

# NOIS

Department of Veterans Affairs

## National Online Information Sharing

Training Examples

The screenshot displays the NOIS interface with several overlapping windows:

- Profile Information:** Shows a list of calls with columns for Date, Call ID, and Description. The location is set to West Palm Beach, FL.
- Select using a Query:** A window for finding calls that match specific criteria, such as "Select where Module/Version equals Cprs - Over 3.0 and Patch exists".
- VistA NOIS in use by Bob Andrews (FORUM):** A window showing a list of calls with columns for Call ID, Status, Module, and Spec. The location is set to West Palm Beach, FL.
- Notifications:** A window for selecting calls to be notified of, with options for "Alert" or "Mail".

The main window displays a list of calls with columns for Call ID, Status, Module, and Spec. The location is set to West Palm Beach, FL. The list includes calls such as WPB-0798-30288, WPB-0498-30034, and WPB-0498-30032.

*Information Resource Manager*

## Introduction — IRMS

These training examples represent common tasks performed by NOIS users who report problems and questions on software and hardware. For NOIS on Forum, this includes IRM services and users at sites. For NOIS installed at a local site, this would include any users that have access to NOIS.

As a NOIS user you can review any information in the database. You are not restricted to only calls from your site. You cannot edit the calls or change the status of the call other than to make notes on the calls. If you need help with NOIS, contact the National Help Desk. You may call the help desk and they will log a call for you or you can enter it yourself. Please call the help desk on any emergency problem.

The examples here all relate to using the GUI. The only things you can't do with the GUI are User Defaults, Define a List, and File Setup.

## Benefits

You benefit from NOIS because your problem is tracked and accounted for. You can also review previous problems to search for potential solutions. NOIS allows you to communicate by leaving notes on calls when it is more convenient. It provides additional information related to the request such as information on software, patches, installations, and contacts. It allows you to have your problem addressed by the most appropriate and available individual. Hopefully it provides you with better service.

## Common Lists

Look at the **File menu, Most Recently Used menu**; these are the last lists that you've used. If you haven't used the lists below, look them up. Use **File menu, Select List** to get the **Select NOIS List** form. Make sure **Common** is selected, and **choose a list**. You may have to enter a **Specific entry**. Experiment restricting your list entries. Notice how your Most Recently Used menu changes.

### Calls for your site:

These lists are for referred calls for a package or module/version#.

<b>Site:</b> <location>	all calls from this site
<b>Site, Not Closed:</b> <location>	all unresolved calls from this site

### Calls submitted by users:

These lists are useful on calls where a referral specialist is assigned the call. You need to enter a specialist (usually yourself).

<b>Site Contact, Not Closed:</b> < person >
<b>Site Contact:</b> : < person >
<b>Entry Person, Not Closed:</b> < person >
<b>Entry Person:</b> : < person >

### Lists by Package:

These list are useful for looking at all calls for a package or all calls developed at an office (CIOFO).

<b>Module/#:</b> < module/version#>
<b>Module/#, Open:</b> < module/version#>
<b>Package:</b> <package>
<b>Package, Open:</b> <package>

### Other lists:

<b>MRA:</b> <person>	last alerts processed
<b>MRE:</b> <person>	last edited calls

## Editing Calls

### 1. Log a New Call

Use **File menu, Log a New Call** to bring up the New Call form. Fill out the entries on the form. **Make sure your phone number is correct.** Click the Save button. The new call is now displayed. Now look at the File menu, Most Recent Edited menu to see that this is the last call you edited.

### 2. Edit a Call

Select the call you want to edit. Use **Edit menu, Edit Call** to bring up the Edit Call form. **Note:** If you are the contact on the call and the call is closed you can use this action to reopen the call. Click on the notes tab. You can copy text by using your right mouse button, or simply drag and drop the text. Spell check the new entry (use the right mouse button). Save the call.

### 3. Make a Note

Select the call you want to edit. Use **Edit menu, Make a Note** to bring up the Make a Note form. Enter some text. Paste in a common response (use your right mouse button). **Note:** if you don't have any common responses defined — cancel the Make a Note form and use the **Options menu, Define Responses** to add a common response — then make a new note and paste your response.

