User Support

Chuck Isbell
Information Management Group
AQS Conference
Clearwater, FL
May 27, 2004

Presentation Topics

- Helpline Support
- Documentation
- Training
- Summary
- Conclusion

Helpline Support

1. Level 1 (EPA Call Center
2. Level 2 (Client Services)
3. Level 3 (Database Services)
4. CDX Helpdesk
5. IMG

Helpline Support

1. **Level 1 (EPA Call Center**
2. Level 2 (Client Services)
3. Level 3 (Database Services)
4. CDX Helpdesk
5. IMG

Helpline Support

1. **Level 1 (EPA Call Center)**
   - First line of defense
   - Responsibilities
     - » Take your call
     - » Open a ticket with tracking number
   - Resolve general problems such as:
     - » Reset passwords
     - » Basic AQS Application problems
   - Transfer unresolved problems

1-866-411-4EPA (Hrs 6 – 6:30 pm ET)

EPA Call Center (Level1)

Presentation by Carmelita Mays

- PlantetGov Contractor
- Manager of the EPA Call Center.
- Carmelita to introduce her staff

- But before Carmelita does her presentation;
- I would like to introduce Rose Ann Clark, OEI/OTOP
- Rose Ann Clark and Dee Clark are EPA's Call Center managers

EPA Call Center Team

L-R: Edith Funes, Carmelita Mays, Michael Ofosu, Inder Singh, Monette L. Ta, Florence Poole

EPA Call Center Team

L-R: Eileen O'Connor, Marion Shelton, Carmelita Mays, Rogette Steele, Nick Moore, Sunil Vasan

Helpline Support

1. Level 1 (EPA Call Center
2. **Level 2 (Client Services)**
3. Level 3 (Database Services)
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Helpline Support (cont.)

2. **Level 2 (Client Services)**

   - Primary support for AQS
   - Provide support after 5pm ET
   - Located in RTP, NC

(Hours 8:00 – 6:30 pm ET)

Client Services (Level 2)

Sitting: Tom Lewis, Pamela McIntyre

Standing: Milton Kicklighter, Ed Peckham

Helpline Support

1. Level 1 (EPA Call Center
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3. **Level 3 (Database Services)**
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Helpline Support (cont.)

3. Level 3 (Database Support Services)

- **Why transfer User Support functions from Level 3?**
  - Level 1 can now reset passwords
  - Provide a solid base of tech support within one group (Level 2)
  - Free up Teri & Marwan's time for DBA work

Helpline Support (cont.)

3. Level 3 (Database Support Services) (cont.)

- **Level 3 will continue to provide:**
  - Primary support for the Oracle database environment
  - Oracle Data Base Administrators
  - Specialized support for Help Line
    - » Problem password resets
    - » Incorrect user roles
  - Located in RTP, NC

Database Support Services (Level 3)

Marwan Samara

Teri Tapp

Helpline Support

1. Level 1 (EPA Call Center
2. Level 2 (Client Services)
3. Level 3 (Database Services)
4. **CDX Helpdesk**
5. IMG

Helpline Support (cont.)

4. **CDX Helpdesk**
   - When to call CDX?
     - Registration issues
     - Mailbox issues
     - Password issues
     - File transfer issues

1-888-890-1995 epacdx@csc.com

Helpline Support (cont.)

4. **CDX Helpdesk (cont.)**
   - What if I'm not sure which Help Desk (AQS or CDX) to call?
   - **When in doubt……**
     - **Call the AQS Help Desk!**

CDX Helpdesk

Katrina Cox, Kathy Blakeney, and Charles Simons (standing)

Helpline Support

1. Level 1 (EPA Call Center
2. Level 2 (Client Services)
3. Level 3 (Database Services)
4. CDX Helpdesk
5. **IMG**

Helpline Support (cont.)

