Product Data Reporting and Evaluation Program (PDREP)

Customer Service Request (CSR) Module

User Guide
01 Jun 2019

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FOREWORD

This document is intended to provide a guide for submitting a Customer Service Request (CSR) and the search capabilities for finding existing CSRs and their statuses.

REFERENCES:

a. DLAI 4155.24
b. SECNAVINST 4855.3
c. SECNAVINST 4855.5
d. DoDD 5000.2
e. NAVSO P3683B

INTRODUCTION

The PDREP Customer Service Request (CSR) application provides PDREP users the ability to request assistance or software changes to PDREP applications. This is not the vehicle for users to submit records from applicable PDREP modules (PQDRs, SDRs, etc.) or updates to PDREP modules (Interim Replies, Action Point replies, etc.) This is also not the place to ask PDREP admins to move records or change data in a record as typically, unless there is an IT error PDREP admins are not authorized to do so.

The PDREP application is accessible via the Product Data Reporting and Evaluation Program web page: https://www.pdrep.csd.disa.mil/

User access and login procedures can be located in the PDREP User Access and Login Procedures guide. First time PDREP users will need to submit a User Access request form, available on the PDREP web page. Select the User Access Request link to complete the form. Follow the directions on the form to submit the request for access to PDREP.

To update your access to the PDREP-AIS system an Access Change Requests must be submitted. The User Access request form is available within the PDREP-AIS application. Once logged into the PDREP-AIS select ' [Your Name] ' in the upper right corner of the page, select 'Click Here' to update profile information, select 'Access Change Request' tab, Update access request as desired. Enter a narrative to describe your change request and select "Submit Account Change Request" button.

Requests for assistance, improvement, or changes to any of the PDREP applications or the NSLC Detachment Portsmouth PDREP home page should be submitted to:

Online in the PDREP Application

If you are already a PDREP User, log on to PDREP: https://www.pdrep.csd.disa.mil/

Hover over "Help" at the top of the home page. Select the first option for the Help Desk.

If you wish to provide suggestions to change ERS or other PDREP-AIS modules, from the same Help menu, select the "Suggest a Change" option. The Customer Service Request (CSR) form will open. Instructions for completion are located at the top of the form.

Also, visit our FAQ Page – your question(s) may be easily answered there.

Customer Support Desk
Commercial Phone: (207) 438-1690 / DSN 684-1690
FAX: (207) 438-6535, DSN 684-6535
Email: webptsmh@navy.mil

Mailing Address
Naval Sea Logistics Center Detachment Portsmouth
Bldg. 153, 2nd Floor, Portsmouth Naval Shipyard
Portsmouth, NH 03804-5000

1   ACCESS LEVELS

No Access: PDREP User may not submit, review, prioritize or cancel a Customer Service Request (CSR).

Non-Management Access: Provides functions to create, search and view Customer Service Requests (CSRs) submitted by the user. User may edit submitted record as long as their User Code matches the Origination Code on the CSR. Once a CSR has been assigned to a PDREP QA, the user may no longer change the narrative description. Record deletion is not permitted.

Management Access: Not used in this module.

SYSCOM Access: Provides functions to create, search, and view Customer Service Requests (CSRs) submitted by anyone in their System Command (SYSCOM). Added functionality to access and edit all originator fields of the CSR where the User's SYSCOM code matches the SYSCOM code of the Originator. This level of access also provides access to a review block to clarify requirements/priorities of the CSR. This level of access also provides the addition of email notifications when a new or updated Customer Service Request (CSR) is entered pertaining the SYSCOM. Record deletion is not permitted.

Full Access: PDREP Administrators only. Search and view of any Customer Service Request (CSR) records is provided. Administrators have the ability to update and edit any Customer Service Request (CSR) record. Record deletion is not permitted.

2 CREATE A CUSTOMER SERVICE REQUEST

2.1 Create a Customer Service Request – Non-Management Level

A. After successfully logging in, the PDREP Main Menu will display (See **Figure 2.1**). You may see more or fewer module options depending on your level of access.
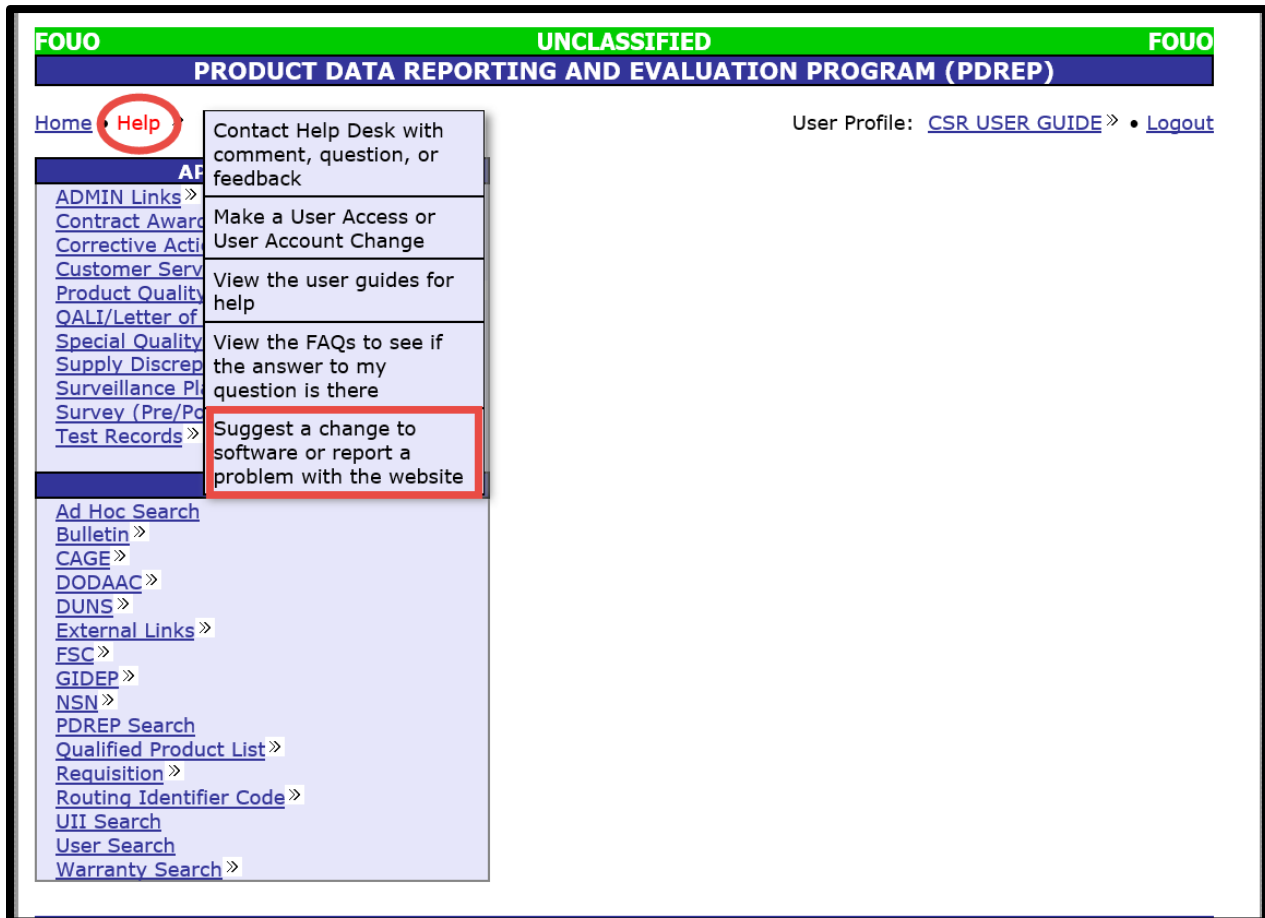

Figure 2.1

B. Hover over the "Help" link, which is found in the top menu, then select "Suggest a change to software or report a problem with the website" link from the flyout menu. The "Customer Service Request (CSR)" page displays (See **Figure 2.2**).