## Reviewing Calls

1. **Select a list of calls (restrict it to 5 entries)**  
Use **File menu, Select List**. Select a list. Under Restrictions, select **Last # of calls** and enter 5. Click OK.
2. **Display a Table format on all calls using a selected format**  
Use **Format menu, Change Format**. Under View, select **All calls in list**. Under Styles, select **Table**. Under Format, select Public and choose a format from the drop-down list. Click OK.
3. **Display a Statistics format on all calls for Module and Location**  
Use **Format menu, Change Format**. Under View, select **All calls in list**. Under Styles, select **Statistics**. Select fields (as described in #4). Click OK.
4. **Display the same Statistics format and collate by Module**  
Use same instructions as #6, except also select Module/Version from the **Collate by** drop-down list.
5. **Change back to a standard format**  
Use **Format menu, Standard Format**. The display goes back to a detailed format on a single call.
6. **Sort calls on the list by site by clicking the list header**  
Click a title on the current list. The list is sorted by that category. Click it again. The list is sorted in reverse order. Click the first, untitled section — this is sorted by date received (the default).
7. **Check the Other Information on the call**  
Select the call on the list. Use **View menu, Other Information menu** and make various selections. The information appears in a lower pane on the display. You can size the display by dragging the horizontal border. Notice how the Print menu (under the File menu) changes with the selections.
8. **Look at the Graph format**  
Select a list with multiple calls on it. Use **Format menu, Graph** to bring up the graph display. Change the fields, change the style, change the options. Experiment. If you are on a bar chart, you can zoom the display by dragging from left to right to generate the window you want enlarged. To unzoom the graph, drag from right to left and upward, or make a new selection of field or style. When you are done looking at graphs, Use **Format menu, Graph** to toggle off the display. You can also select a call on the list; the display will return to a standard format.

## Finding Calls

### 1. Look up a call

Use **File menu, Select Call** to bring up the Select NOIS Call form. If you know the last 5 numbers of the call (example: 50001), enter those and click the Submit button. You can then select the call from those found. If you know the entire call ID (example: SLC-0798-52604), enter it and click Submit. If you know the location abbreviation and approximate date the call was opened, enter the abbreviation - month and year (example: TUA-0798), then select from the list. Click OK for the selection.

### 2. Add this call to your Temp list

Use **File menu, Save List As** to bring up the Save NOIS Calls to a Storage List form. **Note:** if you don't have a personal storage list you will be prompted to create one. If you have multiple storage lists you can select them from the drop-down list. Select Add calls to list and click OK. Look at your Most Recently Used lists under the File menu.

### 3. Find text in the display

Select a call. Select the display (the cursor must be in the text). Use **Edit menu, Find** to bring up the Find form. Type in the text you want to find (example: undefined). Click the Find Next button. To find more occurrences use the F3 button.

### 4. Find text using Text Finder

Use **Tools menu, Text Finder** to bring up the Text Finder form. Select **Last number of calls** and enter 500. Enter the text you want to find in the calls (example: undefined) Click OK. Examine some of the calls to make sure they contain the text.

### 5. Use queries to find calls. Save the list

Use **File menu, Clear List** to start fresh. Use **Tools menu, Query** to bring up the Query form. Enter in the Field box: Module and <enter>. Enter in the Module/Version box: TIU and <enter>. Click the **And** selection. Enter in the Field box: Location <enter> and in the Location box: West Palm Beach <enter>. Click OK. Use File menu, Save List As to save this list (use Replace this list with these calls) and click OK

### 6. Use graphs to find the selections

Use **Format menu, Graph** to turn on the graph display. Select Status from the Fields list. Select a Pie style. With your cursor over the closed calls, do a right click. Select the menu item: Select where Status = Closed. Notice your list has changed to only the closed calls. Refresh the list by selecting Refresh List from the File menu (or use F5). Select a call in the list to turn off the graph display.

**7. Sort the list and use selected calls to find calls**

Click Status on the list header. Use **Tools menu, Select from List** and select the Selected Calls tab. Highlight (drag over) the closed calls. Click OK. You now have the closed calls. Refresh the list (F5).

**8. Use a query to select calls**

Use **Tools menu, Select from List** and select the Query tab. Type in Status <enter> in the Field box. Type in Closed <enter> in the Status box. Click OK. Same results. Refresh the list (F5).

**9. Select calls using the list of STATUS: CLOSED. Refresh the list**

Use **Tools menu, Select from List** and select the Lists tab. Type in Status <enter> in the List box. Type in Closed <enter> in the Status box. Click the Include List button (or <enter>). Click OK. Same results. Refresh the list (F5).