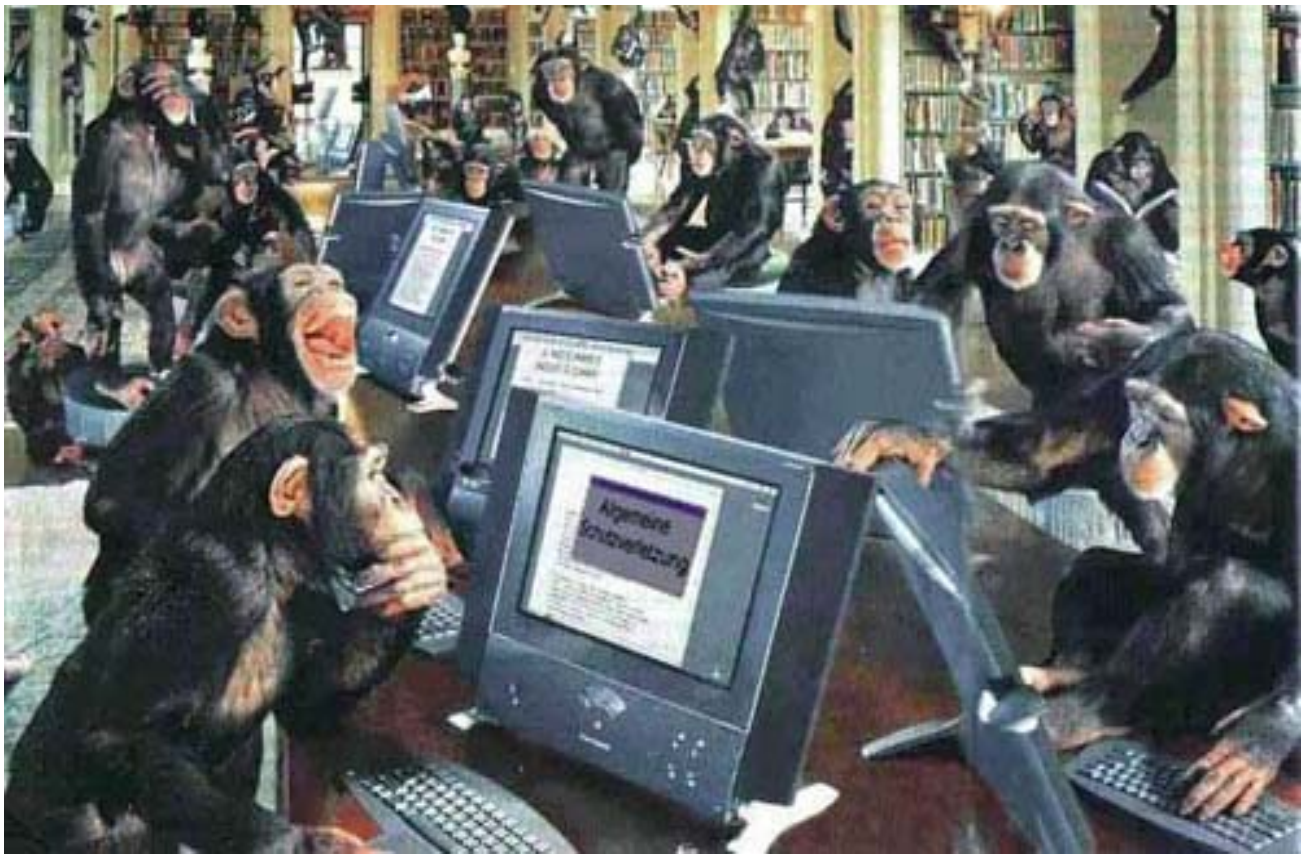
5. Information Mgmt Group (IMG)

- User registration (user's profile)
  - Regions fax to (919) 541-7674
  - Attention Jerry Husketh/Virginia Ambrose
- Assigning new screening groups
  - Email to Jake Summers (summers.jake@epa.gov
- Reference table updates
  - Email to Jake Summers
- Data questions/issues/policies/regulations, etc.
  - Email to Jake Summers
- Historical data requests
  - Web form on AQS TTN Web Page

Information Mgmt Group
(Last Resort!)

"**Hear**" No Evil	"**See**" No Evil	"**Speak**" No Evil
aka "Jake"	aka "Bonnie"	aka "Nick"

Information Management Group
(Absolutely the Last Resort!)



Rest of the IMG support staff!