Note: The "Customer Service Request (CSR)" page can also be accessed by hovering over the "Customer Service Request (CSR)" link under "APPLICATIONS" section on the PDREP Home page then selecting the "Create New CSR" fly out.

Figure 2.2

C. Enter a title for the request, not your title, in the "Title" field (See **Figure 2.2**).

D. Select the CSR Category from the "Category" dropdown list (See **Figure 2.3**).

Figure 2.3

E. Available Category Options are:

1. **Software Change Request for Application:** Select this option when making a requesting a change to specific PDREP application, such as PQDR or SDR, etc. These requests will need to be validated by a PDREP QA then further approved, funded, and prioritized by your PDREP Configuration Management Board SYSCOM representative.

2. **Software Change Request for Database:** Select this option when making a request about a specific issue within the PDREP Database.

3. **Software Change Request for Server/Network:** Select this option when making a request that will likely require a change to a server or networking issue.

4. **Customer Support Desk:** Select this option when making a comment, suggestion, or request for assistance.

5. **Others:** Select this option if none of the above options fit your issue.

F. Select a module from the "Module" dropdown list (See **Figure 2.4**). If you do not see an option that applies specifically to your Customer Service Request, then select "PDREP OTHER".

Figure 2.4

G. Enter a description of your issue or request in the "Description" text box (See **Figure 2.3**). You will not be able to update this after submittal, once the CSR has been assigned to a PDREP QA.

H. Select the "Add Attachment" button if you need to upload a screen shot of your issue or to add supporting documentation (See **Figure 2.3**).

Note: If you require assistance navigating the attachment feature of PDREP please see, the Attachment Tool user guide located at either "Guides and Manuals" link on the PDREP web page or the "View the user guides for help" link by hovering over the "Help" link at the top of any PDREP page.

I. Select the "Spell Check" to validate the description block.

J. Select the "Cancel" button to clear your CSR and return to the previous page.

K. Select the "Save" button to save your CSR and submit it for review. User should be taken to a confirmation PDREP Message screen (See **Figure 2.5**).
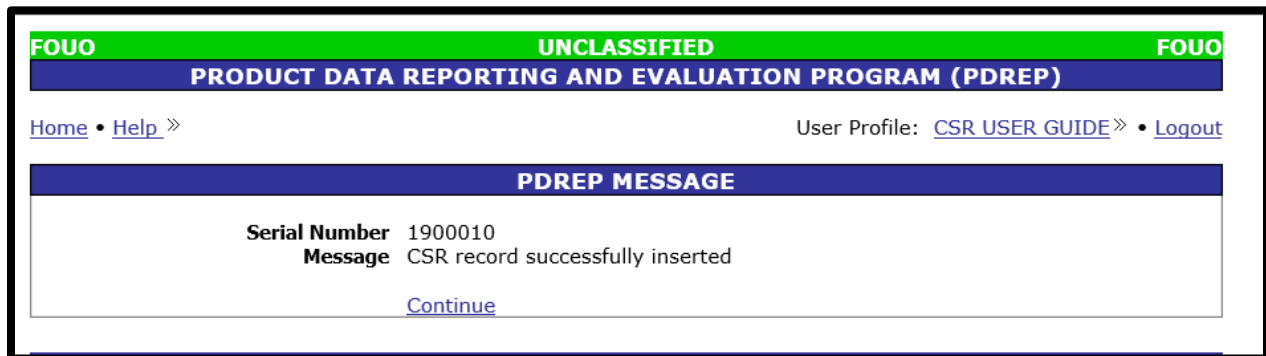
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Home • Help »   User Profile: CSR USER GUIDE » • Logout

PDREP MESSAGE

Serial Number 1900010
Message CSR record successfully inserted

Continue

Figure 2.5

1. User will receive a confirmation e-mail upon submittal of CSR. A copy of the submittal confirmation e-mail will be sent to the user's PDREP Configuration Management Board SYSCOM representative and to the corresponding QA for that module and the PDREP PM.

2. Select "Continue" to proceed.

3. User will then be taken to initial screen prior to selecting the "Suggest a change to software or report a problem with the website" link.

2.2 Create a Customer Service Request – SYSCOM/Full Access Level

A. After successfully logging in, the PDREP Main Menu, **Figure 2.6** will display. You may see more or fewer module options depending on your level of access.
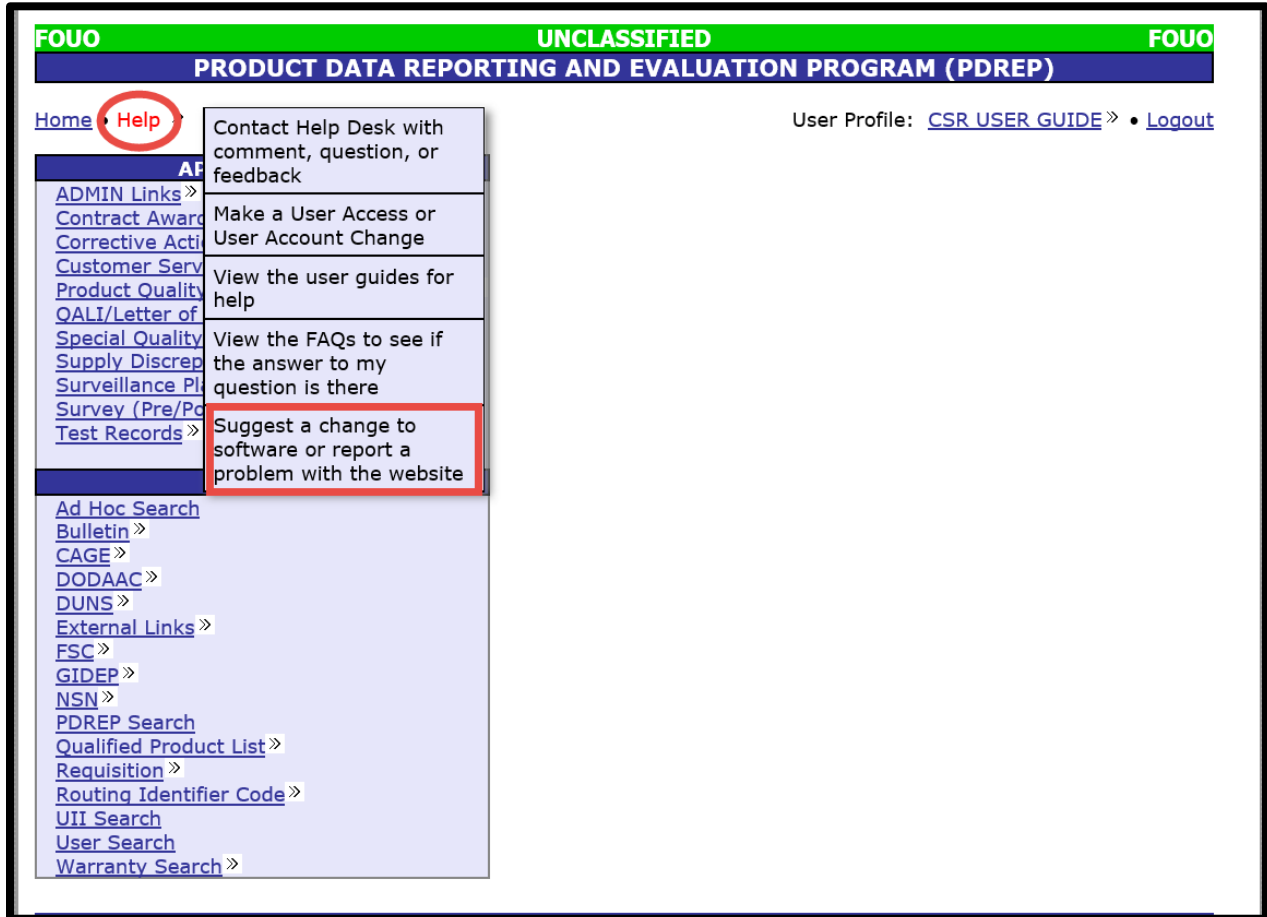

