NAAS Open Ticket Status
Week of March 21, 2007 – March 28, 2007

Ticket Number	Center	Summary	Type	Status	Submitted Date:
HD 14600	MSFC	NAAS BUDGET/LEDGER FEATURE NOT WORKING CORRECTLY	Resolved	2/12/2007 I will address this ticket when we get to the budget enhancement part of phase II	11/14/2006
HD 15206	HQ	CUSTOMER INQUIRY REGARDING AN ISSUE WITH DUPLICATE EMPLOYEES.	Resolved	12/26/06 Help desk case has been resolved with a short term fix. In the future the NOPS issue can not resolve internally until we get FPPS feed.	11/16/2006
HD 19428	MSFC	CUSTOMER REQUEST TO ADD OPM MANDATED AWARD NOACS TO NAAS	Resolved	2/12/2007 NOACS were added and moved to prod Friday February 9th	12/8/2006

Case #13041

10/31/2006 1:48:28 PM
HAVING DIFFICULTY SEARCHING FOR AN EMPLOYEE IN NAAS. IT IS AN ACTIVE EMPLOYEE WHO IS BEING NOMINATED FOR THE OLM AWARD. SHE CANNOT LOCATE THE EMPLOYEE IN THE SYSTEM.

The Description of this case is: HAVING DIFFICULTY SEARCHING FOR AN EMPLOYEE IN NAAS.

10/31/2006 1:49:34 PM
ELEVATING TO L2 NAAS

10/31/2006 1:59:54 PM
I will contact for more information.

10/31/2006 2:17:10 PM
I looked up UUPIC's and the system found them by UUPIC but when I did a search by name it didn't find them.

Sending case to IT to research "search by name" function on the nomination page. She was searching for a NASA Civil Servant.

11/1/2006 7:43:47 AM
IT received and assigned.

11/1/2006 7:44:02 AM
Updating status.

Case# 13354

11/2/2006 10:58:53 AM
The Description of this case is: SHE WAS UNDER THE IMPRESSION THAT SHE WOULD BE ABLE TO VIEW A NOMINATION FROM THE STATUS SCREEN WHEN THE ENHANCMENTS FIXES WERE PUSHED ON 10/31/2006, BUT WHEN SHE TRIED, SHE WAS UNABLE TO ACCESS SCREEN

11/2/2006 11:00:20 AM
THE FOLLOWING E-MAIL SENT TO THE NSSC CCC:

_____
Sent: Thursday, November 02, 2006 9:31 AM
Subject: CANNOT VIEW NOMINATION FROM STATUS SCREEN

This was suppose to be one of the enhancement fixes pushed on 10/31

- Requirement # : 5900, 6510, 6520, 7200
  Issue: Ability to select, display and print award details from the Query and Status Screens
  Correction: Query Screen: Once results of a query are displayed in the Nomination Details table, highlight one entry and click on the award details. A printable PDF form similar to the one used by the Tech Panels and IAB will be displayed with a second page listing the nominee name and amount (if appropriate). Status Screen: Once an award is highlighted in the Awards table, click the award details button to receive the same PDF.

When you highlight a NASA Honor Award, the View Nomination button doesn't show up for the awards to be sent to NSSC.

11/2/2006 11:31:48 AM

ADDED SCREEN PRINT TO CASE. ASSIGNED CASE TO L2 FOR RESEARCH AND RESOLUTION.

11/2/2006 1:45:28 PM
Issue is in her status screen when she highlights a NASA Honor nomination her view nomination button is grayed out. Her edit nomination button is not grayed out. When she highlights a non NASA Honor nomination both buttons are active. She needs to view the nominations before she finalizes them to come to NSSC. When I went into the system and viewed her status screen both buttons were active when I selected a NASA Honor nomination.
Sending case to IT for research.

11/2/2006 2:42:11 PM
IT received and assigned for investigation.

11/2/2006 2:42:23 PM
Updating status.

11/2/2006 2:58:58 PM
I spoke with customer and I can not recreate the error. Both of my buttons are highlighted for a group agency and non agency awards.

11/7/2006 1:26:42 PM
Emailed requesting an update to the case.

Case# 14600

11/13/2006 3:13:37 PM
The Description of this case is: NAAS BUDGET/LEDGER FEATURE NOT WORKING CORRECTLY

11/13/2006 3:14:22 PM
Sent: Monday, November 13, 2006 2:44 PM
Subject: NAAS Budget/Ledger Feature NOT Working Right
Importance: High

Description of what happened:
Created a monetary group award nomination and submitted
Realized an error that needed correcting
Clicked on Edit Nomination from the Status screen
Made my correction (in the justification box) and clicked on Submit
Got an error message that the current balance does not support the award
Deleted the cash amounts from each nominee
Clicked on Submit (and NAAS allowed the resubmission)
Checked the amounts in the Status screen and confirmed that each nominee now had no cash amount designated
Clicked on Edit Nomination from the Status screen again
Added each cash amount back in
Got the same error message when resubmitting
Repeated steps 6, 7, and 8 above
Rejected the nomination this time in order to start again from scratch
Checked the budget ledger and the $900 (combined total from group award) was NOT added back in
Question: WHERE did that $900 go? I am not adding another $900 to the budget and skewing the permanent record.
This is a TWO-FOLD fix that's needed right away (a fix at step 4 above, and a fix at step 13)!

Step 7 may need looking at, too, because NAAS requires cash amounts designated for all monetary awards.

If you have any questions, my contact information is listed below. Thank you.

Thank you,

ELEVATING TO L2 FOR RESOLUTION

11/14/2006 10:28:25 AM
I went into the test site to try and recreate this error. I submitted a group achievement award with the total value of 1000. The budget adjusted correctly. I edited the justification (did not edit the monetary amount) and re-submitted the award. Another 1000 was taken out of my budget. I edit the monetary amount to 0 for this award. The money was not returned to my budget. I rejected the award and the money still did not return to my budget (see attached screen shot of ledger). Sending case to IT for research and resolution.

11/14/2006 10:46:26 AM
IT received and assigned.

Case #15206

11/16/2006 11:18:27 AM
The Description of this case is: CUSTOMER INQUIRY REGARDING AN ISSUE WITH DUPLICATE EMPLOYEES.

11/16/2006 11:19:18 AM
THE FOLLOWING EMAIL WAS RECEIVED FROM THE CUSTOMER

Sent: Thursday, November 16, 2006 10:28 AM
Subject: Issue with duplicate employees

Hello! I was hoping you could please help me trouble-shoot the below:

Situation: We have 2 users with the same first and last name at NASA Headquarters.

Can you please fix to mirror the X500 information (to include the middle initials)?
I'm concerned that nominators will grab the wrong person in NAAS and FPPS will process payment to the wrong employee.

I ELEVATED THIS CASE TO L2

11/16/2006 1:39:06 PM

11/16/2006 4:06:58 PM
This could actually be a database issue, but assigning for investigation

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Case# 19428

12/8/2006 10:01:31 AM
Sent: Friday, December 08, 2006 8:42 AM
Subject: New Agency Award NOACs for NAAS

Please open up a ticket for the NAAS group to add OPM mandated award NOACs to NAAS. This NOACs are effective on January 7, 2007. Please call if you have any questions.