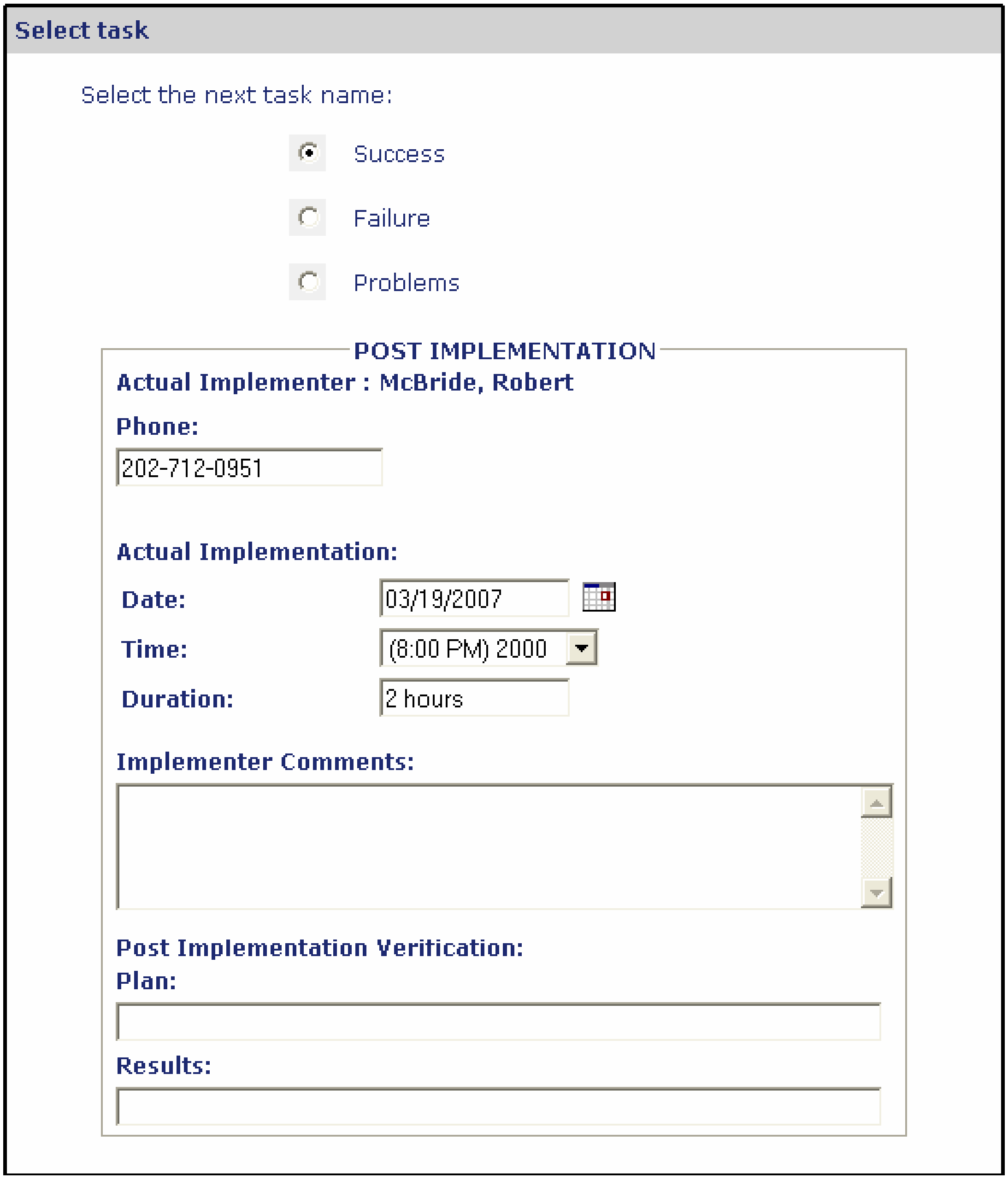



**Figure 327: Post Implementation Details and Comments**

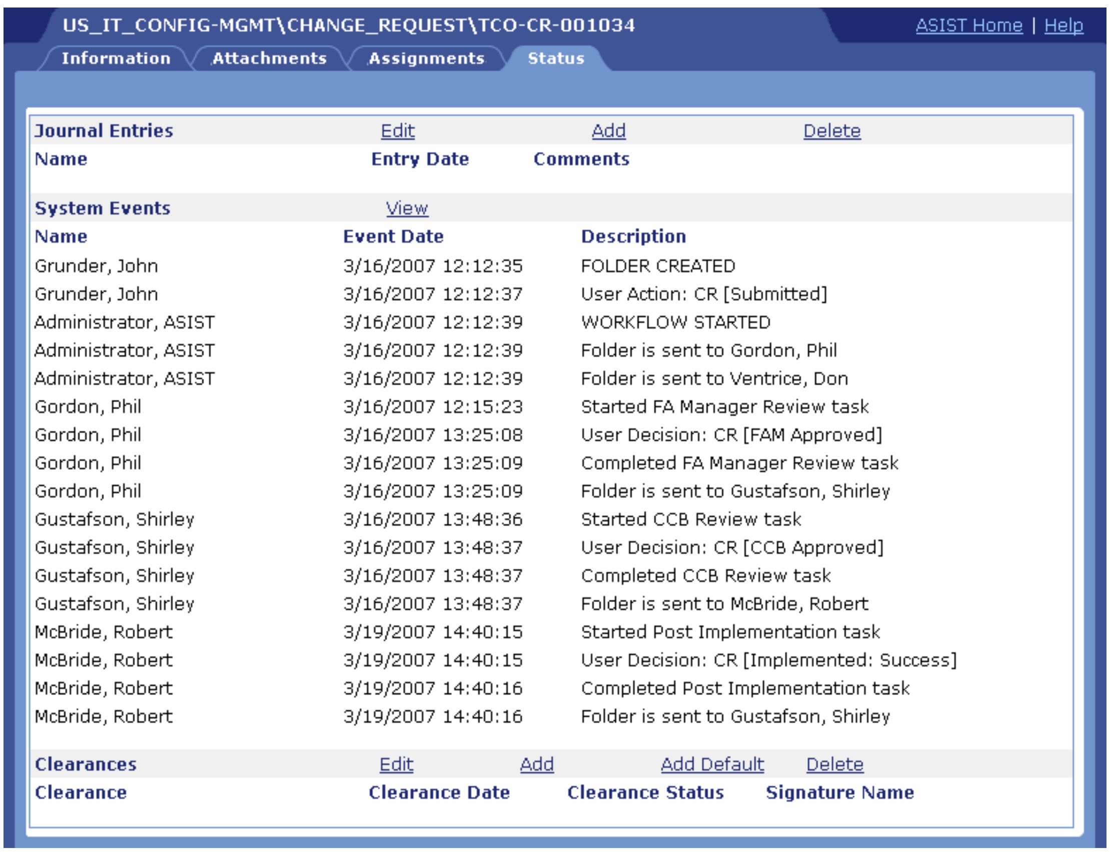
9. Press the **Submit** button. If the `Actual Implementation Date` is after the current date, you will be prompted to change the date value.

NOTE: If any required value is missing, an error message is displayed during the Continue on Workflow step (Figure 328). Data is required in all fields prior to proceeding to the Final Update task.

If an error message is displayed, press the **OK** button and complete the remaining required fields on the CR Form *Information* tab or on the Select Task page then press the **Submit** button.