Figure 2.6

B. Hover the "Help" link, which is found in the top menu, then select "Suggest a change to software or report a problem with the website" link from the flyout menu. The "Customer Service Request (CSR)" page displays (See **Figure 2.7**).

Note: The "Customer Service Request (CSR)" page can also be accessed by hovering over the "Customer Service Request (CSR)" link under "APPLICATIONS" section on the PDREP Home page then selecting the "Create New CSR" fly out.

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CUSTOMER SERVICE REQUEST (CSR)

Instructions
(M) denotes a mandatory field
1. Enter mandatory fields
2. Enter optional fields, if information is known
3. Enter mandatory fields before adding attachments
4. Click on **Add Attachments** to attach to the CSR
5. Click on **Save** to add the CSR to the system
6. Click on **Cancel** to cancel the process

Originator Information
     Origination Code: GUIDE
     Origination Date: 05/20/2019

Problem Description
     (M) Title:
     (M) Category: --Select--
     (M) Module: --Select--

(M) Description (2000 MAX):

Attachment
Add Attachment

Review

Comments (2000 MAX):

Spell Check   Save   Cancel

Figure 2.7

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C.   Enter a title for the request, not your title, in the "Title" field (See **Figure 2.7**)

D.   Select the CSR Category from the Category dropdown list. Available options are:

    1. **Software Change Request for Application:** Select this option when making a requesting a change to specific PDREP application, such as PQDR or SDR, etc. These requests will need to be validated by a PDREP QA then further approved, funded, and prioritized by your PDREP Configuration Management Board SYSCOM representative.

    2. **Software Change Request for Database:** Select this option when making a request about a specific issue within the PDREP Database.

    3. **Software Change Request for Server/Network**: Select this option when making a request that will likely require a change to a server or networking issue.

    4. **Customer Support Desk:** Select this option when making a comment, suggestion, or request for assistance.

    5. **Other:** Select this option if none of the above options fit your issue.

E.   Select a Module from the Module dropdown list. There are several applications available. They are specifically broken down by PDREP module. If you do not see an option that applies specifically to your Customer Service Request, then select "PDREP OTHER"

F.   Enter a description of your issue or request. You will not be able to update this after submittal, once the CSR has been assigned to a PDREP QA.

G.   Select the "Add Attachment" button if you need to upload a screen shot of your issue or to add supporting documentation. If you require assistance navigating the attachment feature of PDREP please see the Attachment Tool user guide located at either "Guides and Manuals" link on the PDREP web page or using the "Help" link at the top of any PDREP page.

H.   SYSCOM Level users can also "Review" the CSR when submitting.

I.   Enter any relevant instructions in the "Comments" block.

    i. i.e. - Must be done in conjunction with another CSR,

    ii. Waiting on other relevant data,

    iii. Needs approval from internal/component review board.

J.   Select the "Spell Check" to validate the description or Review blocks.

K.   Select the "Cancel" button before you select the "Save" button to clear your CSR and return to the previous screen.

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PDREP MESSAGE

Serial Number 1900010
Message CSR record successfully inserted

Continue
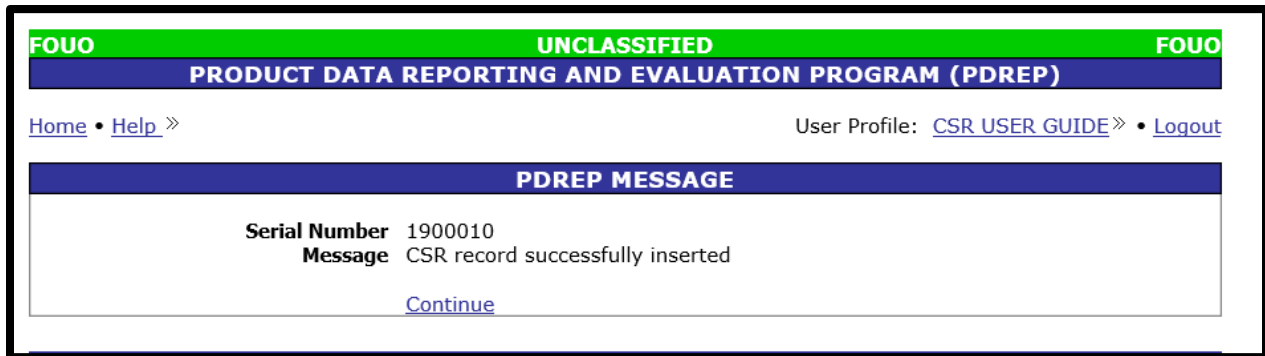
Figure 2.8

L.   Select the "Save" button to save your CSR and submit it for review.

1.   User should be taken to a confirmation PDREP Message screen (See **Figure 2.8**).

2.   User will receive a confirmation e-mail upon submittal of CSR and to the corresponding QA for that module and the PDREP PM.

3.   Select "Continue" to proceed.

4.   User will then be taken to initial screen prior to selecting the "Suggest a change to software or report a problem with the website" link.

