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Introduction

These release notes contain details of changes made in RMU version 3.2. These changes can be broken down into 4 key areas:

- Escalation & Holiday Availability
- Pool Sub-Status
- Stocktake Reporting
- Addition of Out of Warranty Information

Escalation & Holiday Availability

Escalation and holiday availability will be used to identify the hierarchical reporting structure of TSOs & RTSOs and provide the capacity for TSOs & RTSOs to enter their holiday availability for the next NSW school holiday period, also known as the active holiday. This information can then be used by vendors and other service providers to determine school access availability during the holiday period.

There are 3 versions of the escalation & holiday availability screen depending on the level of the user who is logged on:

1. TSO Version - Maintain their contact details, holiday availability and identify their supporting/allocated RTSO
2. RTSO Version – Maintain their contact details, holiday availability and identify their Regional Manager
3. Regional Manager Version – Maintain their details

It's important to note that these release notes will focus predominantly on the TSO version and it is encouraged for regional teams to update their information before TSOs are instructed to update theirs.

The escalation & holiday availability view is opened via the Resource Management menu in RMU.
Field Details for Escalation & Holiday Availability View

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TSO</strong></td>
<td>This field will contain the TSO’s name auto populated from their RMU logon details.</td>
</tr>
<tr>
<td><strong>Mobile</strong></td>
<td>Is for the TSO’s mobile number, if available and must be in the standard mobile phone format e.g. xxxx xxx xxx – this is not a mandatory field.</td>
</tr>
<tr>
<td><strong>Position #</strong></td>
<td>This is the TSO’s position number that can be found on the letter of offer for the TSO position, if unsure contact your Regional Manager. This needs to be a unique number and is mandatory. Note: this number is not your position ID found in ESS.</td>
</tr>
<tr>
<td><strong>Full-Time\Part-Time</strong></td>
<td>This field consist of radio buttons to indicate whether their position is full or part time.</td>
</tr>
<tr>
<td><strong>School</strong></td>
<td>Displays the name of the TSOs school and is an auto populated field. For part-time TSOs that support multiple schools this will be your base school as indicated when beginning your role.</td>
</tr>
<tr>
<td><strong>Best Contact Number</strong></td>
<td>This field should contain the direct phone line of the TSO’s office, if a direct line is not accessible from outside the school then the schools direct line should be entered. This number should be in a valid landline format e.g. xx xxxx xxxx.</td>
</tr>
<tr>
<td><strong>RTSO</strong></td>
<td>This field provides a dropdown list of all RTSOs in the TSOs region. If the RTSO that supports your school is not listed please contact your DER regional support team.</td>
</tr>
<tr>
<td><strong>Holiday</strong></td>
<td>This is an auto populated field that identifies the current active holiday period, this will generally be the next DEC NSW holiday period.</td>
</tr>
<tr>
<td><strong>Date From</strong></td>
<td>An auto populated field showing the start date of the next active holiday period.</td>
</tr>
<tr>
<td><strong>Date To</strong></td>
<td>An auto populated field showing the end date of the next active holiday period.</td>
</tr>
</tbody>
</table>

**On Leave From/To**

This provides TSOs the ability to enter 4 separate holiday segments for the active holiday period. There are a few rules around what information can be entered in these fields:

- Must comply with the date format DD/MM/YYYY
- Both a From & To date must be entered for any holiday segment completed
- The From date must be the same date or a date before the To date
- All dates must be inside the active date period
- For each of the 4 holiday segments date ranges cannot overlap or be adjacent dates (i.e. one segment finishing on the 02/07/12 and another beginning on 03/07/12)

**Notes**

The field is provided for any further relevant information that TSOs may think could be of benefit to the DER regional support team or vendors & service agents.
Reporting on Escalation & Holiday Availability  (for RTSOs & RMs only)

Reporting functionality is available for RTSOs & regional managers and can be accessed from the Export to Excel button available from the Escalation & Holiday Availability view. This provides RTSOs with a spread sheet (accessible from the My Reports section of RMU) containing information from all schools where they have been identified by the TSO as being their supporting RTSO. The Export to Excel function when run by regional managers provides the details of the regional manager and all TSOs & RTSOs who have completed & saved their Escalation & Holiday Availability information for the entire region. Some of the key fields displayed in the report are:

- Region
- School Code (if relevant)
- School Location (if relevant)
- School Code & Name
- Name (name of TSO, RTSO or RM)
- Mobile Number
- Best Contact Number
- Role (RM, RTSO or TSO)
- Position Number
- FTE (full-time or Part-Time)
- Managers Name
- Managers Position Number
- RM (relevant regional manager)
- RTSO (assigned RTSO, if relevant)
- Holiday (holiday periods for the next active holiday if completed)
- Notes

![Export to Excel option for RTSOs & Regional Managers]
Pool Sub-Status

There has been established a requirement at both a school & regional level that more information on devices that are assigned a Pool status in RMU is called for. Version 3.2 of RMU will introduce a new tab titled Sub-Status; this screen will provide TSOs the opportunity to define all the devices set as pool in their school with an additional sub-status to better indicate the devices true state & availability and allow for more accurate reporting & redistribution (if required). There are 8 pool sub-statuses available:

<table>
<thead>
<tr>
<th>Sub-Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Available (AVAL)</td>
<td>Generally indicates that this device is ‘on the shelf’ and available for assignment or loan.</td>
</tr>
<tr>
<td>Awaiting User Charter (AUC)</td>
<td>Used for devices that have been allocated (set aside) for a new student but the TSO has not yet allocated the device to the student in RMU because they are not yet listed in RMU.</td>
</tr>
<tr>
<td>Awaiting Loan Return (ALR)</td>
<td>Used when an originally assigned device is available (back from vendor repair or a SOE refresh for example) but the TSO must wait until the loan device is returned before it can be reallocated.</td>
</tr>
<tr>
<td>Class Set (CS)</td>
<td>The device is part of a class set and not available for loan or assignment.</td>
</tr>
<tr>
<td>Discretionary (Disc.)</td>
<td>Although the device is set to pool status the device is a discretionary purchase made by the school and shouldn't be considered as an available pool device.</td>
</tr>
<tr>
<td>Staff Device (SD)</td>
<td>Staff devices should not be considered part of the regional pool and are not directly related to current student device numbers.</td>
</tr>
<tr>
<td>Pool Override (PO)</td>
<td>These devices have been set to pool override because the student may already have 2 broken devices.</td>
</tr>
<tr>
<td>Unaccounted For (Unacct.)</td>
<td>Is used when a device set to pool status cannot be found or accounted for but it requires further investigation before it’s marked as lost or stolen.</td>
</tr>
</tbody>
</table>

Sub-Status View

The sub-status page is available by clicking on the Sub-Status tab while RMU is in Device Management view (default). When a TSO clicks on the Sub-Status tab a list of all devices set to the status of pool in the selected school will be shown with the applicable sub-status displayed in the Current Status column.

The sub-status view provides TSO with a school selection option (to change the selected school if supporting more than 1 school), sub-status summary information for the selected school and a table displaying:

- Device vintage
- Device serial number
- device custodian
- Devices currant sub-status
- Radio buttons allowing for the selection of the applicable sub-status

To change the sub-status of a device the TSO will simply need to click the applicable radio button adjacent to the desired devices serial number (this can be done for 1 or more devices at a time) and then click the save button at the bottom of the page. The page will then refresh displaying the chosen sub-status in the summary and table views.

The sub-status view offers a number of features to assist TSO when changing or viewing sub-status information:

- The table is sortable by vintage, serial number, custodian & current sub-status, to sort by the desired column TSOs simply need to click on the column header, each click will alternate between ascending & descending order.
- By clicking on a devices serial number displayed in the sub-status table that devices details page will be loaded.
- When scrolling down the displayed page TSOs may not be able to see the column headers denoting which radio button represents which sub-status, when this occurs TSOs can hover the mouse curser over the radio buttons and a popup label for that button will be displayed.
Sub-Status information in Device & Device Detail Views

When displaying a list of devices in Device view pooled devices will have their sub-status abbreviation (as explained in the Pool Sub-Status section of this document) in brackets next to the 'pool' status. If the devices selected are sorted by status, those with a status of pool will also be sorted by their sub-status.
The sub-status is also displayed in brackets in the Device Detail view in the Status field if the device is set to Pool status.