**Figure 328: CR Form Required Values for Post Implementation Error Message**

10. Select the *Status* tab. The Post Implementation outcome and a message "Folder is sent to <CCB Secretariat>" is logged in the system events (Figure 329).




| Name | Event Date | Description |
|---|---|---|
| Grunder, John | 3/16/2007 12:12:35 | FOLDER CREATED |
| Grunder, John | 3/16/2007 12:12:37 | User Action: CR [Submitted] |
| Administrator, ASIST | 3/16/2007 12:12:39 | WORKFLOW STARTED |
| Administrator, ASIST | 3/16/2007 12:12:39 | Folder is sent to Gordon, Phil |
| Administrator, ASIST | 3/16/2007 12:12:39 | Folder is sent to Ventrice, Don |
| Gordon, Phil | 3/16/2007 12:15:23 | Started FA Manager Review task |
| Gordon, Phil | 3/16/2007 13:25:08 | User Decision: CR [FAM Approved] |
| Gordon, Phil | 3/16/2007 13:25:09 | Completed FA Manager Review task |
| Gordon, Phil | 3/16/2007 13:25:09 | Folder is sent to Gustafson, Shirley |
| Gustafson, Shirley | 3/16/2007 13:48:36 | Started CCB Review task |
| Gustafson, Shirley | 3/16/2007 13:48:37 | User Decision: CR [CCB Approved] |
| Gustafson, Shirley | 3/16/2007 13:48:37 | Completed CCB Review task |
| Gustafson, Shirley | 3/16/2007 13:48:37 | Folder is sent to McBride, Robert |
| McBride, Robert | 3/19/2007 14:40:15 | Started Post Implementation task |
| McBride, Robert | 3/19/2007 14:40:15 | User Decision: CR [Implemented: Success] |
| McBride, Robert | 3/19/2007 14:40:16 | Completed Post Implementation task |
| McBride, Robert | 3/19/2007 14:40:16 | Folder is sent to Gustafson, Shirley |



**Figure 329: Post Implementation Task Status**

## Final Update Task

The final task in the CR workflow process is Final Update performed by the CCB Secretariat.

The following are steps taken in the Post Implementation task section of the CR Form:

1. The CCB Secretariat receives an email notification indicating a change request folder is in his ASIST inbox for review (Figure 330). Open the folder by performing one of the following:
   a. Click the folder ID link to open the folder in ASIST. Proceed to step 4.
   b. Click the ASIST Home link to open ASIST.

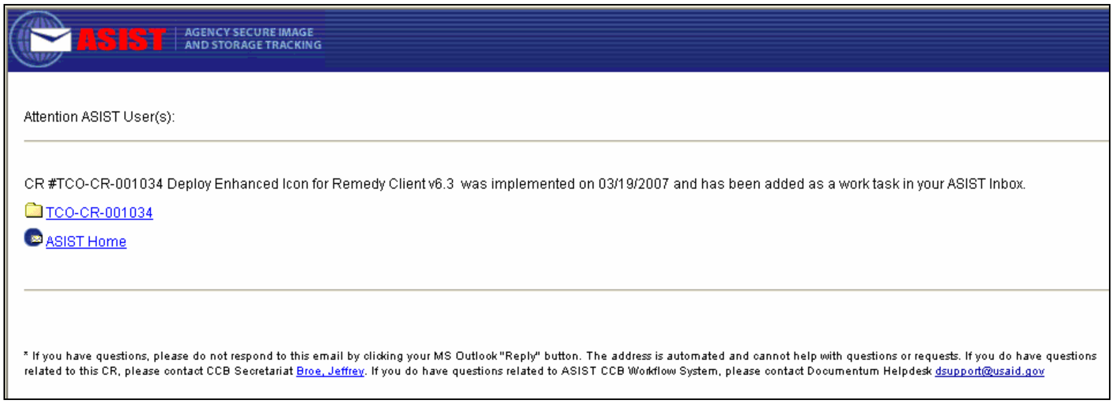



**Figure 330: Final Update Notification Message**

2. Navigate to the ASIST inbox by performing one of the following:
   a. From the `Your Inbox` panel on the *My Home* tab, click either number link (Figure 286). The *Inbox* tab displays with a list of folders currently in the inbox.
   b. Click the *Inbox* Tab (Figure 287).
3. Click the CR Form number link to open the CR folder.
4. Click the *Assignments* tab.
5. Click the Continue on Workflow link (Figure 310).

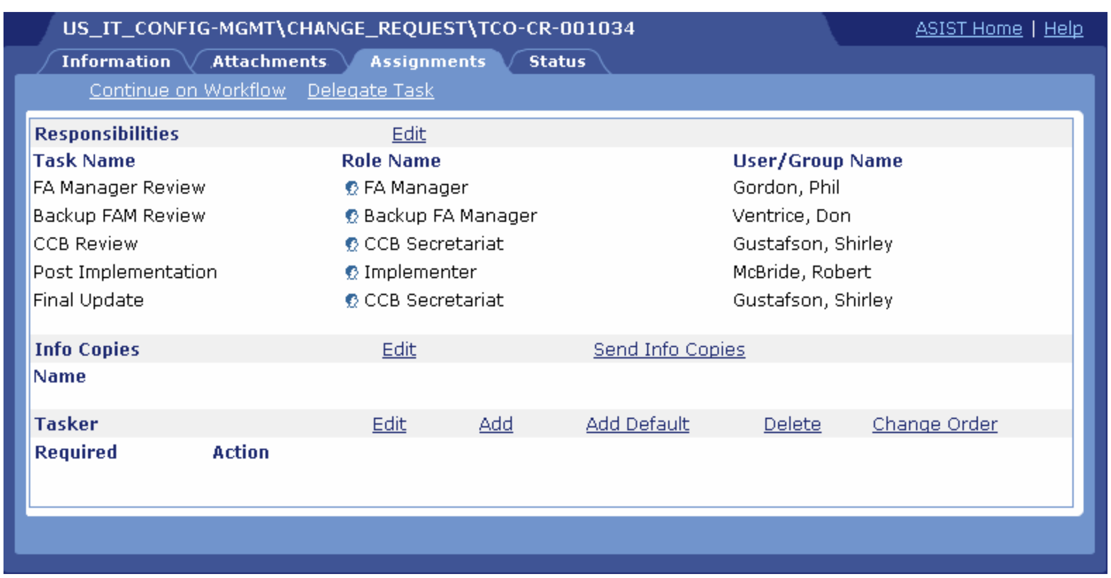



**Figure 331: Continue on Workflow Link - Final Update**

The Select Task page is displayed (Figure 332).

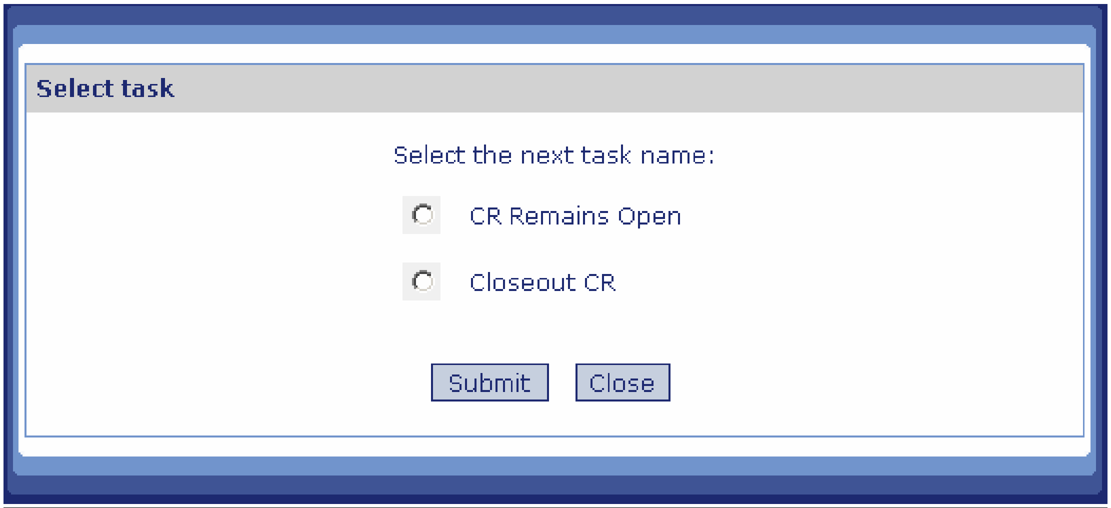



**Figure 332: Select Task Page – Final Update**

6. From the Select the next task name radio options, select the appropriate decision for the task.
   a. If CR Remains Open is selected, proceed to step 7.
   b. If Closeout CR is selected, enter the CR Closeout options (Figure 333).