3 CUSTOMER SERVICE REQUEST SEARCH

3.1 Customer Service Request Search – Non-Management Level

A. After successfully logging in, the PDREP Main Menu (See **Figure 3.1**) will display. You may see more or fewer module options depending on your level of access.
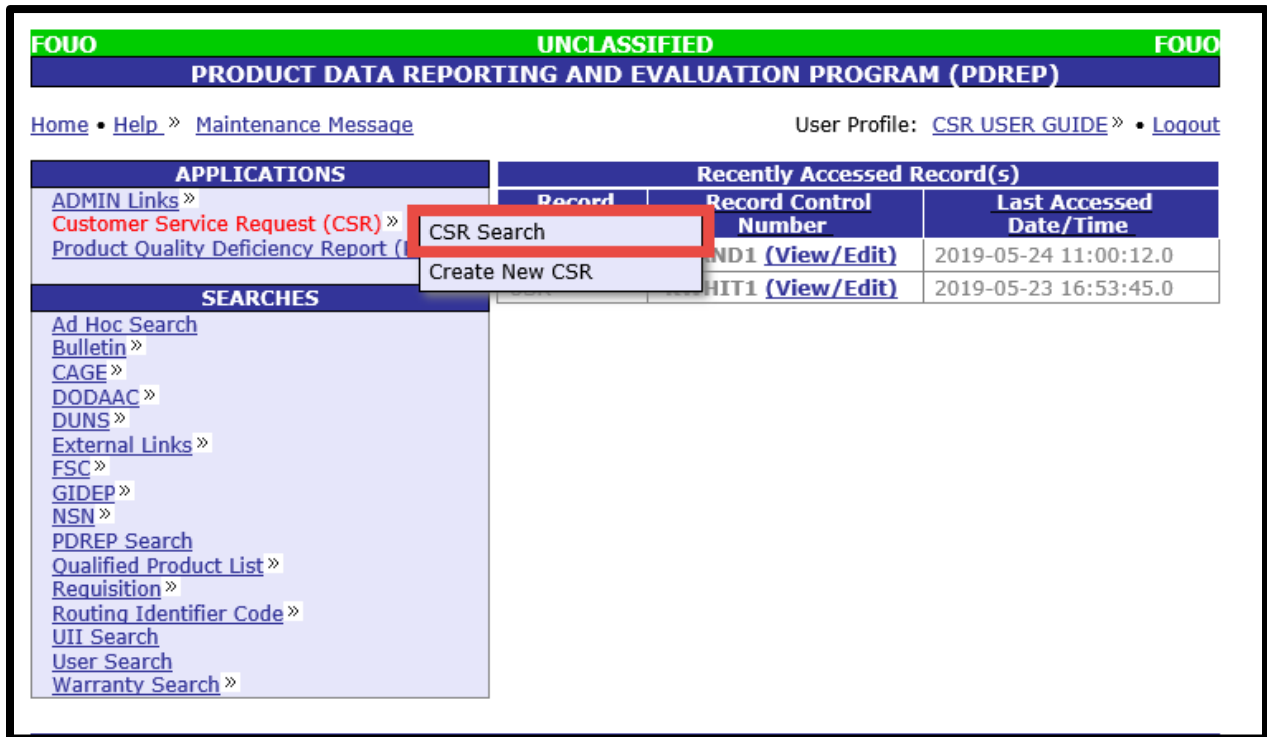
Figure 3.1

B. Hover over the "Customer Service Request (CSR)" link, which is found in the left menu, under "APPLICATIONS" and select "CSR Search" from the fly out menu. The "CSR Record" page displays (See **Figure 3.2**)

Figure 3.2

Note: SYSCOM and User ID fields are display only.

C. To perform a CSR Search, at least one of the following parameters must be entered:

1. **(CSR) Serial Number:** Enter the 7-digit serial number if you are looking for a specific CSR to review. This will blank the default start and end dates as user is looking for a specific CSR.

2. **Category:** You can select the Category of the CSR from the Drop Down List (DDL) (See **Figure 3.3**).

Figure 3.3

3. **Reporting DoDAAC:** Enter the six character DoDAAC if you are interested in finding CSRs from a particular location.

4. **SYSCOM:** Non-management and SYSCOM levels do not have this option. The search tool will only allow you to search CSRs in your SYSCOM.

5. **Subject/Title:** If you are looking for a CSR and do not remember the serial number, you can use this feature to find a key word in the Title. This is not case sensitive. Minimum of four characters is required.

6. **Status:** Select the status from the DDL (See **Figure 3.4**) if you are looking for OPEN (still pending) CSRs, CLOSED (Completed) CSRs, or CANCELLED (not done and not pending) CSRs.
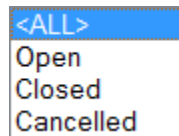
Figure 3.4

7. **USER ID:** For non-management level users, this is set to the user's ID and they may search for only the CSRs that they have submitted.

8. **Start (Added Date) and End (Added Date):**

   i.   Start (Added Date) defaulted to 1 year prior to search date. Either enter date in MM/DD/YYYY format, select a date by using the calendar icon, or leaving the default date

   ii.   End (Added Date) defaulted to search date. Either enter date in MM/DD/YYYY format, select a date by using the calendar icon, or leaving the default date

D. Select the "Search" button.

E. Either a "No Data Found" message (See **Figure 3.5**) or a results table (See **Figure 3.6**) with appear at the bottom of the page.

Figure 3.5

Figure 3.6

F. Results table can be downloaded in to an Excel file by selecting "here" in the "Summary Download: Click here to download data in Microsoft Excel format" link (See **Figure 3.6**).

G. Individual CSRs can be viewed by selecting the serial number in the first column (See **Figure 3.6**). of the CSR Search results page. By selecting the link, the user is taken to the view only version of the Customer Service Request (CSR) page (See **Figure 3.7**).

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Customer Service Request(Feedback)

CSR Number: 1900010

Originator Information
Origination Code: GUIDE
Origination Date: 05/20/2019

Problem Description
Title: TITLE OF THE CSR GOES HERE
Category: SOFTWARE CHANGE REQUEST FOR APPLICATION
Module: PRODUCT QUALITY DEFICIENCY REPORTS (PQDR)
Description: DESCRIPTION OF ISSUE OR SUGGESTION GOES HERE.

Review information
Reviewed by:
Comments:
Severity:
Rough Order of Magnitude:
Scope:
Priority:

Assignee information
Assigned to: GUIDE
Assign Date: 05/20/2019

Tester information
Test by:
Test Date:
Comments:

Resolution
Completed/Cancelled By:
Completion Date:
Cancellation Date:
Resolution:

Attachment

Figure 3.7

H.   Select the "Print" button to print a copy of the CSR.

I.   Select the "Back" button to return to the previous page.

3.2 Customer Service Request Search – SYSCOM Level

A.   After successfully logging in, the PDREP Main Menu (See **Figure 3.8**) will display. You may see more or fewer module options depending on your level of access.
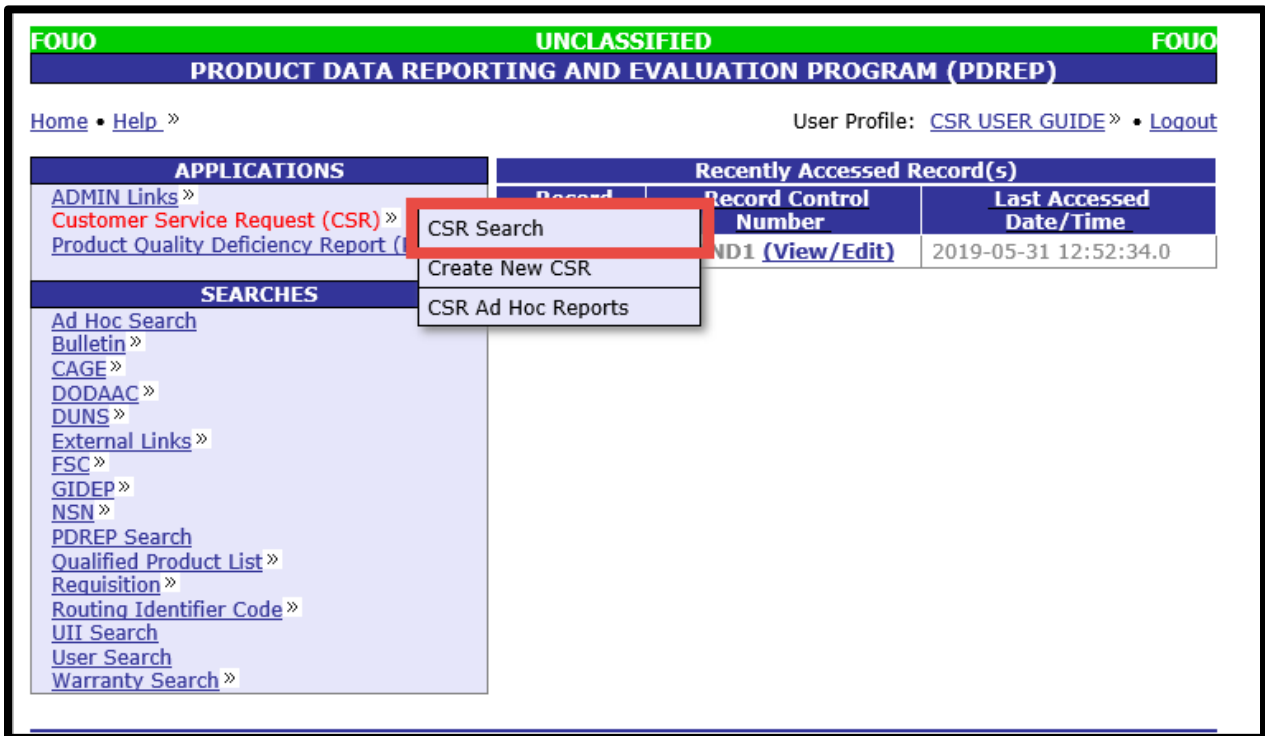
Figure 3.8

B.   Hover over the "Customer Service Request (CSR)" link, which is found in the left menu, under "APPLICATIONS" and select "CSR Search" from the fly out menu. The "CSR Record" page displays (See **Figure 3.9**).

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Figure 3.9

Note: SYSCOM field is display only.

C. To perform a CSR Search, at least one of the following parameters must be entered:

    1. **(CSR) Serial Number**: Enter the 7-digit serial number if you are looking for a specific CSR to review. This will blank the default start and end dates as user is looking for a specific CSR.

    2. **Category:** You can select the Category of the CSR from the Drop Down List (DDL) (See **Figure 3.10**).

Figure 3.10

    3. **Reporting DoDAAC:** Enter the six character DoDAAC if you are interested in finding CSRs from a particular location.

4. **SYSCOM:** Non-management and SYSCOM levels do not have this option. The search tool will only allow you to search CSRs in your SYSCOM.

5. **Subject/Title:** If you are looking for a CSR and do not remember the serial number, you can use this feature to find a key word in the Title. This is not case sensitive. Minimum of four characters is required.

6. **Status:** Select the status from the DDL (See **Figure 3.11**) if you are looking for OPEN (still pending) CSRs, CLOSED (Completed) CSRs, or CANCELLED (not done and not pending) CSRs.
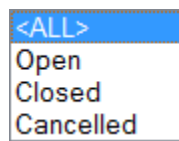
Figure 3.11

7. **USER ID:** For SYSCOM level access, this allows you to find a CSRs submitted by a user within your SYSCOM.

8. **Start (Added Date) and End (Added Date):**

   i. Start (Added Date) defaulted to 1 year prior to search date. Either enter date in MM/DD/YYYY format, select a date by using the calendar icon, or leaving the default date

   ii. End (Added Date) defaulted to search date. Either enter date in MM/DD/YYYY format, select a date by using the calendar icon, or leaving the default date

D. Select the "Search" button.

E. Either a "No Data Found" message (See **Figure 3.12**) or a results table (See **Figure 3.13**) with appear at the bottom of the page.

Figure 3.12

Figure 3.13

F.	Results table can be downloaded in to an Excel file by selecting "here" in the "Summary Download: Click here to download data in Microsoft Excel format" link (See **Figure 3.13**).

G.	Individual CSRs can be viewed by selecting the serial number in the first column (See **Figure 3.13**) of the CSR Search results page. By selecting the link, the user is taken to the view only version of the Customer Service Request (Feedback) page (See **Figure 3.14**).

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Customer Service Request(Feedback)

CSR Number: 1900010

Originator Information
Origination Code: GUIDE
Origination Date: 05/20/2019

Problem Description
Title: TITLE OF THE CSR GOES HERE
Category: SOFTWARE CHANGE REQUEST FOR APPLICATION
Module: PRODUCT QUALITY DEFICIENCY REPORTS (PQDR)
Description: DESCRIPTION OF ISSUE OR SUGGESTION GOES HERE.

Review information
Reviewed by:
Comments:
Severity:
Rough Order of Magnitude:
Scope:
Priority:

Assignee information
Assigned to: GUIDE
Assign Date: 05/20/2019

Tester information
Test by:
Test Date:
Comments:

Resolution
Completed/Cancelled By:
Completion Date:
Cancellation Date:
Resolution:

Attachment

Figure 3.14

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H.   Select the "Print" button to print a copy of the CSR.

