

Train the Trainer Modules: Campus Community

7.2.2 Manage Service Indicators

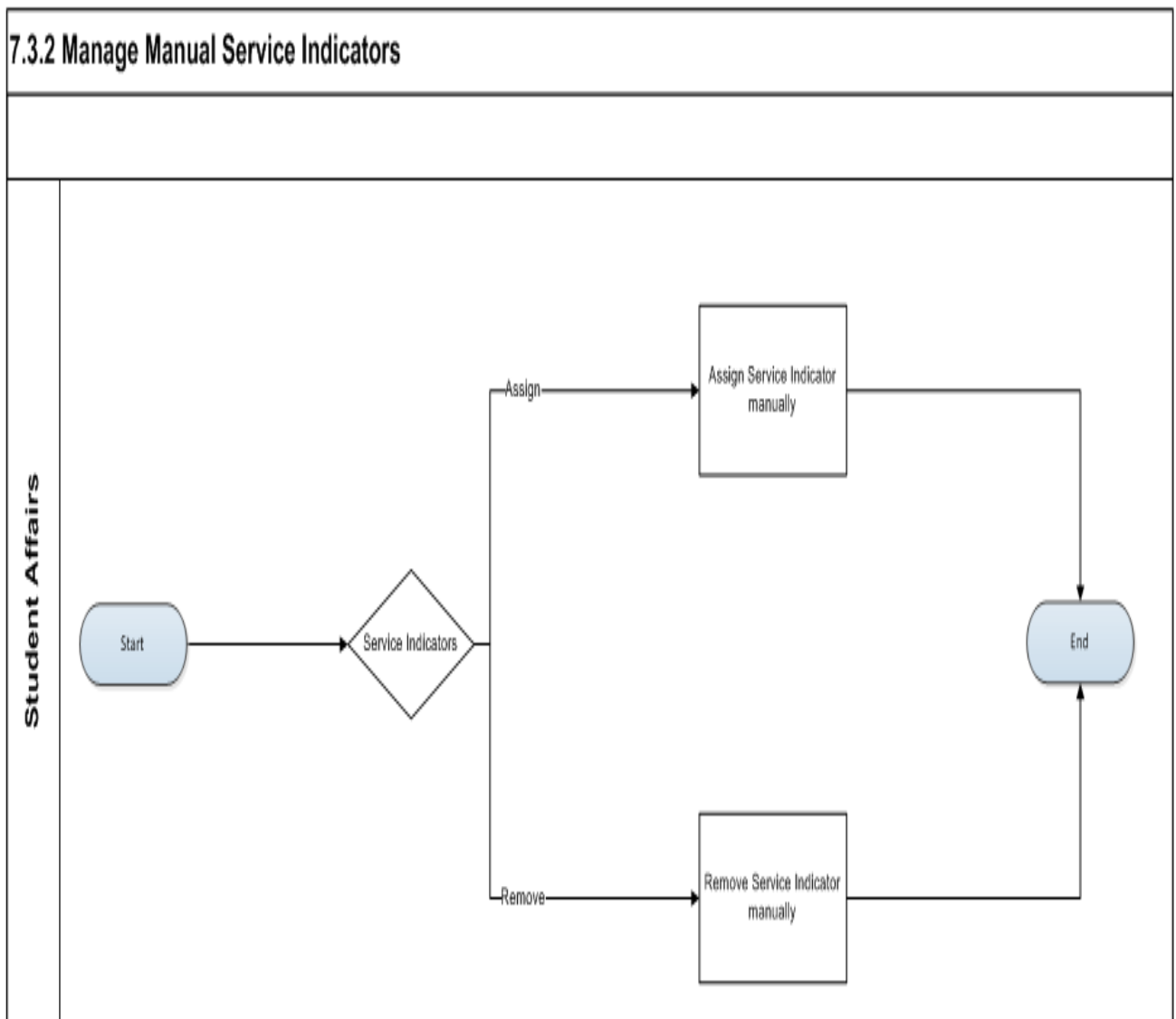
Introduction

A module to manage service indicators and this training will help you to fully understand all the steps how to manage service indicators in KSAU-SIS.