**10. Use graphs and select multiple Specialists**

Use **Format menu, Graph** to turn on the graph display. Select Specialist from the Fields list. Select a Pie style. With your cursor over a section of the pie, do a right click. Select the menu item: Add to multiples where Specialist = <somebody>. Click over another section, adding other specialists to your selections. You can review your selections using the View Multiples action. Now use Select Multiple Specialist. Your list is now only those selections.

**11. Find the calls on this list that you have automatic notification on**

Use **Tools menu, Notifications** to bring up the Notifications form. Select the Find tab. Select **Only calls in the current list**. Click OK. Refresh the list (F5) and repeat this except select a different user (example: Enter a specialist on a call that is in the list).

## Other Stuff

### 1. Alert someone

Use **Tools menu, Notifications** to bring up the Notifications form. Select the Notify tab. Select Alert. Select any calls you want to send with the alert. Select users you want the alert to go to by selecting them from the Users box. You must click on the user so that they appear in the **Send to** list. Include yourself to see how alerts work (and to do #3). **Note:** You can remove a user from this list by double-clicking. Type in the **Subject of notification**. Click OK.

### 2. Process an alert

When you have new alerts the Process Alerts button on the tool bar turns red. **Note:** The icon for NOIS also turns red, so even if your application is minimized, you can see the change on your taskbar (also if you'd like a sound to play, see Icons and Sounds in the online help). To process alerts, click the Process Alerts button or use **Tools menu, Process Alerts**. The subject of the call will be appended with who sent the alert.

### 3. Remove alerts

If you receive alerts on calls you don't want to be alerted on, use **Tools menu, Notifications** to bring up the Notifications form. Select the Remove tab. Select the calls you don't want to be alerted on. Click OK. You can do this by using View menu, Other Information and selecting Notifications. **Note:** If you are using Notification by Affiliation or Active-Update lists to define your notification, you will still be notified on calls meeting those criteria.

### 4. Patch Tracking

Use **Tools menu, Profile Information** to bring up the Profile Information form. Click on the Patch tab. Select a patch and click on the various reports. Click on the Location tab. Select a location. Click on the reports that have to do with patches. Click on the Module tab. Select a module. Click on the reports related to patches.

### 5. Package Tracking

Same as #7 except only look at Location and Module tabs. Look for reports related to package installs.

### 6. Browse Web Links

Use **View menu, Other Information** and choose **Web Links** to display the web links on the current call. Select from the drop-down list categories that are specific to this call.



## Tips

Use your most recent edited and most recent alerted menus (on the File menu) to quickly find the calls you last worked with.

When entering information from an error trap or symbol table listing, it's best to include that information as a note rather than including it in the description of the problem.

## Quiz

- 1) What list would you use?
  - a) You processed your alerts but didn't get a chance to review them.
  - b) You want to look for some calls your coworker edited.
  - c) You need the calls for a package.
- 2) How would you see a distribution of last month's calls for your location by site contact?
- 3) For the current call, where do you find out?
  - a) who last edited it and what was changed
  - b) who is automatically being alerted on this call.
- 4) How do you enter an urgent call?
- 5) How do you get your phone number to default to the correct number?
- 6) How would you find out if your site has all the patches for a package installed?
- 7) How would you find other sites that have installed a test patch you are about to put in?
- 8) How would you find if other sites are experience the same hardware or software problem you are seeing?

## Answers

- 1a. MRA: <yourself>, 1b. MRE: <your coworker>, 1c. Package: <package>
2. Select Site: <your location>, restrict the list to a date range for last month, use a Statistic format for Location Contact, or use a Graph format for Location Contact.
- 3a. Status History/Audits, 3b. Notifications/List (these are buttons on the display toolbar)
4. You can't enter a call with a priority of urgent. You need to call the National Help Desk. They will page someone to assist you. They can also change the status of a call you have logged to an Urgent status.
5. Use TBOX on Forum to edit your user characteristics and edit your Office Phone.
6. Use Profile Information, select the Location tab, enter your site, enter the report Patches Not Installed (for module), and enter the module.
7. Use Profile Information, select the Patch tab, enter the patch, enter the report Locations Installed for Text
8. Select the list Package: <enter the package for this problem>, from this list use Text Finder to search for similar calls with a common word or phrase describing the problem.