Information Management Group

L – R: Ed Lillis, Virginia Ambrose, Michael Hamlin, Janie Samuel, Barbara Hale, Jake Summers, Nick Mangus, Bonnie Johnson, Chuck Isbell, Jerry Husketh, Tami Laplante, Billrietsche

Information Management Group

Team Lead:
Jake Summers, 919 541-5695

Virginia Ambrose, 919 541-5454
Tami Laplante, 919 541-1915
Nick Mangus, 919 541-5549
Mike Letke, 919 541-0773
Chuck Isbell, 919 541-5448
Bill Frietsche, 919 541-5451
Jerry Husketh, 919 541-5449
Bonnie Johnson, 919 541-2469

Group Leader:
Ed Lillis, 919 541-5587
Secretary:
Barbara Hale, 919 541-5586

Presentation Topics

- Helpline Support
- **Documentation**
- Training
- Summary
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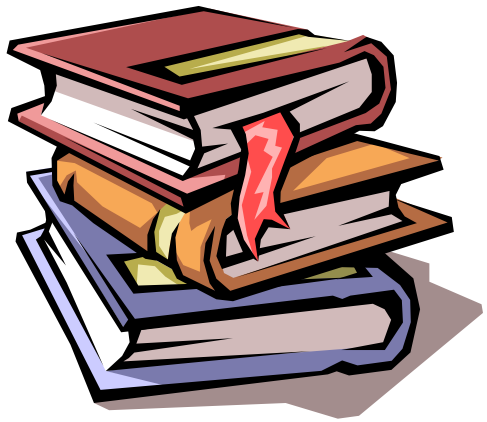
Documentation

1. User Manuals
2. AQS TTN Website
3. Online HELP

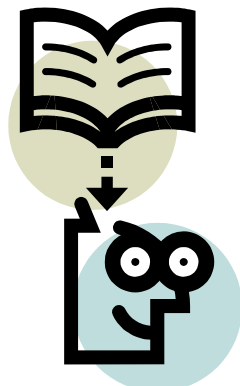
Documentation (cont.)

1. **User Manuals**
2. AQS TTN Website
3. Online HELP



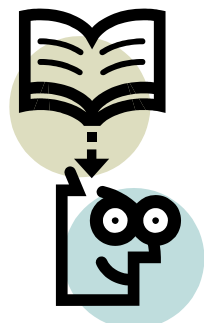
User Manuals

- So What's New?
  - **Data Dictionary (Version 2.0)**
    - Expanded (now includes all fields)
    - Formulas & Algorithms (have been added)
    - Views (logical views of physical tables)
    - Data Model Diagrams
  - **Formula/Algorithm Documents**
    - Raw Data
    - P & A



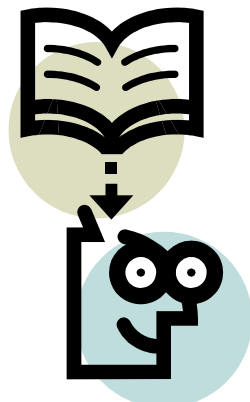
User Manuals (cont.)

- So What's New? (cont.)
  - **Data Coding Manual (Version 2.0)**
    - Business Rules & Edits
    - Error messages (all fields)
    - Improved coding instructions
    - RB (Blanks Data) transaction (added)
  - **Batch Transaction Formats**
    - Modified to reflect changes in DCM



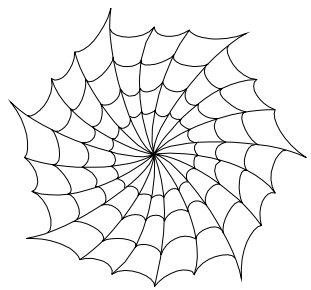
User Manuals (cont.)

- So What's Coming?
  - "**NEW**" **Retrieval's User Manual**
    - 1st draft under review
    - Will be posted on AQS TTN webpage
  - Enhanced AQS User's Guide
    - Enhance to reflect current AQSweb
  - New Error Document
    - Errors not in DCM
    - Will be posted on AQS TTN webpage
  - New Online User Documentation
    - Enhance to support newer Technology
      - Hyper-linking, etc.
      - Accessing from within AQS



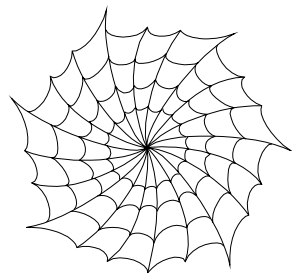
Documentation (cont.)

1. **User Manuals**
2. **AQS TTN Website**
3. Online HELP



Documentation (cont.)

