DISTRIBUTION SHEET

To Distribution	From WHC/CAS - 36200	Page 1 of 1
		Date 03/29/95
Project Title/Work Order HATS/MDB3E		EDT No. 610978
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Name	MSIN	Text With All Attach.	Text Only	Attach./ Appendix Only	EDT/ECN Only
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ENGINEERING DATA TRANSMITTAL

Page 1 of 1
1. EDT No 610978

2. To: (Receiving Organization) Distribution		3. From: (Originating Organization) Corrective Action Systems		4. Related EDT No.: NA	
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16. KEY					
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1/2	1	Cog. Mgr. S. A. Vega		3/29/95	B4-54						
1/2	2	QA M. L. Hermanson		3/29/95	A4-79						
		Safety									
		Env.									
1/2	1	F. D. Braaten		3/29/95	B5-25						
1/2	1	R. Keasling		3/29/95	B4-54						

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RELEASE AUTHORIZATION

Document Number: WHC-SD-GN-CSWD-30077, Rev. 0

Document Title: Hanford Action Tracking System Release Planning
Support Documents

Release Date: May 2, 1995

**This document was reviewed following the
procedures described in WHC-CM-3-4 and is:**

APPROVED FOR PUBLIC RELEASE

WHC Information Release Administration Specialist:

V.L. Birkland

V.L. Birkland

May 2, 1995

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2. Title Hanford Action Tracking System Release Planning Support Documents	3. Number WHC-SD-GN-CSWD-30077	4. Rev No. 0
5. Key Words HATS, CAMS, CAS, DBA, organization impacts, implementation plan, training requirements, information requirements, operation/maintenance resources, training procedure, training schedule, training location, training plan	6. Author Name: R. Keasling <i>Rosemary Keasling</i> Signature Organization/Charge Code 36200/MDB3E	
7. Abstract This document contains impacts, plans, resource requirements, schedules, and documentation to ensure the conduct of activities for the operation of the Hanford Action Tracking System (HATS). This document formally establishes the planning, resources, documentation, and training responsibilities for the system management team.		
8. RELEASE STAMP <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;">OFFICIAL RELEASE BY WHC DATE MAY 05 1995 35 <i>Station 21</i></div>		

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HANFORD ACTION TRACKING SYSTEM RELEASE PLANNING SUPPORT DOCUMENTS

1.0 PURPOSE

This document contains impacts, plans, resource requirements, schedules, and documents to ensure the conduct of activities for the operation of the Hanford Action Tracking System (HATS).

Each discrete topic in this document applies to a specific area of management and team interaction. These formally establish the planning, resources, documentation, and training responsibilities for the system management team.

2.0 SCOPE

This document addresses the documentation needed to support the HATS. The P+¹ methodology cites a list of P+ documents normally included in "typical" project release planning support documents.

3.0 FORMAT CONVENTIONS FOR THIS DOCUMENT

This document is composed of five appendices. Each appendix addresses a discrete documentation topic. These include the following:

<u>Appendix</u>	<u>P+ Deliverable Number</u>	<u>Title and Content</u>
Appendix A	280/450	"Organization Impacts and Implementation Plan": Expected organizational impacts resulting from setting up the new support system for the HATS. The plan to address each of these impacts and other system implementation requirements.
Appendix B	440	"Training and Information Requirements": Training and information needed to use and operate the HATS.

¹P+ (Productivity Plus) is a trademark of DMR Group, Inc.

<u>Appendix</u>	<u>P+ Deliverable Number</u>	<u>Title and Content</u>
Appendix C	430	"Operation/Maintenance Resources": Resources required to maintain and operate the HATS once the system becomes operational.
Appendix D	710	"Training Package": HATS implementation training needs. Includes a training procedure; the environment for training users (tools and materials required for the facility, trainer, and trainee); schedule; and handout materials and forms to be completed at the time of training.

APPENDIX A

ORGANIZATION IMPACTS AND IMPLEMENTATION PLAN (P+¹ DOCUMENT NOS. 280/450)

1.0 PURPOSE

This document provides expected organizational impacts resulting from setting up the new support system for the Hanford Action Tracking System (HATS). The document also provides the plan to address each of these impacts and other system implementation requirements.