Understanding the Manage Service Indicators

Manage Service Indicators deals with managing and maintaining service indicators of a person which includes positive and negative service indicators representing a person's performance as good or bad. On the basis of these service indicators a person can get rewarded or can be fined as well.

Business Process Map



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7.2.2 Manage Service Indicators

A. Assign Service Indicator

Go to page: Main Menu ->Campus Community->Service Indicators ->Persons ->Manage Service Indicator

Add Service Indicator

Thamer Ahmed Al Saab

1000002350

*Institution:

*Service Indicator Code:

*Service Ind Reason Code:

Description:

Effect:

Effective Period

Start Term:

End Term:

Start Date:

End Date:

Assignment Details

*Department:

Reference:

Amount:

Currency:

Contact Information

Contact ID:

Contact Person:

Placed Person ID:

Placed By:

Comments

Effect, Institution, and Refresh

Select the effect of the service indicators from the available values: All, Positive, and negative. Enter the institution whose service indicators you want to display for the ID. You must click Refresh to display data according to the effect and institution that you enter.

Add Service Indicator

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Click to access the Add Service Indicator page, where you can assign a service indicator to this ID within the associated institution. This link appears at both the top and bottom of the page when the list of service indicators is long. Chapter 43 Managing Service Indicators

Code

Click the service indicator code in the code column to access the Edit Service Indicator page, where you can view and edit details of the assigned service indicator.

Institution

Enter the code for the institution that is responsible for this service indicator.

Service Indicator Code

Enter the code for the service indicator to assign to the individual.

Service Ind Reason Code (service indicator reason code)

Enter the reason that you are assigning this service indicator to the individual.

Effect

The system displays the effect associated with the service indicator that you select. Values are Positive or Negative.

Effective Period

You can assign a service indicator with a beginning and an end to its validity for an ID. You can specify a date on which the date-based impacts for a service indicator will take effect, and a date on which they will cease to be in effect. Similarly, you can specify a term at the beginning of which to apply the term-based impacts associated with the service indicator, and specify a term at the end of which to cease to apply the impacts. You can further control the validity period of term-based and date-based impacts. If you do not want the indicator to be valid during the entire start-to-end term period, you can specify dates within either or both terms to use for starting and ending the validity.

Start Term and End Term

Enter the term during which the service indicator should become valid for the ID, and enter the term during which it should cease to be valid for the ID. A Start Term value of 0000 means that term-based impacts will be in effect for all terms. A Start Term value of 9999 means that term-based impacts will never take effect. If no End Term value is entered, term-based impacts will be in effect until the service indicator is released. Start Date and End Date Enter the date on which the service indicator should become valid for the ID, and enter the date on which it should cease to be valid for the ID. If no End Date value is entered, date-based impacts will be in effect until the service indicator is released.

Assignment Details Department

Enter the department that is responsible for placing the service indicator (or requesting its placement) on the individual's record. Reference Enter a reference

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number or other data that may assist in tracking and identifying the service indicator and its resolution.

Amount

Enter the monetary amount, if any that is required to satisfy the reason for this service indicator.

Currency

Specify the currency in which the monetary amount is expressed.

Contact Information Contact ID and Contact Person

Enter the ID and name of the person to contact with questions about this service indicator.

Placed Person ID and Placed By

The system displays the current user's ID and name. You can override this value to enter whatever your institution requires. You can enter the ID or, if no ID exists, you can enter the name of the person who placed the service indicator on the individual's record. Enter the name in the lastname; firstname format. Alternatively, you can identify the person who requested that the service indicator be placed on the record.

Comments

Comments

Enter comments to further describe or identify the reason for the service indicator.