- AQS TTN Website (**www.epa.gov/ttn/airsaqs**)
  - Don't forget about this resource!
  - Lot's of good stuff!
    - User Manuals & Guides
    - Training materials
      - AQS & P&A
      - Online & classroom modules
    - FAQs
    - Registration forms
    - Data files for download
    - Reference Codes
    - Work file & transaction formats



AQS TTN Webpage (www.epa.gov/ttn/airs/airsaqs/manuals/manuals.htm)

EPA - TTN AIRS AQS - Air Quality System - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites Media

Address http://www.epa.gov/ttn/airs/airsaqs/manuals/manuals.htm Go Links

U.S. Environmental Protection Agency

Technology Transfer Network
Air Quality System

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EPA Home > TTN > AQS > Manuals and Guides

- System Overview
- AQS Web Application
- Manuals and Guides
- Precision and Accuracy Data
- Frequently Asked Questions
- Memos
- User Registration
- Training
- AQS Conference
- Requesting AQS Data
- Technical Forum
- Contacts
- Related Links

Manuals and Guides

For a quick description of some basic AQS Codes, see Selected AQS Code Descriptions at http://www.epa.gov/ttn/airs/airsaqs/manuals/codedescs.htm *(Additional codes added June 2003)*

Manuals for the new AQS application are living documents - expect changes.

Manual	File Name	File Type	File Size	Date/Time
AQS Data Coding Manual	AQS Data Coding Manual, v2.0.pdf	Adobe Acrobat	750KB	5/18/04
	Clarification of numeric field lengths in data coding manual	Adobe Acrobat	52KB	4/24/02 4:57pm
AQS Data Dictionary	AQS Data Dictionary v2.0.pdf	Adobe Acrobat	1035KB	5/18/04
Appendices for Data Coding Manual and Data Dictionary	Data Coding and Data Dictionary Appendices.pdf	Adobe Acrobat	195KB	5/4/04
AQS Precision and Accuracy Summarization Formulas - DRAFT	Precision and Accuracy Summary Formulas.pdf	Adobe Acrobat	328KB	4/13/04
AQS Raw Data Summary Formulas - DRAFT	Raw Data Summary Formulas1.pdf	Adobe Acrobat	1091KB	4/13/04

AQS TTN Webpage (www.epa.gov/ttn/airs/airsaqs/manuals/manuals.htm)

Guide	File Name	File Type	File Size	Date/Time
Input Transaction Formats (Same as AMP501)	aqstrans_format.pdf	Adobe Acrobat	192KB	5/18/04
Quick Look Work File Formats (AMP450 & 450NC)	QuickLookWorkfileFmts.pdf	Adobe Acrobat	77KB	10/03/03
Raw Data Work File Format (AMP350WF)	AMP350WF-Raw Data Work File formats.pdf	Adobe Acrobat	42KB	10/17/03
AQS User Guide Covers Installation, Accounts, Data Input (Batch and Online), Maintenance, and Data Retrievals (Standard Reports).	AQSUserGuide_v1.pdf	Adobe Acrobat	4,739KB	4/19/02 5:27pm
	AQSUserGuide_v1.doc (Resolution is better in this MSWord version)	MSWord 2000	5,914KB	4/19/02 5:34pm
AQS Web User Guide	AQS Web User Guide	Adobe Acrobat	722KB	7/02/03
Selected AQS Code Descriptions	Selected AQS Code Descriptions	HTML		
Acronyms & Abbreviations	Acronyms & Abbreviations.pdf	Adobe Acrobat	115KB	5/29/03 9:48am
Online Training Modules	online_training_modules_V2-2.EXE (for client/server version only)	self-extracting download	20,917KB	6/26/02 11:10am
	AQS Web Training Course V1	self-extracting download	36,077KB	6/27/03 4:01pm
PARSV2 User Guide	PARS User Guide with Appendix.exe Reloaded 9/5/02 to correct formatting, but no changes made to original document from prior version dated 3/21/02. 11/20/02 -Appendix begins on page 15 and is labeled as sec. 3	self-extracting to Adobe Acrobat (pdf)	1,456KB	11/20/02 2:04pm
AQS P&A User Guide	AQSP&A User Guide.pdf	Adobe Acrobat	105KB	2/4/04 3:35pm
AQS P&A Training Workbook	AQSP&A Training Workbook.pdf	Adobe Acrobat	326KB	4/23/03