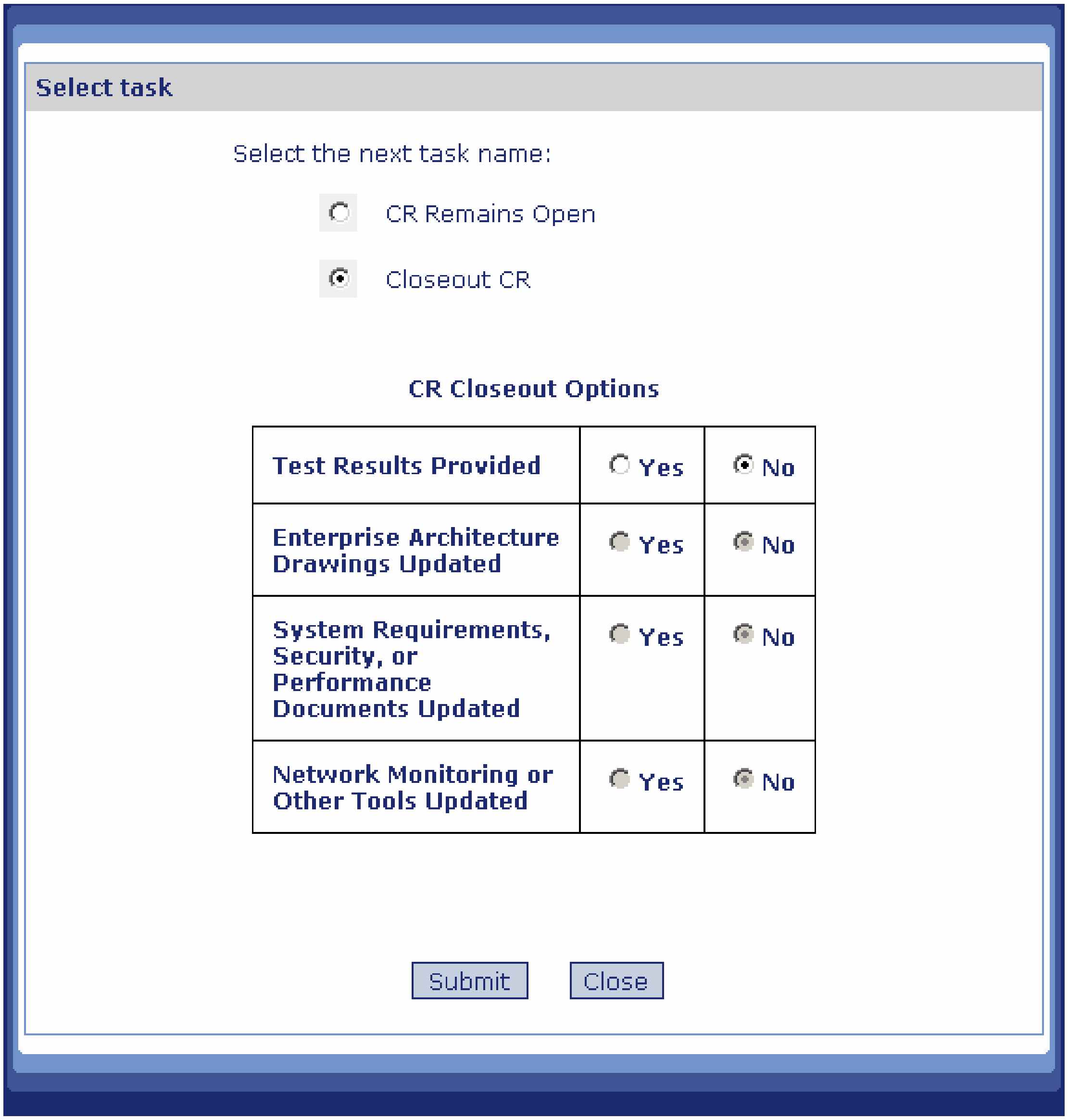



**Figure 333: Final Update Closeout CR Details**

7. Press the **Submit** button.
8. Select the *Status* tab. The Final Update decision is logged in the system events (Figure 334).

NOTE If the Final Update decision is Closeout CR, the folder is closed and can no longer be edited.

US_IT_CONFIG-MGMT\CHANGE_REQUEST\TCO-CR-001034 ASIST Home | Help

Information | Attachments | Assignments | Status

| Journal Entries | Edit | Add | Delete |
|---|---|---|---|
| Name | Entry Date | Comments | |

| System Events | View | |
|---|---|---|
| **Name** | **Event Date** | **Description** |
| Grunder, John | 3/16/2007 12:12:35 | FOLDER CREATED |
| Grunder, John | 3/16/2007 12:12:37 | User Action: CR [Submitted] |
| Administrator, ASIST | 3/16/2007 12:12:39 | WORKFLOW STARTED |
| Administrator, ASIST | 3/16/2007 12:12:39 | Folder is sent to Gordon, Phil |
| Administrator, ASIST | 3/16/2007 12:12:39 | Folder is sent to Ventrice, Don |
| Gordon, Phil | 3/16/2007 12:15:23 | Started FA Manager Review task |
| Gordon, Phil | 3/16/2007 13:25:08 | User Decision: CR [FAM Approved] |
| Gordon, Phil | 3/16/2007 13:25:09 | Completed FA Manager Review task |
| Gordon, Phil | 3/16/2007 13:25:09 | Folder is sent to Gustafson, Shirley |
| Gustafson, Shirley | 3/16/2007 13:48:36 | Started CCB Review task |
| Gustafson, Shirley | 3/16/2007 13:48:37 | User Decision: CR [CCB Approved] |
| Gustafson, Shirley | 3/16/2007 13:48:37 | Completed CCB Review task |
| Gustafson, Shirley | 3/16/2007 13:48:37 | Folder is sent to McBride, Robert |
| McBride, Robert | 3/19/2007 14:40:15 | Started Post Implementation task |
| McBride, Robert | 3/19/2007 14:40:15 | User Decision: CR [Implemented: Success] |
| McBride, Robert | 3/19/2007 14:40:16 | Completed Post Implementation task |
| McBride, Robert | 3/19/2007 14:40:16 | Folder is sent to Gustafson, Shirley |
| Gustafson, Shirley | 3/19/2007 14:44:15 | Started Final Update task |
| Gustafson, Shirley | 3/19/2007 14:44:15 | User Decision: CR [Closeout CR] |
| Gustafson, Shirley | 3/19/2007 14:44:15 | Completed Final Update task |

| Clearances | Edit | Add | Add Default | Delete |
|---|---|---|---|---|
| Clearance | Clearance Date | Clearance Status | Signature Name | |

**Figure 334: Final Update Task Status**

Once the final update is complete and the CR has been closed out, the CR is archived to include changes made since CCB Approval. To view the final CR, click the *Attachments* tab. The final CR is located under the attachment type heading "Final Version" (Figure 335).

NOTE

If the CR was cancelled or disapproved at any stage in the workflow or the CR remains open, there is no Final Version for the CR in ASIST.

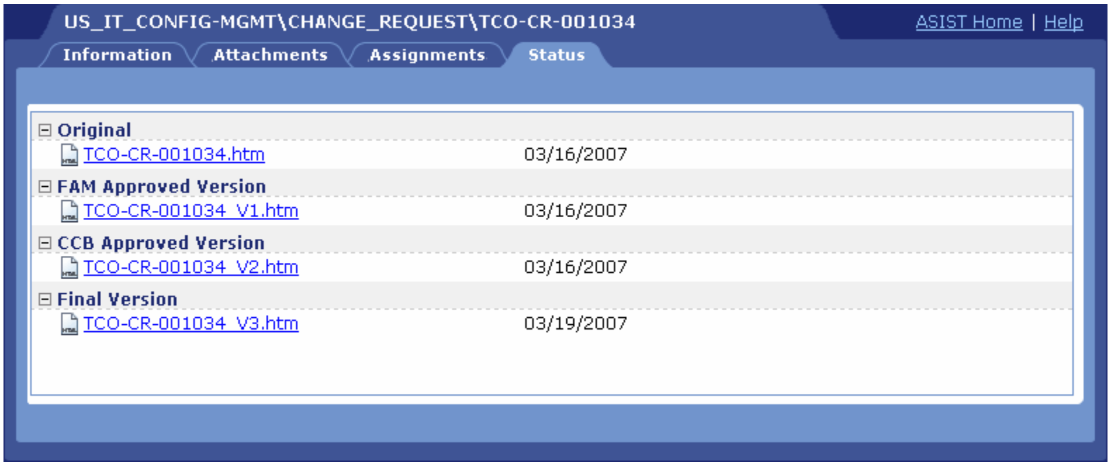



**Figure 335: Archived Final CR Form**

## Using CCB Reports

A summary of change requests is displayed on the *My Home* tab in the CCB Summary panel (Figure 336). From the CCB Summary panel, a full CCB Report can be displayed or a CCB report for a single functional area can be displayed. All reports are displayed on the *Report* tab.