Services Impacted

Impact

Click the code in the Impact column to access the Service Impact Description page, where you can view details about the impact.

Basis - Date or Basis - Term

The system indicates whether the service impact is set to be considered or disregarded (both manually and in the automated process) based on the begin and end values that you specify for the service indicator. When the Basis - Term check box is selected, the impact will start and end for the terms that you specify. If the Basis - Date check box is selected, the impact will start and end on the dates that you specify. If either or both of the check boxes are selected but you enter no values for the End Term or End Date fields, then the impact will remain in effect until manually released. Term Category Appears only if the impact is term-based.

Service Indicator Date Time

The system displays the current day and time when the service indicator was assigned.

User ID and Name The system displays the ID of the user who is entering or changing information on the page.

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➤ How to "Assign Service Indicator"?

Following are the minimum requirement to Assign Service Indicator:

Minimum Required Fields	Sample Values
Institution	KSAU
Service Indicator Code	ATT
Service Ind Reason Code	ATT01
Start Term	1423
Department	DAR

Prerequisites

- Institution
- Service Indicator Code
- Service Ind Reason Code
- Start Term
- Department

Execution steps:

Step 1: Login with the KSAU sample users for this process [Sample User = "KS_STD_AFFAIRS", Password = "123"]

Step 2: Go to page: Main Menu ->Campus Community->Service Indicators->Persons ->Manage Service Indicator

Step 3: On the "Find an Existing Value" tab, Enter "ID" and click "Search" to display the list of existing ID's. Click on a search result row to open the page.

Step 4: Then "Click" on Add service Indicator and enter the following values:

Institution: KSAU

Service Indicator Code: Select the appropriate service indicator code from list of values.

Service Ind Reason Code: Select the appropriate service indicator reason code from list of values.

Start Term: Select the appropriate start term for the service indicator code.

Department: Select the appropriate department from the list of values.

Step 5: Click "Apply". This will assign Service Indicator code to an individual in the system.

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B. Remove Service Indicator

Go to page: Main Menu ->Campus Community->Service Indicators ->Persons ->Manage Service Indicator

Edit Service Indicator

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Release

*Institution:	<input type="text" value="KSAU"/>	<input type="text" value="KSA Univ. of Health Sciences"/>
*Service Indicator Code:	<input type="text" value="ATT"/>	<input type="text" value="Low Attendance"/>
*Service Ind Reason Code:	<input type="text" value="ATT01"/>	<input type="text" value="Low Attendance"/>
Description:	<input type="text" value="Student attendance is very low"/>	
Effect:	<input type="text" value="Negative"/>	

Effective Period

Start Term:	<input type="text" value="1423"/>	<input type="text" value="2014 Summe"/>	End Term:	<input type="text"/>	
Start Date:	<input type="text"/>	<input type="text" value="31"/>	End Date:	<input type="text"/>	<input type="text" value="31"/>

Assignment Details

*Department:	<input type="text" value="DAR"/>	<input type="text" value="Deanship of Admissions & Reg"/>
Reference:	<input type="text"/>	
Amount:	<input type="text" value="0.00"/>	Currency: <input type="text" value="SAR"/>

All fields are same as in Assign Service Indicator. Except Release button which is used to remove this service indicator from this person's profile.

➤ How to "Remove Service Indicator"?

Pre-requisites:

- At least one service indicator is added to that persons service indicators.

Execution steps:

Step 1: Login with the KSAU sample users for this process [Sample User = "KS_STD_AFFAIRS", Password = "123"]

Step 2: Go to page: Main Menu ->Campus Community->Service Indicators ->Persons ->Manage Service Indicator

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Step 3: On the "Find an Existing Value" tab, Enter "ID" and click "Search" to display the list of existing ID's. Click on a search result row to open the page.

Step 4: Then "Click" on service Indicator code and click on "Release" link.

Step 5: Click "OK". This will remove Service Indicator code from an individual record in the system.