AQS TTN Webpage (www.epa.gov/ttn/airs/airsaqs/manuals/manuals.htm)

Materials used in Training Classes

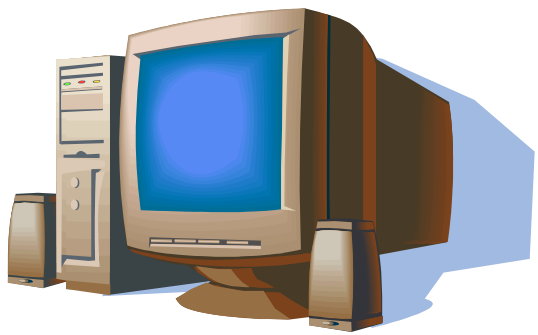
Material	File Name	File Type	File Size	Date/Time
AQS 101	AQS Basics.pdf (originally presented at 2002 AQS Conf. in Louisville KY by David Lutz)	Adobe Acrobat	137KB	10/23/03
Training Modules	classroom_training.zip (web version)	zipped	3,425KB	7/11/03
Class Handouts	handouts.zip (web version)	zipped	2,993KB	7/11/03
Class Exercises	exercises.zip (web version)	zipped	884KB	7/11/03
Quick Reference	AQS Quick Ref V4.pdf (Client/Server) Quick Ref Guide for AQS Web	Adobe Acrobat Adobe Acrobat	152KB 206KB	4/19/02 7/7/03

Really Old AQS Manuals - These manuals are from the older system that was on the EPA mainframe. They unzip to multiple files that comprise the entire set of user manuals for the "Old" AQS.

Manuals	File Name	File Type	File Size	ApproxDate
Data Dictionary (AQ1)	aqdict.zip	zipped	181KB	1993
Data Coding (AQ2)	aqcode.zip	zipped	152KB	1993
Data Storage (AQ3)	aqstore.zip	zipped	160KB	1993
Data Retrieval (AQ4)	aqretv.zip	zipped	362KB	1993
Ad Hoc Retrieval (AQ5)	aqadhoc.zip	zipped	192KB	1993
GeoCommon (GC2)	gc2.zip	zipped	236KB	1993

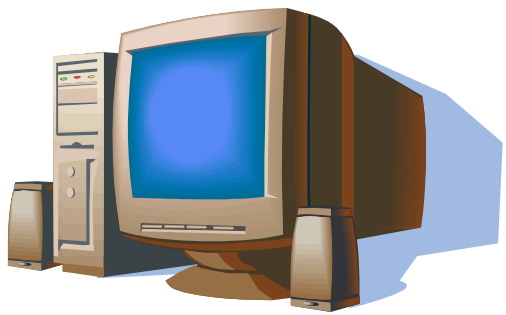
Documentation (cont.)

1. **User Manuals**
2. AQS TTN Website
3. **Online HELP**



Documentation (cont.)

- Online HELP in AQS
  - Don’t forget about this resource too!
    - Enhanced for new Retrieval Interface (R31)
    - Will continued to be enhanced



Presentation Topics

- Helpline Support
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- **Training**
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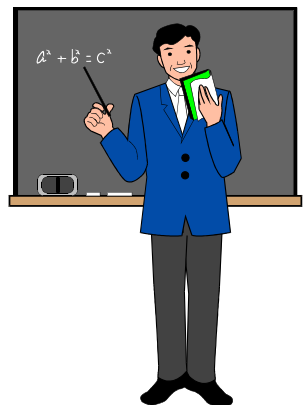
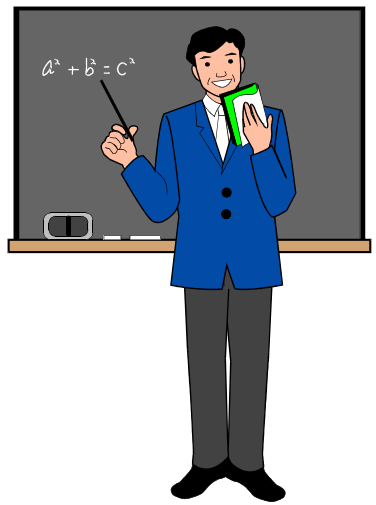
Training

1. Current
   - Classroom (2003 – 2004)
     - AQS Conference, Regional Offices, RTP, NC
   - Who's our trainer?
     - Larry Bauder, LMIT
   - **What's needed in 2004 - 2005?**
     - **Let me know what you need.**
   - Online (self directed) Training Modules
     - Current modules – **outdated!**
       - AQS Web Training
       - Old Client Server



Training (cont.)