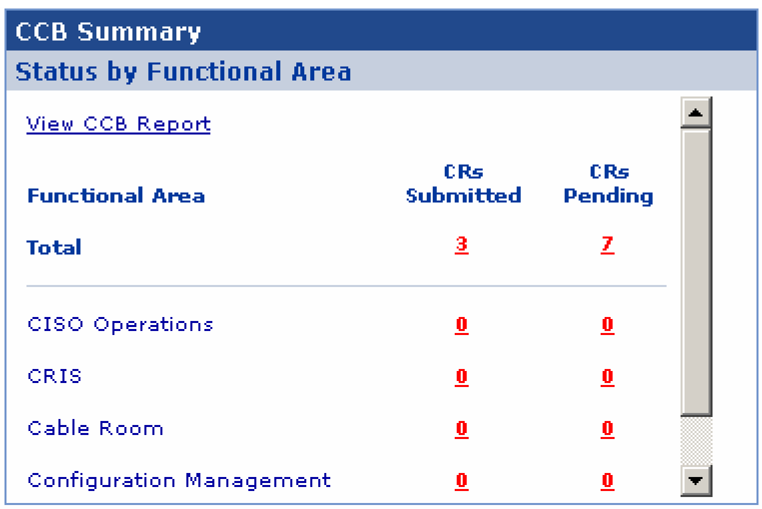
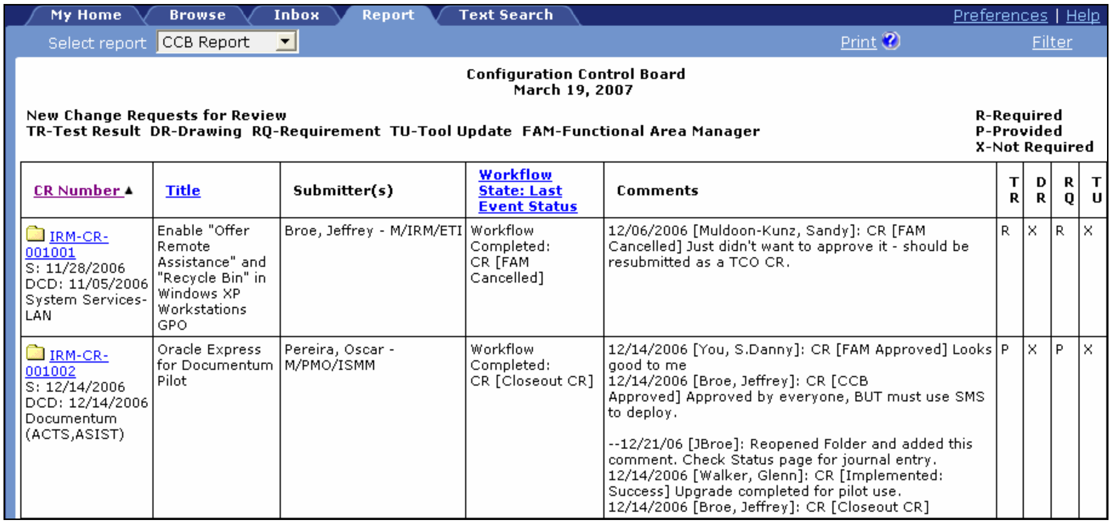



**Figure 336: CCB Summary Panel**

### Viewing the Full CCB Report

To view the full CCB Report, perform the following:

1. Click the View CCB Report link in the CCB Summary panel. The full CCB Report is displayed (Figure 337). The full CCB Report displays the status of all change requests in ASIST.



My Home | Browse | Inbox | Report | Text Search | Preferences | Help

Select report CCB Report | Print | Filter

Configuration Control Board
March 19, 2007

New Change Requests for Review
TR-Test Result DR-Drawing RQ-Requirement TU-Tool Update FAM-Functional Area Manager

R-Required
P-Provided
X-Not Required

| CR Number ▲ | Title | Submitter(s) | Workflow State: Last Event Status | Comments | TR | DR | RQ | TU |
|---|---|---|---|---|---|---|---|---|
| IRM-CR-001001<br>S: 11/28/2006<br>DCD: 11/05/2006<br>System Services-LAN | Enable "Offer Remote Assistance" and "Recycle Bin" in Windows XP Workstations GPO | Broe, Jeffrey - M/IRM/ETI | Workflow Completed: CR [FAM Cancelled] | 12/06/2006 [Muldoon-Kunz, Sandy]: CR [FAM Cancelled] Just didn't want to approve it - should be resubmitted as a TCO CR. | R | X | R | X |
| IRM-CR-001002<br>S: 12/14/2006<br>DCD: 12/14/2006<br>Documentum (ACTS,ASIST) | Oracle Express for Documentum Pilot | Pereira, Oscar - M/PMO/ISMM | Workflow Completed: CR [Closeout CR] | 12/14/2006 [You, S.Danny]: CR [FAM Approved] Looks good to me<br>12/14/2006 [Broe, Jeffrey]: CR [CCB Approved] Approved by everyone, BUT must use SMS to deploy.<br>--12/21/06 [JBroe]: Reopened Folder and added this comment. Check Status page for journal entry.<br>12/14/2006 [Walker, Glenn]: CR [Implemented: Success] Upgrade completed for pilot use.<br>12/14/2006 [Broe, Jeffrey]: CR [Closeout CR] | P | X | P | X |

**Figure 337: Full CCB Report (partial view)**

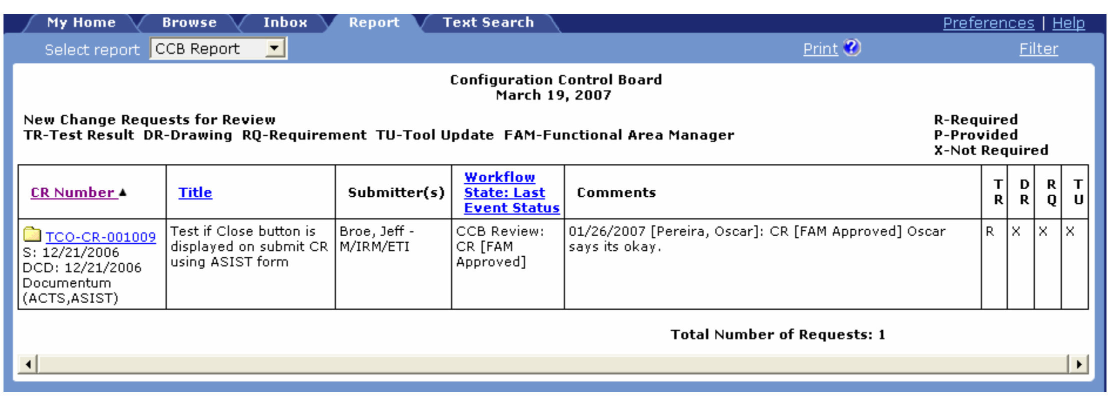
2. Sort the requests by clicking on any header link (`CR Number`, `Title`, `Workflow State: Last Event Status`).
3. Open a change request by clicking the folder ID link in the `CR Number` column.

The Comments column displays the statuses made on decisions throughout the workflow. This includes the date the decision was made, the user who recorded the decision, the actual decision, and the comments applied to each decision.

## Viewing a CCB Functional Area Report

To view the CCB Report for a Functional Area, perform the following:

1. From the CCB Summary panel (Figure 336), click a number link in the row of the functional area for which you want to view the report. The CCB Report displays showing only requests for the selected functional area, e.g. Documentum (Figure 338).



