John Curtin School of Medical Research
Technical Services Database
Approver/Head of Area Documentation

Logon Interface

The Logon interface to the Job Tracking System can be found at:

http://techserv.jcs.anu.edu.au/jobqueue

To log on to the system, use your University Identifier and HORUS password.
Client Functions

When a Client user logs into the School Technical Services Job System, their logon screen will be similar to that shown below. In this particular instance, there are three current jobs in the job tracking system.

The box in the top left hand corner provides some details as to the current user. It also lists who the approving officer for the Group is. If any contact details are missing or incorrect please call x52335.

Immediately below this are the two main options, logout and log a new job. Log a new job will be discussed below.

The main listing is of current workshop jobs. The entries are from left to right:

- the job number, which is automatically generated when a job is created
- the date when the job was first logged
- a brief description of the job (further details are shown on the detailed job screen
• the job type (from a choice of repair, construction or development)

• Trade Assignments – once a particular job has been assigned to a trade or trade grouping, this will be reflected here. If a particular trade has completed their work on the job, that entry will be displayed in green, if work is in progress it will be displayed in red. If the job has been assigned to any tradesperson in that area, it will be marked as a Pool job, otherwise the name of the tradesperson will appear after the trade.

• Job status – this can be one of the following:
  o Pending Approval – where the approver for this particular client needs to grant approval
  o Awaiting Assignment to Trade – waiting for Technical Services Administration to assign the job to one or more trades or tradespersons
  o In Progress – when the trade/tradesperson is working on the job. A job will remain In Progress until all trade work has been completed
  o Pending Administrative Signoff – when all trades work has been completed Technical Services Administration will verify the job and close the job.

To obtain further details on a job, click on the Job Number entry.

**Logging A New Job**

To log a new job, click on the link “Log a Job” from the main Job Queue screen.
In order to job a job, complete the form with as much information as possible. In particular, please take special care to select the correct options for the yes/no questions.

For the Job Short Title, please enter in a short title such as “replace blown tubes” or for a development job the name of the item that you are having constructed e.g. “Holding stand for the Curtin bust”.

The Job description field can be used to provide further details and information to Technical Services staff.

When all details are complete, click Log Support Job. This will log the job for approval and provide a tracking number.

**Important:** Users with higher access than “Client” can also choose to log jobs on behalf of someone else. This is done by selecting an “End User” from the drop down list which is visible to these users only.
**Job Details**

The screenshot below illustrates a typical job request. The two main features of this screen are the job details and the job history.

**Job Details**

Job details are the values that were entered into the initial job logging form, and also the date information of when the job was first logged, when the job was approved and when the job was first assigned to a trade.

The job details also show the status of a job once it is in progress in the Technical Services area. This is of particular relevance once multiple trades are involved in a particular job as it allows you to see which trades areas are still working on a particular job as illustrated below.
When can a job be modified?

<table>
<thead>
<tr>
<th></th>
<th>Job Logged</th>
<th>When Job is Pending Approval</th>
<th>Job Approved, Pending Trade</th>
<th>When Job In Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client</td>
<td>●</td>
<td>●</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approver</td>
<td>●</td>
<td>●</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tech Services Staff</td>
<td>●</td>
<td></td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Tech Services Admin</td>
<td>●</td>
<td></td>
<td>●</td>
<td>●</td>
</tr>
</tbody>
</table>

To modify a job, click on the link "Modify this Information." This link is only visible when the job is editable based on the table above.

Job History
The job history builds up a log file of all actions that have occurred on this job. In this instance, the job is in progress with Trevor Jordan working on the project. To get to this stage, the job has gone through the following steps:
1. The end user logged the job.
2. The approver for the Group, in this case Kitty Zhang, approved the job.
3. An administrator in Technical Services assigned the job to the Carpentry pool.
4. Another administrator in Technical Services transferred the job to a particular tradesperson in the Carpentry pool.

Comments
A comment can be added to a job at any time using the "Add Comment to this Job" function.

Closing a Job
If for some reason a job needs to be closed earlier (for example a problem corrects itself or equipment that was going to be repaired is now going to be replaced) click on the "Close this Job – No Further Assistance Required" link to close the job off. The job will be placed in the "Pending Closure" queue for Technical Services Administration to finally close off.
The Approving Role

The role of an approver is to determine whether the job request is reasonable and in line with unit/section/divisional priorities.

Approvers are determined by business rules built into the job logging system and based on the JCSMR staff directory.

How is an approver determined?
When a user logs into the system, their group or laboratory is determined from the JCSMR Staff Directory (phonebook). Each group or laboratory has been assigned an approver for the technical services system. This person may be a School Technical Services Officer or head of budget unit. Each group can only have ONE approving officer.

How to approve jobs
An approver interface screen is shown below. There are two separate sections to this screen:

- Jobs Requiring Your Approval – these jobs have been either logged by users in your area for your approval, or have been logged by you on their behalf. To approve a job, click on the Approve link. If you don’t approve of the job, click Close. You can find out more details on the job by clicking on either option or on the Job Number.

- Approved Jobs – these show all jobs that are in your area that are open currently, and their status.
When you click on Approve, the job details are displayed along with a box allowing you to enter a comment, as shown below:
Additional Approver functionality

Approvers can alter job details by clicking on the job number and clicking “Alter This Information.” This allows you to alter selected information about a job.
Approvers can log jobs on behalf of other people. Approvers get a drop down list box of all school staff members and students and can select them from that list. The job is attributed to the person selected. By default, the list is set to log a job by the approver and must be changed each time a job is logged. This is illustrated below.

<table>
<thead>
<tr>
<th>School Technical Services - Log a New Job</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Problem Type:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Find User:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Is the item commercially available:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Is the item an OHSA issue:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Is there an alternative in the interim:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Job Short Title:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Job Description:</td>
</tr>
</tbody>
</table>

![Dropdown list of staff members and students](image)