2. Future Plans
   - Online (self directed) Training Modules
     - Develop new/improved modules?
     - Not Cheap - Should we invest?
   - 1-on-1 Phone Help (w Level 2 or Training Staff)
     - New Users
       - Short multiple sessions as needed
       - 1 - 2 hours total
     - Old user - New software features

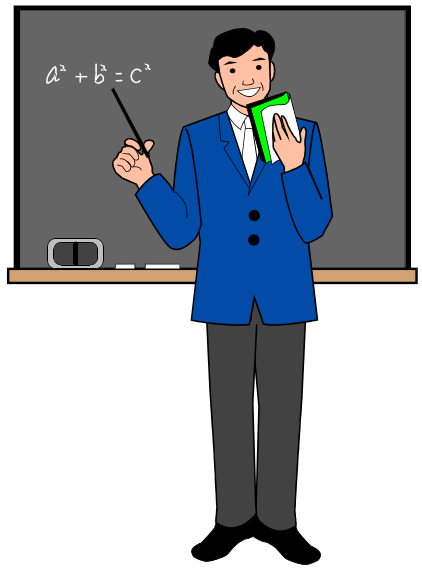


Training (cont.)

2. Future Plans (cont.)

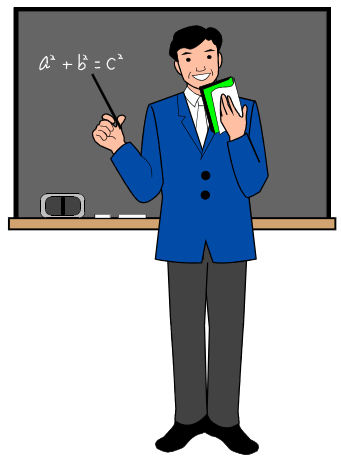
   - “Live” Web & Voice Session

     - Training at your desk
     - Specific Topics
       - New software features
       - Reports
       - Other



Training (cont.)

2. Future Plans (cont.)
   - "**Welcome Package**" for new users
     - Where to get help?
     - Whom to contact?
     - User Support info
     - Important websites
       - Documentation
       - Related websites
         - AIRData, AIRNow, etc.
         - Trends, NAAQS, etc.
     - Other



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Summary

- Helpline Support
- Documentation
- Training

Summary (cont.)

So how did we do this year?

- Ed's top 30 list (from last year's conference)
- Helpline Support (last year's Challenges & Goals)
  - √ Reduce time to reset passwords
  - √ Higher priority for problems reported via email
  - √ More people talk (less voice mail)
  - √ Fewer lost calls
  - √ Better training for new Level 1 staff
  - √ Higher rate of call-backs (within 2 hours)

Summary (cont.)

- Documentation
  - Data Dictionary v2.0
  - Coding Manual v2.0
  - Improved online help in AQS retrievals
  - New Retrieval Manual v1.0 (this summer)
  - Updated AQS User's Guide (this summer)
  - Error Document (this summer)

Summary (cont.)

- Training
  - New training to be developed
    - Online (self-directed)
    - 1-on-1 phone (by Level 2 or Training Staff)
    - Welcome Package
    - Web & voice

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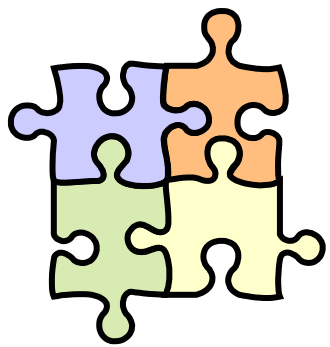
Conclusion

- Feedback/Suggestions
- Don't forget the Evaluation
  - Part 2 – Customer Service / Help Line Evaluation (backside of the Eval form)

Chuck Isbell

isbell.chuck@epa.gov

(919) 541-5448



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