My Home | Browse | Inbox | Report | Text Search | Preferences | Help

Select report CCB Report | Print | Filter

Configuration Control Board
March 19, 2007

New Change Requests for Review
TR-Test Result DR-Drawing RQ-Requirement TU-Tool Update FAM-Functional Area Manager

R-Required
P-Provided
X-Not Required

| CR Number ▲ | Title | Submitter(s) | Workflow State: Last Event Status | Comments | TR | DR | RQ | TU |
|---|---|---|---|---|---|---|---|---|
| TCO-CR-001009<br>S: 12/21/2006<br>DCD: 12/21/2006<br>Documentum (ACTS,ASIST) | Test if Close button is displayed on submit CR using ASIST form | Broe, Jeff - M/IRM/ETI | CCB Review: CR [FAM Approved] | 01/26/2007 [Pereira, Oscar]: CR [FAM Approved] Oscar says its okay. | R | X | X | X |

Total Number of Requests: 1

**Figure 338: CCB Report for Functional Area (partial view)**

NOTE: From the CCB Summary panel (Figure 336), clicking the number link in the `CRs Submitted` column displays CRs that are in the "FA Manager Review" workflow state (Table 11) with a status of "`CR [Submitted]`" or "`CR [FAM`

Deferred]" or "CR [FAM Reassigned]". Clicking the number link in the CRs Pending column displays CRs that are in the "CCB Review" workflow state (Table 11) with a status of "CR [FAM Approved]" or "CR [CCB Deferred]" or "CR [CCB Reassigned]". To view CRs in other states, use the CCB report filter (see Using the Report Filter) or click the View CCB Report link (see Viewing the Full CCB Report).

**Table 11: CCB Report – FA Manager Review and CCB Review Event Status**

| Workflow State: | Last Event Status: |
|---|---|
| **FA Manager Review** | CR [Submitted]<br>CR [FAM Deferred]<br>CR [FAM Reassigned] |
| **CCB Review** | CR [FAM Approved]<br>CR [CCB Deferred]<br>CR [CCB Reassigned] |

2. Sort the requests by clicking on any header link (CR Number, Title, Workflow State: Last Status Event).
3. Open a change request by clicking the folder ID link in the CR Number column.

## Viewing a CCB Report for All CRs in FAM Review or CCB Review

To view the CCB Report for all CRs in the "FA Manager Review" or "CCB Review" workflow state, perform the following:

1. From the CCB Summary panel (Figure 336), click the number link on the Total line in the CRs Submitted column. The CCB Report displays showing all requests that are in the "FA Manager Review" workflow state (Table 11) with a status of "CR [Submitted] " or "CR [FAM Deferred] " or "CR [FAM Reassigned] ".

2. From the CCB Summary panel, click the number link on the Total line in the CRs Pending column. The CCB Report displays showing all requests that are in the "CCB Review" workflow state (Table 11) with a status of "CR [FAM Approved] " or "CR [CCB Deferred] " or "CR [CCB Reassigned] ".

NOTE To view CRs in other states or to refine the CRs selected, use the CCB report filter (see Using the Report Filter) or click the View CCB Report link (see Viewing the Full CCB Report).

## Using the Report Filter

The CCB report can be further filtered to display or print only the desired information.

To filter a CCB Report, perform the following:

1. Click the Filter link in the CCB Report header. The CCB Filter opens (Figure 339).

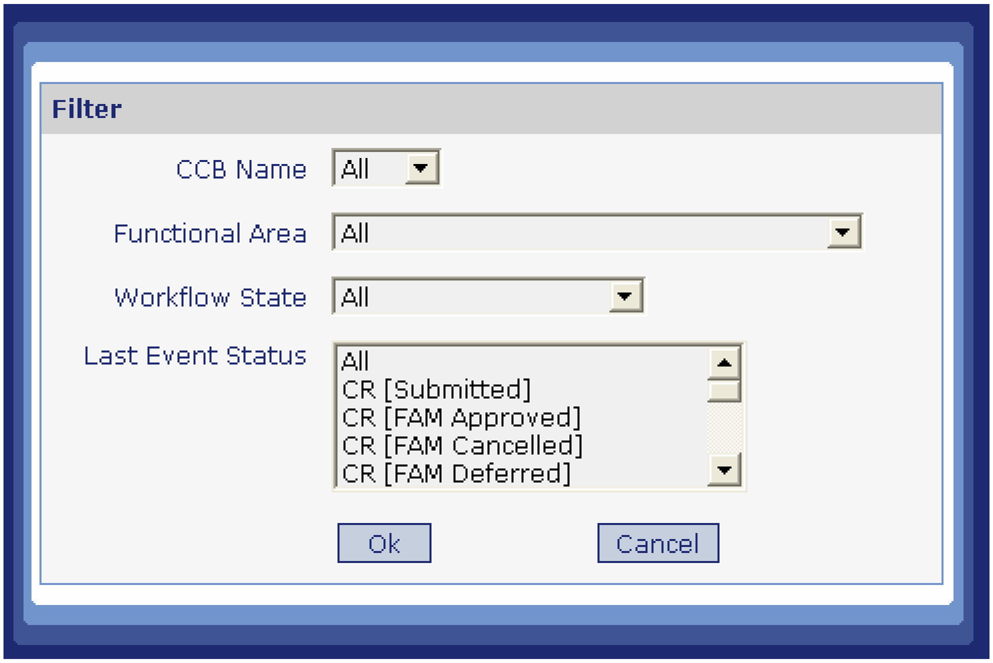



**Figure 339: CCB Report Filter**

2. From the CCB Name drop-down menu, select the name of the CCB for which you want to view requests. Select "All" to view requests from all CCBs.
3. From the Functional Area drop-down menu, select the name of the functional area for which you want to view requests. Select "All" to view requests from all functional areas.
4. From the Workflow State drop-down menu, select the CCB workflow state of the requests you want to view. Select "All" to view requests in any workflow state.
5. From the Last Event Status drop-down menu, select the status of the requests you want to view. Select "All" to view requests with any status.

   NOTE: Certain workflow states will highlight multiple status events (Table 12) on the Last Event Status drop-down menu. To select or unselect one or more status events after selecting a Workflow State to refine the filter selection, hold the <Ctrl> key and click on each status event on the Last Event Status drop-down menu.
6. Press the **OK** button. The report refreshes displaying requests matching the desired criteria entered in the filter.

**Table 12: CCB Report – Workflow State Filter Options**

| Workflow State: | Last Event Status: |
|---|---|
| **FA Manager Review** | CR [Submitted] |
| | CR [FAM Deferred] |
| | CR [FAM Reassigned] |

| | |
|---|---|
| **CCB Review** | CR [FAM Approved]<br>CR [CCB Deferred]<br>CR [CCB Reassigned] |
| **Post Implementation** | CR [CCB Approved] |
| **Final Update** | CR [Implemented: Success]<br>CR [Implemented: Failure]<br>CR [Implemented: Problems]<br>CR [Remains Open] |
| **Workflow Completed** | CR [FAM Cancelled]<br>CR [FAM Disapproved]<br>CR [CCB Cancelled]<br>CR [CCB Disapproved]<br>CR [Closeout CR] |

### Printing CCB Reports

To print the CCB Report display, perform the following:

1. Click the Print link in the CCB Report header.
2. Follow the normal system printing procedure to print the report.

NOTE: Change the printer preferences setting to print in Landscape mode before printing the CCB Report.

## Saving, Retrieving, and Deleting a CR Form

CCB users can save and retrieve CR Forms prior to submitting them. Users can also delete a saved CR Form that is no longer needed. The following sections describe how to save a new CR-From, retrieve a saved CR Form for later for submission, and delete a saved CR Form that is no longer needed.

### Saving a New CR Form

To save a new CR Form, perform the following:

1. Open ASIST and create a new CR (see Creating a New CR in ASIST on page 226), or create a new CR from the CR web form (see Accessing the CR Form Using the Web URL on page 275).
2. Complete the appropriate CR Form fields for which content is known.
3. Scroll to the bottom of the CR Form and press the **Save Request** button (Figure 340).