I.   Select the "Back" button to return to the previous page.

3.3 Customer Service Request Search – Full Access Level

A.   After successfully logging in, the PDREP Main Menu (See **Figure 3.15**) will display. You may see more or fewer module options depending on your level of access.
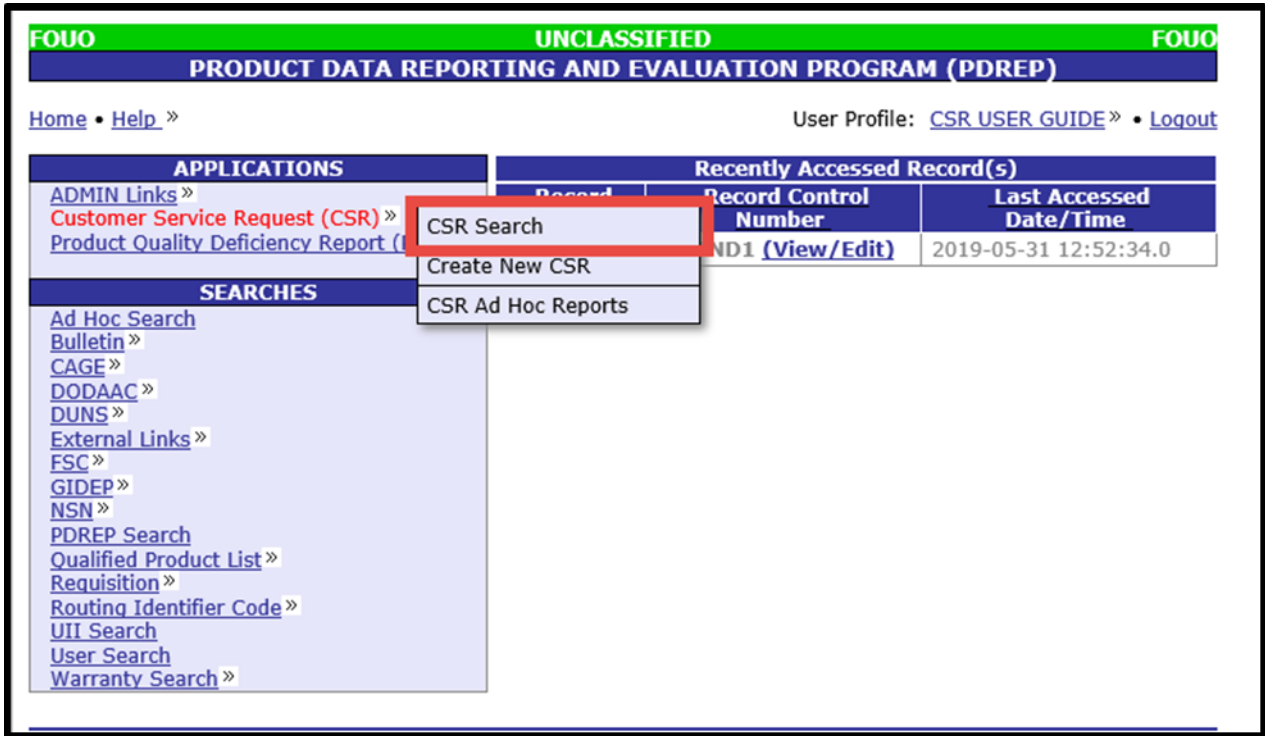

Figure 3.15

B.   Hover over the "Customer Service Request" link, which is found in the left menu, under "APPLICATIONS" and select "CSR Search" from the fly out menu. The "CSR Record" page displays (See **Figure 3.16**)

Figure 3.16

Note: SYSCOM and User ID fields are both editable

C. To perform a Customer Service Request (CSR) Search, at least one of the following parameters must be entered:

1. **(CSR) Serial Number**: Enter the 7-digit serial number if you are looking for a specific CSR to review. This will blank the default start and end dates as user is looking for a specific CSR.

2. **Category:** You can select the Category of the CSR from the Drop Down List (DDL) (See **Figure 3.17**).

Figure 3.17

3. **Reporting DoDAAC:** Enter the six character DoDAAC if you are interested in finding CSRs from a particular location.

4. **SYSCOM:** ADMIN level can filter CSRs by the SYSCOM of the originator, by selecting from the DDL (See **Figure 3.18**).
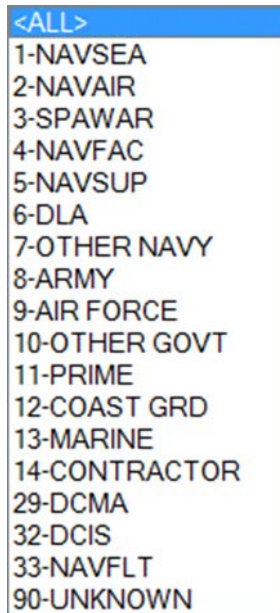
Figure 3.18

5. **Subject/Title:** If you are looking for a CSR and do not remember the serial number, you can use this feature to find a key word in the Title. This is not case sensitive. Minimum of four characters is required.

6. **Status:** Select the status from the DDL (See **Figure 3.19**) if you are looking for OPEN (still pending) CSRs, CLOSED (Completed) CSRs, or CANCELLED (not done and not pending) CSRs.
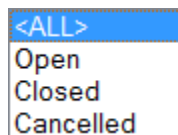

Figure 3.19

7. **USER ID:** For non-management level users, this is forced to the user's ID as they may search only CSRs they have submitted. Foy SYSCOM level access, this allows you to find a CSRs submitted by a user within your SYSCOM,

8. **Start (Added Date) and End (Added Date):**

   i. Start (Added Date) defaulted to 1 year prior to search date. Either enter date in MM/DD/YYYY format, select a date by using the calendar icon, or leaving the default date

ii. End (Added Date) defaulted to search date. Either enter date in MM/DD/YYYY format, select a date by using the calendar icon, or leaving the default date

D. Select the "Search" button.

E. Either a "No Data Found" message (See **Figure 3.20**) or a results table (See **Figure 3.21**) with appear at the bottom of the page.
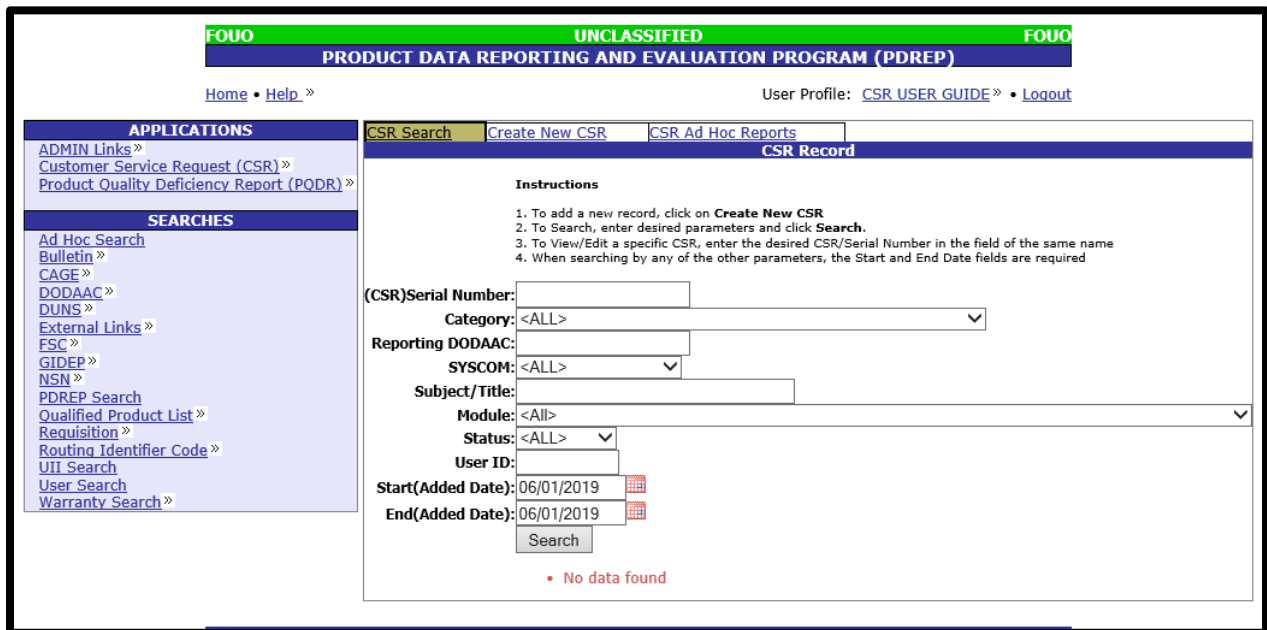

Figure 3.20

Figure 3.21

F. Results table can be downloaded in to an Excel file by selecting "here" in the "Summary Download: Click here to download data in Microsoft Excel format" link (See **Figure 3.21**).