### Sub-Status Reporting

A reporting feature for device sub-status has been provided and can be accessed by clicking on the Export to Excel button at the bottom of the Sub-Status view page. When a sub-status report is created by a TSO only the selected school is exported, although when an RTSO creates the report it will display sub-status information for the entire region and when an RM runs the reports pool information from the entire state is displayed. Key fields shown on the report are:

- Region
- School Code
- School Name
- School Code & Name
- Serial Number
- Vintage
- Pool Sub-Status

![Sub-Status Reporting](image)
Stocktake Reporting

RMU 3.2 provides TSO with the facility to record and report on stocktake activity. It also incorporates the technique of electronic sighting of devices in an attempt to reduce the workload requirement of TSO and to improve device availability to staff & students during this period. Electronic sighting involves students & staff logging onto their DER device during a predetermined period and being electronically polled via SCCM, this information is then automatically imported into RMU. Devices that are not electronically sighted will still need to be physically sighted but this sighting can now be directly recorded in RMU.

For more information on the stocktake processes for 2012 please refer to the ‘TSO stocktake Guide 2012’ available on the DER Intranet:


Stocktake Filters

Stocktake information can be displayed via the Device Assignment view by clicking on the Show Screen Options link (top right hand corner of the RMU window) and selecting the Stocktake radio button. This will provide TSOs the range of stocktake filters that can be used with the existing filters to select the desired devices. There are several stocktake filter options available:

- Sighting Method – If and how a devices has been sighted for stocktake
  - Electronic
  - Physical
  - Not Sighted
- Sighting Start & End Dates – Filter devices that were sighted during a certain period
- Bluecoat, Computrace & Forefront – Filter whether these checks have passed or not
Physical Stocktake

Information for a physical sighting can be set in the Device Details view by selecting the Stocktake tab and entering the appropriate information. The stocktake information requested in this view:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Sighted</td>
<td>This is an auto populated field displaying the current date.</td>
</tr>
<tr>
<td>Sighting Method</td>
<td>This is an auto populated field and if the device has been previously electronically sighted 'Electronic' will be displayed otherwise Physical will be displayed as it assumes you will be marking the device as physically sighted. Note: this information will only be committed if the TSO clicks the Save button.</td>
</tr>
</tbody>
</table>
| Reason for Electronic Sighting Failure | This field is to list the reason the device was not electronically sighted. Note: this field is not displayed for devices that have already been electronically sighted.  
  - User's Device Unavailable (Default) – A general reason why the device has not been presented, this could cover a number of scenarios such as long term illness, absenteeism or simply being unable to get a reason why the device wasn't presented for electronic sighting for example  
  - Electronic Sighting Failed – This would probably be due to failure of SCCM on the device  
  - Device is Damaged – And therefore cannot be turned on for electronic sighting  
  - Device with Vendor – Device is currently being repaired by the Vendor  
  - User Reports the Device as Lost or Stolen  
  - Device is Travelling (Being Transferred)  
  - Distance Ed Device – the device is associated with a distance education school  
  - Pool – the device is currently in the pool state and may not have been switched on during the electronic sighting period  
  - Other (See Notes) – Any other reason that does not fit the above listed criteria, ensure you provide comments in the Notes text box explaining the reason |
| Notes                        | Should contain any relevant information about the device.                    |
| BlueCoat                     | Check box to denote Bluecoat is operational.                                |
| ForeFront                    | Check box to denote ForeFront is operational.                               |
| Computrace                   | Check box to denote Computrace is operational.                              |

Select Device Tab

Select Stocktake Tab when in Device Detail View
Bulk Marking of Physically Sighted Devices

If the TSO has a number of devices that have been physically sighted and all the relevant stocktake fields are going to be marked identically, there is a bulk physically sighted option available to TSOs once a stocktake filter has been applied in Device Assignment view.

Stocktake Reports

Opening the Stocktake reporting option from the Resource Management menu provides TSOs with 2 reporting options that can be exported in either CSV (for use with excel) or PDF file formats:

- Stocktake Exception Report – This report is used to list devices that have not been sighted
- Stocktake Final Report – This report should be generated at the end of the predefined stocktake period and requires a signature from the school principal to meet audit requirements.
Out of Warranty Addition

Warranty End Date

Previously TSOs have been required to calculate when a DER device is ‘out of warranty’, RMU 3.2 introduces a new field named Warranty End Date that displays when the warranty period expires to ensure clarity around a devices warranty period.

Out of Warranty Warning

To ensure that TSOs are aware that a device is out of warranty a message will be displayed when an out of warranty device is set to hardware inoperable. This message will not prevent the device from being set to Hardware (Inoperable) but simply serves as a warning to TSOs that costs will be incurred if they return the device to the vendor for repair.