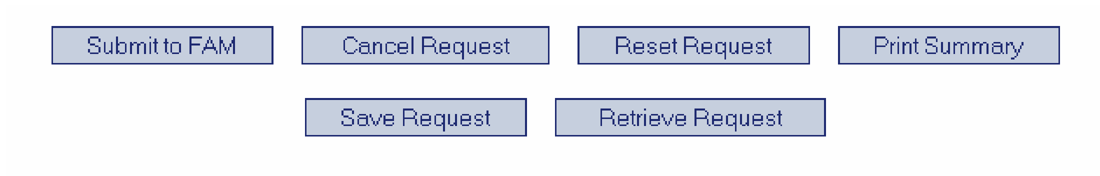



**Figure 340: Save Request and Retrieve Request Buttons (Bottom of the CR Form)**

A message is displayed saying the CR Form was successfully saved (Figure 341).


**Figure 341: CR Form Saved Message**

A saved CR Form is saved as an XML file in the Documentum docbase. There is no saved CR Form file retrievable from your local or network drive. See Retrieving a Saved CR Form on page 273 for instructions on retrieving a CR Form.

## Retrieving a Saved CR Form

To retrieve a saved CR Form, perform the following:

1. Open ASIST and create a new CR (see Creating a New CR in ASIST on page 226), or create a new CR from the CR web form (see Accessing the CR Form Using the Web URL on page 275).
2. Scroll to the bottom of the CR Form and press the **Retrieve Request** button (Figure 340). The list of saved CCB Request CR Forms is displayed (Figure 342).

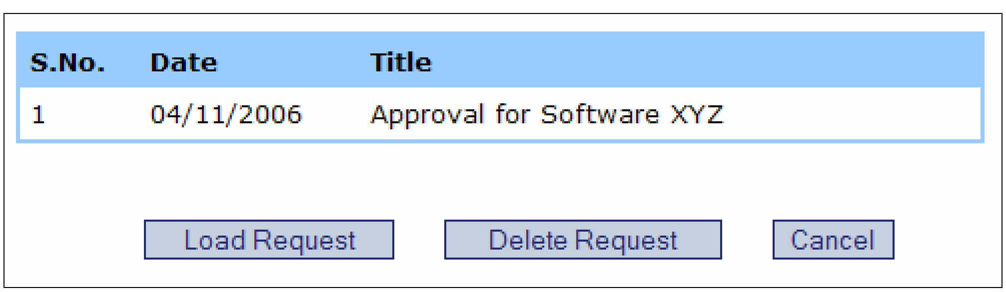



**Figure 342: Saved CCB Request CR Form List**

Table 13 describes the items displayed in the saved CCB Request CR Form list.

**Table 13: Saved CCB Request CR Form List Item Descriptions**

| Window Item | Description |
|---|---|
| S. No. | Serial Number – the number assigned to the saved CR Form(s) for the CR Form user. In Figure 342, the user saved one CR Form. |
| Date | The date when the CR Form was saved by the CR Form user. |
| Title | This information is from the CR Form "Title" field. |

3. To load a saved CR, perform one of the following:
    a. Double-click on the row of the CR Form you want to retrieve.
    b. Highlight the row of the CR Form you want to retrieve and press the **Load Request** button.

    The saved CR Form is displayed.

A saved CR Form is deleted from the saved CCB Request CR Form list (Figure 342) automatically when the completed CR Form is submitted.

Any file attached to an unsubmitted and saved CR Form is deleted from the CR Form. Only submitted CR Forms retain attached files.

Each CR Form in the CR Form List is stored by number, not by file name. To avoid confusion selecting your CR Form from the CR Form List, avoid repeating CR Form Title field information in your CR Forms.

## Deleting a Saved CR Form

To delete a saved CR Form that is no longer needed, perform the following:

1. Open ASIST and create a new CR (see Creating a New CR in ASIST on page 226), or create a new CR from the CR web form (see Accessing the CR Form Using the Web URL on page 275).
2. Scroll to the bottom of the CR Form and press the **Retrieve Request** button (Figure 340). The list of saved CCB Request CR Forms is displayed (Figure 342).
3. Highlight the row of the CR Form you want to delete.
4. Press **Delete Request**. The CR Form is removed from the list of saved CR Forms.

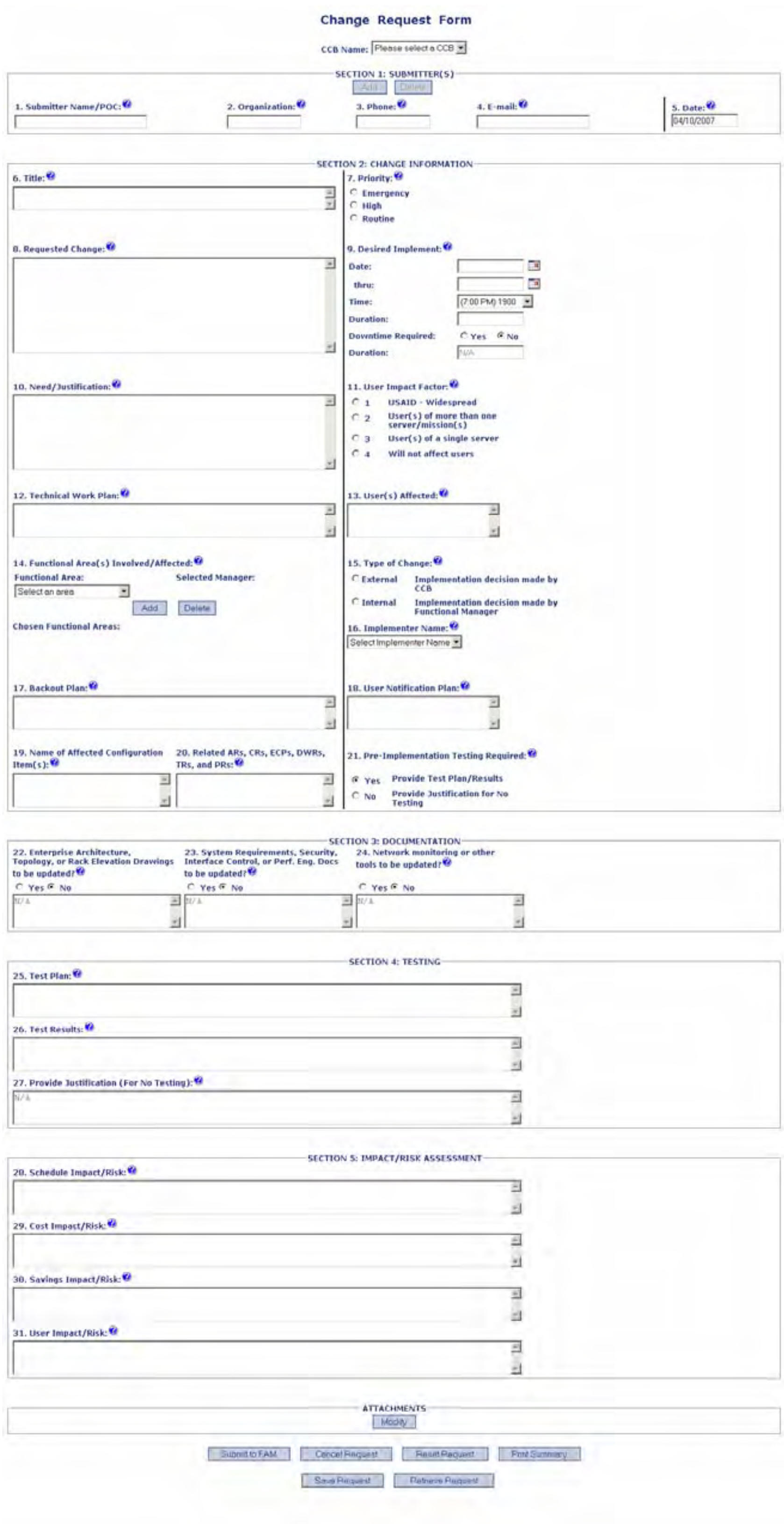
    Deleting a CR Form from the saved CCB Request CR Form list is immediate. No confirmation is required to delete a saved CCB Request CR Form.

## Accessing the CR Form Using the Web URL

For users who do not have an ASIST account, the CR form can be accessed from the USAID Intranet using the following URL:

**`http://ismmapp-dmdi.us.usaid.gov/asist/ccb_cr-form`**

Any Agency user with a network login can access the CR Form from the web address and submit it for approval. When the URL is entered, the CR form will be displayed as shown in Figure 343.