G. Individual CSRs can be viewed by selecting the serial number in the first column (See **Figure 3.21**) of the CSR Search results page. By selecting the link, the user is taken to the view only version of the Customer Service Request (Feedback) page (See **Figure 3.22**).

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Customer Service Request(Feedback)

CSR Number: 1900010

Originator Information

Origination Code: GUIDE
Origination Date: 05/20/2019

Problem Description

Title: TITLE OF THE CSR GOES HERE
Category: SOFTWARE CHANGE REQUEST FOR APPLICATION
Module: PRODUCT QUALITY DEFICIENCY REPORTS (PQDR)
Description: DESCRIPTION OF ISSUE OR SUGGESTION GOES HERE.

Review information

Reviewed by:
Comments:
Severity:
Rough Order of Magnitude:
Scope:
Priority:

Assignee information

Assigned to: GUIDE
Assign Date: 05/20/2019

Tester information

Test by:
Test Date:
Comments:

Resolution

Completed/Cancelled By:
Completion Date:
Cancellation Date:
Resolution:

Attachment

Figure 3.22

H.   Select the "Print" button to print a copy of the CSR.

I.   Select the "Back" button to return to the previous page.

4 CUSTOMER SERVICE REQUEST REVIEW AND EDIT

4.1 Customer Service Request Review and Edit – SYSCOM Level

A.   After successfully completing a Customer Service Request (CSR) search (Reference **Section 3**), a modified results table will display at the bottom of the page for SYSCOM/PDREP Admin level of access (See **Figure 4.1**). This now includes an "Edit" column on the right.

Figure 4.1

B.   Select the "Edit" link of the line of the CSR to be reviewed/edited.

C.   User will be navigated to a data entry screen version of the Customer Service Request (CSR) screen (See **Figure 4.2**)

Figure 4.2

D.   Edit the CSR, if needed.

    1.   Modify the Title, Category, Module and Description.

    2.   Add new attachments or delete current attachments.

    3.   If previously reviewed, modify comments.

E.   Review the CSR. Enter any relevant instructions in the "Comments" block. Examples:

    1.   Must be done in conjunction with another CSR.

    2.   Waiting on other relevant data/requirements

    3.   Needs approval from SYSCOM before proceeding.

    4.   Affects other SYCOMS and needs PDREP CMB approval

    5.   Not a priority.

    6.   Disapprove request, please cancel.

F.   Select the "Spell Check" to validate the description and comment blocks.

G.   Select the "Cancel" button to clear unsaved changes to the CSR and return to the previous screen.

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PRODUCT DATA REPORTING AND EVALUATION PROGRAM (PDREP)

Home • Help »   User Profile: CSR USER GUIDE » • Logout

PDREP MESSAGE

Serial Number 1900005
Message CSR record successfully updated
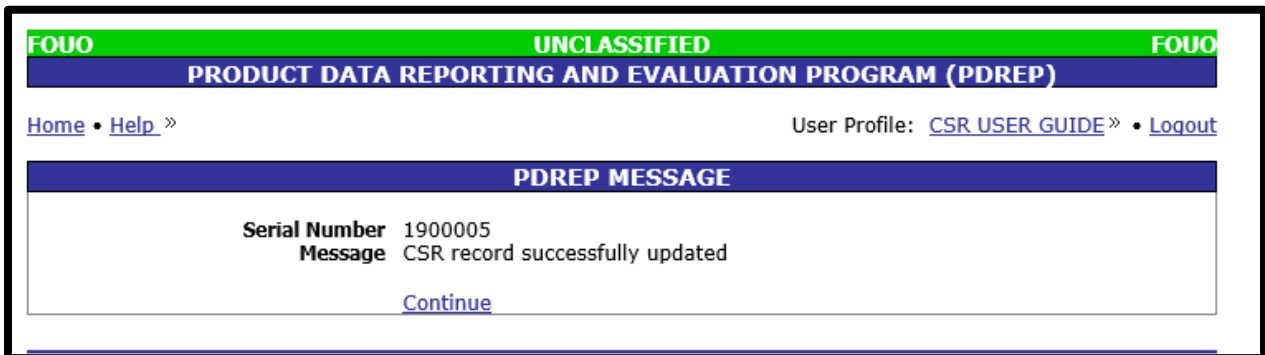
Continue

Figure 4.3

H.   Select the "Save" button to save your CSR and submit it for review.

    1.   User should be taken to a confirmation PDREP Message screen (See **Figure 4.3**).

    2.   User will receive a confirmation e-mail upon submittal of changes to CSR.

    3.   Select "Continue" to proceed.

4.2 Customer Service Request Review and Edit – Full Access Level

A.   After successfully completing a Customer Service Request (CSR) search (Reference **Section 3**), a modified results table will display at the bottom of the page for SYSCOM/PDREP Admin level of access (See **Figure 4.4**). This now includes an "Edit" column on the right.

Figure 4.4

B.   Select the "Edit" link of the line of the CSR to be reviewed/edited.

C.   User will be navigated to the CSR screen (See **Figure 4.5**)

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CUSTOMER SERVICE REQUEST (CSR)

Instructions
(M) denotes a mandatory field
1. Enter mandatory fields
2. Enter optional fields, if information is known
3. Enter mandatory fields before adding attachments
4. Click on **Add Attachments** to attach to the CSR
5. Click on **Save** to add the CSR to the system
6. Click on **Cancel** to cancel the process

Originator Information
      CSR Number: 1900005
      Origination Code: GUIDE
      Origination Date: 02/06/2019

Problem Description
      (M) Title: ENTER A SHORT DESCRIPTION OF THE ISSUE
      (M) Category: SOFTWARE CHANGE REQUEST FOR APPLICATION
      (M) Module: PDREP OTHER

(M) Description (2000 MAX):
THIS IS WHERE YOU WOULD ENTER A MORE DETAILED DESCRIPTION
OF WHAT YOU WANT CHANGED OR WHERE YOU THINK PDREP IS NOT
BEHAVING AS YOU THINK IT SHOULD.

Attachment
[Add Attachment]

Review

Comments (2000 MAX):
THIS IS WHERE THE SYSCOM LEVEL REPRESENTATIVE CAN ADD THEIR
COMMENTS AS TO WHETHER OR NOT THERE IS ENOUGH INFORMATION
TO GO FORWARD, IF IT NEEDS APPROVAL BEFORE STARTING, IF
THERE ARE ADDED OR DELETED REQUIREMENTS

      Severity: 2 - MINOR
      Rough Order of Magnitude: 5 - LESS THAN 8 MAN HOURS
      Scope: 3 - ISSUE OCCURS 41 TO 60%
      SYSCOM Priority: 3 - MEDIUM

Figure 4.5

D.   Edit the CSR, if needed.

    1.   Modify the Title, Category, Module and Description.

    2.   Add new attachments or delete current attachments.

    3.   If previously reviewed, modify comments.

E. Review the CSR

   1. Enter any relevant instructions in the "Comments" block. i.e. Must be done in conjunction with another CSR, waiting on other relevant data, needs approval from internal/component review board.

   2. Select the Severity rating from the drop down list. The Severity is the impact the CSR has on processing records.

      i. **0** - Help Desk Question/Customer Support Desk Assistance (i.e. No publishes required to address customer concern.)

      ii. **1** - Administrative Enhancement (No work stoppage, one data point updated, aesthetic changes, fix nuisance, or improve user experience with publish required. Minor DBA assistance, no publish required)

      iii. **2** - Minor (i.e. No work stoppage, but requires several data points updating a single part of a workflow; however, work can still be done. Or improves existing feature)

      iv. **3** - Major (i.e. No work stoppage, but requires several data points updating several parts of a workflow; however, work can still be done. Or creates a new feature)

      v. **4** - Impaired Processing (i.e. No work stoppage, unaccounted for software requirement or patch to previously existing software functionality; however, work around is very difficult. Fixes an existing feature)

      vi. **5** - Work Stoppage (i.e. Data integrity, overwrite, not saving, unaccounted for mandatory software requirements or work cannot be done with a work around)

   3. Select the Rough Order of Magnitude (ROM) from the drop down list. The ROM is the initial estimate of time required to resolve the problem.

      i. **1** - More than 80 man hours to resolve

      ii. **2** - 41 to 80 man hours to resolve

      iii. **3** - 21 to 40 man hours to resolve

      iv. **4** - 8 to 20 man hours to resolve

      v. **5** - Less than 8 man hours to resolve

   4. Select the Scope from the drop down list. The Scope is how often the issue arises when processing a record type.

      i. **1** - Issue occurs less than 20% of the time when processing a record by the population of users.

      ii. **2** - Issue occurs 21 to 40% of the time when processing a record by the population of users

iii. **3** - Issue occurs 41 to 60% of the time when processing a record by the population of users

iv. **4** - Issue occurs 61 to 80% of the time when processing a record by the population of users

v. **5** - Issue occurs   more than 80% of the time when processing a record by the population of users

5. Select the SYSCOM Priority from the drop down list. This is presented to the PDREP PM from each of the PDREP CMB SYSCOM representatives.

i. **1** – Maximum

ii. **2** – High

iii. **3** – Medium

iv. **4** – Low

v. **5** - Minimum, also default when no priority provided (makes the math work so the PDREP Score alone is the default RPN, if nothing entered for Sponsor Priority)

*Note: Overall Score = (Severity * ROM * Scope) * (100/Priority)*

F. Select the "Spell Check" to validate the description and comment blocks.

G. Select the "Cancel" button to clear unsaved changes to the CSR and return to the previous screen.

H. Select the "Save" button to save your CSR and submit it for review.

1. User should be taken to a confirmation PDREP Message screen (See **Figure 4.6**).

| FOUO | UNCLASSIFIED | FOUO |
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PDREP MESSAGE

Serial Number 1900005
Message CSR record successfully updated
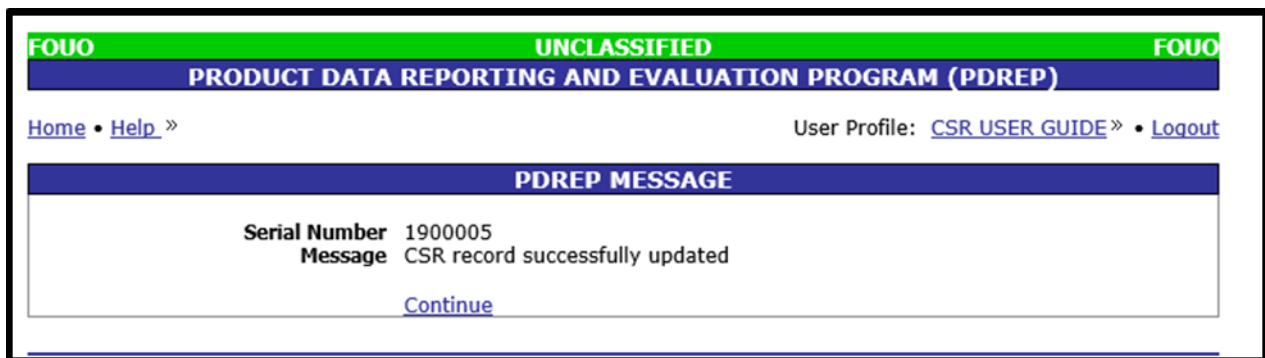
Continue

Figure 4.6

2. User will receive a confirmation e-mail upon submittal of changes to CSR.

I. Select "Continue" to proceed.

5 AD-HOC

The Ad-HOC feature for CSRs has been moved from the main Ad-Hoc search function to within the module. It is only available to SYSCOM and Full Access levels. To find the CSR Ad-Hoc, hover over the "Customer Service Request (CSR)" link, which is found in the left menu, under "APPLICATIONS" and select "CSR Ad Hoc Reports" from the fly out menu. (See **Figure 5.1**).The "CSR Ad Hoc Report" page displays (See **Figure 5.2**)**.**

Figure 5.1

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CSR Search   Create New CSR   CSR Ad Hoc Reports

CSR Ad Hoc Report

Instructions
To use a previously saved ad hoc report:
1. Select ad hoc from **My Ad Hocs**
2. Click **Open My Ad Hoc** button
3. To delete previously saved adhoc select **Manage My Ad Hoc** button

Please follow these steps to create new ad hoc report:
1. Select a Data Record and click **Get Data Element**
2. Select one or more Data Elements
3. Click **Add Columns** and/or **Delete Columns** to set the Selected Data Elements List
4. Select Data Element and click **Add Where** to set the where condition(s)
5. Enter the Expression and Value in the Where clause
6. To add more then one where condition select a Logical Expression
7. Click on **RUN QUERY**

My Ad Hocs: [0-feedback ▾]   [Open My Ad Hoc]   [Manage My Ad Hoc]

Get Row Count: ☐

Set maximum rowcount: [20000]   (Maximum size : 20,000)

Select Columns: **Data Elements**   **Selected Data Elements**

| Assign Date |
| Assign To Code |
| Cancellation Date |
| Category Code |
| Category Literal |
| Completed/Cancelled By Code |
| Completion Date |
| Magnitude Code |
| Module Code |
| Module Literal |

[Add Columns]

[Delete Columns]

No columns selected

Data Element: [▾]   [Add Where]

Figure 5.2

If you require assistance navigating the Ad Hoc feature, please see the Ad Hoc user guide located at either "Guides and Manuals" link on the PDREP web page or using the "Help" link at the top of any PDREP page.

6 SUMMARY

This concludes the instructions for creating a Customer Service Request (CSR) and finding existing CSRs. PDREP Customer Support is available Monday through Friday from 7:00 AM to 6:00 PM Eastern time to answer additional questions or to assist with data changes or exception processing. The Customer Support Desk can be contacted as follows:

E-Mail: webptsmh@navy.mil
Commercial: (207) 438-1690
DSN: 684-1690
Fax: (207) 438-6535