Change Request Form

CCB Name: Please select a CCB

SECTION 1: SUBMITTER(S)

Add Delete

1. Submitter Name/POC:
2. Organization:
3. Phone:
4. E-mail:
5. Date: 04/10/2007

SECTION 2: CHANGE INFORMATION

6. Title:
7. Priority:
Emergency
High
Routine

8. Requested Change:
9. Desired Implement:
Date:
thru:
Time: (7:00 PM) 1900
Duration:
Downtime Required: Yes No
Duration: N/A

10. Need/Justification:
11. User Impact Factor:
1 USAID - Widespread
2 User(s) of more than one server/mission(s)
3 User(s) of a single server
4 Will not affect users

12. Technical Work Plan:
13. User(s) Affected:

14. Functional Area(s) Involved/Affected:
Functional Area: Select an area
Selected Manager:
Add Delete
Chosen Functional Areas:
15. Type of Change:
External Implementation decision made by CCB
Internal Implementation decision made by Functional Manager
16. Implementer Name: Select Implementer Name

17. Backout Plan:
18. User Notification Plan:

19. Name of Affected Configuration Item(s):
20. Related ARs, CRs, ECPs, DWRs, TRs, and PRs:
21. Pre-Implementation Testing Required:
Yes Provide Test Plan/Results
No Provide Justification for No Testing

SECTION 3: DOCUMENTATION

22. Enterprise Architecture, Topology, or Rack Elevation Drawings to be updated?
Yes No
N/A
23. System Requirements, Security, Interface Control, or Perf. Eng. Docs to be updated?
Yes No
N/A
24. Network monitoring or other tools to be updated?
Yes No
N/A

SECTION 4: TESTING

25. Test Plan:
26. Test Results:
27. Provide Justification (For No Testing):
N/A

SECTION 5: IMPACT/RISK ASSESSMENT

28. Schedule Impact/Risk:
29. Cost Impact/Risk:
30. Savings Impact/Risk:
31. User Impact/Risk:

ATTACHMENTS

Modify

Submit to FAM Cancel Request Reset Request Print Summary

Save Request Retrieve Request

**Figure 343: Change Request Submission Form**

The CR Form displays help icons ( ) that provide users with a description of the information that is to be entered in each CR Form field. The Help Text is also included in this document (see CR Form Help Text on page 278). Additional information is provided in the online help in ASIST Version 3.2.1 under the topics "CCB" and "CR Form".

The user can complete the form and submit it for CCB review and approval by clicking the **Submit to FAM** button at the bottom of the form (Figure 344).

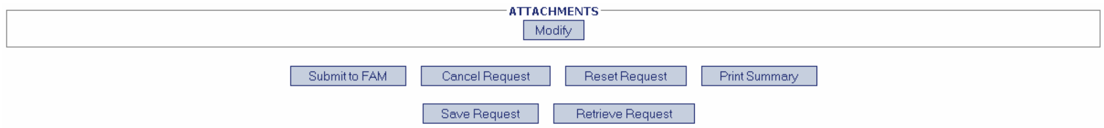



**Figure 344: CR Form Action Buttons (Bottom of the Form)**

The submitter receives an email when the CR has been approved, disapproved, canceled, or deferred (Figure 345). For more detailed information on completion and submission of the CR Form, please refer to the section Creating a New CR in ASIST on page 226.

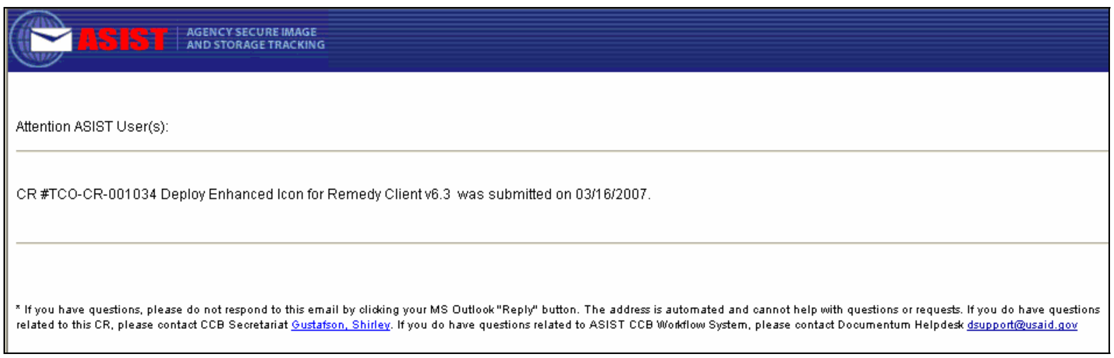



**Figure 345: CCB CR Form Email Notification**

## CR Form Help Text

Table 14 supplies the help text given on the CR Form.

**Table 14: CR Form Help Text**

| Field | Help Text |
|---|---|
| Submitter Name/POC | The name of the person or persons submitting the change request. The submitter should be a point of contact from the functional area to which the change is related. It is possible and acceptable to have more than one person listed as the submitter, but a telephone number and organization must be provided for each. This information permits the CCB (Configuration Control Board) members to easily identify a point of contact in the event there are issues with the change. The submitter(s) may be contacted to provide clarification about the change request.  If the submitter is completing the request for another person, that person should be listed additionally as the point of contact. |
| Organization | The organization of the submitter or point of contact. |
| Phone | The phone number of the submitter or point of contact. |
| E-mail | The e-mail address of the submitter or point of contact. |
| Date | The date the change request is being submitted. |
| Title | A concise, yet descriptive, title for the change being requested. |

| Field | Help Text |
|---|---|
| Priority | The priority of the change. The different characteristics for the priority of a change request are defined as follows:<br>Emergency Priority Characteristics<br>▪ System cannot function as intended<br>▪ Portions of the system functionality seriously degraded<br>▪ Data loss imminent or on-going<br>▪ Degradation of data accuracy imminent or on-going<br>▪ No work-around available<br>High Priority Characteristics<br>▪ Critical functional upgrades and enhancements that repair improperly functioning capabilities or significantly improve system performance, data protection, data accuracy, system security, and system robustness for degraded operations<br>▪ Significant possibility for data loss or degradation of data accuracy<br>▪ Minimal work-around possible<br>Routine Priority Characteristics<br>▪ Functional upgrades and enhancements that improve system performance, data protection, data accuracy, system security, and system robustness for degraded operations<br>▪ Improvements to work flow processes<br>▪ Improved operator interface<br>▪ Maintenance fixes<br>▪ Implementation of derived requirements<br>Requested change is part of regular, scheduled change cycle |
| Requested Change | A descriptive summary of the proposed change sufficiently detailed to permit ready identification by CCB members. |

<table>
<tr><th>Field</th><th>Help Text</th></tr>
<tr><td>Desired Implement</td><td>The proposed/requested date range, time, time duration that the change should be implemented, and the expected downtime required for this change. The desired implementation date can be evaluated by the CCB to determine if there are any conflicts with other projects or scheduled work</td></tr>
<tr><td>Need/Justification</td><td>A description of the necessity for the change and why it is the best option.</td></tr>
<tr><td>User Impact Factor</td><td>The affect that the actual implementation of the change will have on users. This section identifies the scope of the user community that will be impacted by the proposed change, not the effects resulting from performing or not performing it. (That information should go in the Impact/Risk Assessment section.) User impact is rated on a scale of one to four. The highest impact is rated a one and the lowest impact is rated a four. The following<br>chart shows the scale equivalencies:
<table>
<tr><td>Numerical Rating</td><td>Definition</td></tr>
<tr><td>1</td><td>Affects all of USAID/W (may include missions)</td></tr>
<tr><td>2</td><td>Affects users of more than one server or domain</td></tr>
<tr><td>3</td><td>Affects single user or users of only a single server</td></tr>
<tr><td>4</td><td>Affects no users</td></tr>
</table></td></tr>
</table>

| Field | Help Text |
|---|---|
| Technical Work Plan | A description of the changes that will be made to the system configuration and the work plan that will be followed to accomplish these changes. There may be similar information in the Requested Change subsection, but the information in this subsection must be detailed and define the specific configuration changes that will be made and the plan as to how they will be made. |
| User(s) Affected | A list of the users affected by the change. (Whereas Section 10 rates the user community impact, this section specifies the affected users, ensuring that the CCB is aware of the scope of this part of the change request.) When the CCB reviews this request, functional areas represented on the board may identify other pertinent information regarding these users or additional ones not taken into consideration by the submitter. |
| Functional Area(s) Involved/Affected | As opposed to the end-users affected by the change, this section lists the functional areas that must contribute and coordinate to make the change a success. An example of this would be the Server functional area's involvement in the installation of a new application being deployed on one of their servers. Functional areas affected are those areas, while not directly involved in the implementation of a change, that are still affected by its implementation. For example, other applications running on the same server for which a change is implemented would be affected by any downtime associated with the implementation. Functional Area Manager(s) identifies the respective managers for the functional areas listed. |

| Field | Help Text |
|---|---|
| Type of Change | The type of change requested - External or Internal. An External CR is defined as a change that has any of the following characteristics:<br>▪ may affect or require assistance from other functional areas<br>▪ may affect users during the implementation of the change<br>▪ has a User Impact Factor of 1 or 2<br>▪ requires downtime during work hours<br>A CR can only be an Internal CR if none of the criteria for an External CR apply or the Priority is Emergency. The classification of this CR as External or Internal must be consistent with all of the other information that has been provided up to this point. |
| Implementer Name | The name of the engineer assuming responsibility for the change being completed or implemented. If known, designate the person responsible for the actual implementation of the change requested. This person will be notified when the CR has been approved. |
| Backout Plan | A description of, or reference to, the back-out plan that will be used to return the system to the pre-implementation configuration. |
| User Notification Plan | The type of standard notification plan(s) (e.g. Operational, User, System Manager, etc.) to be used if users will be affected by this change. The CCB may ask for a detailed description of the plan after reviewing the CR. |

| Field | Help Text |
|---|---|
| Name of Affected Configuration Item(s) | A list of each configuration item (CI) that is targeted by the change as well as any other CI whose configuration or documentation will be affected. Each project has a list of CIs which may be hardware products, software products, or documentation. When changes occur to any of these CIs, the configuration is affected. Changes to one CI may result in changes to others. The submitter must contact the Configuration Management (CM) analyst if unaware of the identification number or name of a particular CI. |
| Related ARs, CRs, ECPs, DWRs, TRs, and PRs | A list of any Approval Request (AR), Change Request (CR), Engineering Change Proposal (ECP), Deviation/Waiver Request (DWR), Trouble Report (TR), and/or Problem Report (PR) related to this specific change. For instance, there may be a change request that requires several distinctly separate functions to be completed to successfully implement the change. These CRs would be related and listed in this section. Also, there may be a CR generated from an applicable requirements change; in this event, the related ECP would be listed. Use N/A if there are no related request documents. |
| Pre-Implementation Testing Required | The Yes or No question posed in this subsection refers to tests that were created before the submission of the CR that must be performed to verify operation. |
| Enterprise Architecture, Topology or Rack Elevation Drawings to be updated | Identify if any drawings should be updated due to the requested change. If Yes, list the name or identification number of the item(s). |
| System Requirements, Security, Interface Control or Performance Engineering Documents to be updated | Identify if any documents should be updated due to the requested change. If Yes, list the name or identification number of the item(s). |

| Field | Help Text |
| --- | --- |
| Network monitoring or other tools to be updated | Identify if any monitoring tools or other tools should be updated due to the requested change. If Yes, list the name or identification number of the item(s). |
| Test Plan | A detailed description of the test plan that would have been created before submitting this CR, setting forth acceptance criteria for the change. If a test plan has already been designated and put under CM as a controlled product, the submitter may reference the CM assigned configuration item number or name for the test plan in this section. If the test plan has not been put under CM control, the plan or Test Plan document name must be entered in this area or an attachment containing the test plan must accompany the change request. The test plans in this subsection include plans for implementation testing and verification. They should be applicable to pre-implementation (non-production environment) testing. They may also be applicable to post-implementation (production environment) verification. If there is no test plan and sufficient justification is provided, N/A must be entered in this subsection. |
| Test Results | A description of the results of pre-implementation testing. If test results have already been designated and put under CM as a controlled product, the submitter may reference the CM assigned configuration item number for the test results in this section. If the test plan and/or test results have not been put under CM control, the test results or Test Results document name must be entered in this area or an attachment containing the results must accompany the change request. For the test to be considered successful, the results must address and satisfy each of the acceptance criteria set forth in the test plan. If there is no test plan and sufficient justification is provided, N/A must be entered in this subsection. |

| Field | Help Text |
|---|---|
| Provide Justification (For No Testing) | A concise explanation of why no pre-implementation testing is required for the proposed change. For example, changes being made to documentation or configuration commentary would be justified as being exempt from testing, since no actual change to the configuration or status of a system is performed. |
| Schedule Impact/Risk | A description of how the change and implementation of the change will affect project or agency relevant schedules. This includes risks and the negative impacts of not performing the change and how that would affect pertinent agency schedules. If schedules are not affected by a change, then this subsection is not applicable and N/A must be entered. |
| Cost Impact/Risk | A description of the costs associated with the change and implementation including, but not limited to, financial costs, manpower, system performance, and quality of service. This also includes risks and the negative impacts of not performing the change and how that would affect costs. If cost issues are not affected by a change, then this subsection is not applicable and N/A must be entered. |
| Savings Impact/Risk | A description of the savings associated with the change and implementation including, but not limited to, financial savings, manpower, system performance, and quality of service. This includes risks and the negative impacts of not performing the change and how that would affect savings. If savings issues are not affected by a change, then this subsection is not applicable and N/A must be entered. |

| Field | Help Text |
|---|---|
| User Impact/Risk | A description of how the change and implementation will affect system users. This includes risks and the negative impacts of not performing the change and how that would affect users. If users are not affected by a change, then this subsection is not applicable and N/A must be entered. |
| Date of FAM Evaluation | The date that the Functional Area Manager (FAM) reviewed and made a decision regarding the change request. |
| Decision | This recommendation (disposition) of the CR is made by the Functional Area Manager and selected from this list: Approve, Cancel, Disapprove, Defer, and Reassign. |
| Reason if not approved | The rationale behind the disapproval if the Functional Area Manager disapproves the request. |
| FAM Comments | Any comments provided here will be used to provide additional information in the CR report. |
| Date of CCB Evaluation | The date that the CCB reviewed and made a decision regarding the change request. |
| CCB Assigned Priority | The priority assigned by the CCB upon reviewing a change request. This priority may or not be the same as the priority submitted on the original change request. |
| CCB Implementation Date | The proposed implementation date for the change that is acceptable to all functional areas. This date may or may not be the same as the desired implementation date submitted on the CR. |

| Field | Help Text |
|---|---|
| Decision | The decision (disposition) of the CCB regarding the CR is selected from the following list: Approve, Cancel, Disapprove, Defer, and Reassign. The criteria for assigning each of these dispositions can be found in the CCB Charter or CCB Operating Procedures. |
| Reason if not approved | The rationale behind the disapproval if the CCB disapproves the request. |
| CCB Comments | Any comments provided here will be used to provide additional information in the CR report. |
| CCB Chairperson Name | The name of the CCB Chairperson approving the request. This CCB Chairperson may designate an alternate who is able to complete this ‘signature’ upon CCB approval |
| Date | The date of CCB approval. |
| Actual Implementer | The name of the person responsible for implementing the change, or the person who actually implemented the change. This may be different than the Implementer Name initially proposed in the Change Information section |
| Phone | The phone number of the Actual Implementer. |
| Actual Implementation | The date, time, and duration of the actual implementation. |
| Results | The results from implementing the change. Results are categorized by the following:<br>▪ Success - The change is complete and users are satisfied with the results.<br>▪ Failure - The change is incomplete and/or did not meet user expectations.<br>▪ Problems - The change is complete but problems occurred. Specify the problems that occurred in the Comments section. |

| Field | Help Text |
| --- | --- |
| Implementer Comments | Comments resulting from the success, failure, and/or problems related to the implementation.  Any comments provided will be used to provide additional information in the CR report. |
| Post Implementation Verification | The plan used for implementation and the results from implementing the change |