2.0 BUSINESS PROCESSES

2.1 BUSINESS PROCESS IMPACT ASSESSMENT

During the preliminary analysis/system architecture phase of the HATS project, the user group reexamined Corrective Action Management System (CAMS) business processes. The group recommended changes to improve the current system. The resultant HATS design has incorporated these business changes.

The following business rules are considered changes to the current CAMS business environment.

- Auditors can enter the initiating document and condition(s) into HATS directly.
- HATS can be the sole corrective action tracking system for the CAMS and other management systems at the Hanford Site.
- Corrective action tracking and data maintenance can be decentralized.

2.2 BUSINESS PROCESS IMPLEMENTATION PLAN

2.2.1 HATS Board

A HATS Board, chaired by the U.S. Department of Energy, Richland Operations Office (RL), will convene to provide cross-contractor participation in HATS. The board will adhere to an RL implementing directive (RLID) that will be issued. This board will provide decisions on any of the business rule issues that are brought before it.

¹P+ (Productivity Plus) is a trademark of DMR Group, Inc.

2.2.2 Corrective Action Management Board (CAMB)

The CAMB, responsible for WHC-CM-1-4, *Corrective Action Management Manual*, is the official oversight entity chartered with approval of CAMS business processes for Westinghouse Hanford Company (WHC).

The CAMB will also be presented business rule issues that require decisions directly affecting the conduct of CAMS work within WHC. Other contractors using HATS may need a comparable decision-making body that can address CAMS process changes unique to their particular organizations.

HATS problems brought to or identified by these decision-making bodies should be forwarded to their respective HATS Board representatives. The HATS Board secretary will be responsible for publishing the approved HATS Board membership.

2.2.3 Procedure Publication

Procedures must be updated or created to carry out the new business processes outlined previously in paragraph 2.1. The CAMB and HATS Board will be advised of such procedural change requirements, as necessary. Table A-1 shows the WHC documents to be updated or created and published.

Table A-1. Documents To Be Updated or Created.

Document	Action	Assigned to	Due Date
WHC-CM-1-4, <i>Corrective Action Management Manual</i> , Sections 1.0, 2.0, 6.0, 7.0	Update	Compliance Assurance	07/14/95
WHC-CM-4-2, <i>Quality Assurance Manual</i> , QI 18.1	CMDCR	Compliance Assurance	02/24/95
WHC-CM-4-2, QRs 10.0, 15.0, 16.0, 18.0	CMDCR	Compliance Assurance	02/24/95
280/450 "Organization Impacts and Implementation Plan"	Create	M. S. Holowczak	10/14/94
400/700 <i>Hanford Action Tracking System User's Guide</i> , <i>Hanford Action Tracking System Administrative Guide</i>	Create	A. K. McKay	01/31/95
"Help Desk Instructions"	Create	P. M. Church	01/08/95
"Hanford Action Tracking System Data Administrator Desk Instructions"	Create	K. A. Ray	01/08/95
430 "Operation/Maintenance Resources"	Create	S. A. Vega	01/08/95
440 "Training and Information Requirements"	Create	R. Keasling	01/08/95
710 "Training Package"	Create	R. Keasling	12/15/94

CMDCR - Controlled manual document change request; QI - Quality instruction; QR - Quality requirement

2.2.4 Company Information Campaigns

Corrective Action Systems (CAS) will conduct company and Sitewide informational campaigns to advertise the implementation of HATS and the publication of new business processes. Elements of this campaign include:

- Presentations at senior management staff meetings
- *Hanford Reach* article(s)
- Electronic mail messages to selected audiences.

3.0 PERSONNEL IMPACTS

3.1 PERSONNEL IMPACT ASSESSMENT

3.1.1 Implementation Training

Training of all affected users is required before the system can be implemented on the Site. Training must include the following audiences.

- Managers using CAMS and their designated CAMS monitoring personnel. They will require instruction on the ad hoc query and reporting features.
- Database administrators (DBA). Since data maintenance will be decentralized, it will be necessary for the DBAs to assume a greater role and more responsibility than the current system demands. DBAs are responsible for the accuracy and precision of the data input and are expected to manage their portions of the database.
- Assessors. Assessors will be provided the capability to use HATS for the initial creation of assessment documentation. This will include entry of initiating documents and conditions and interaction with a new word processing capability.
- System operating and maintenance personnel. They will require insight into the system software features (Sybase² and PowerBuilder/PowerViewer³) and the special system administration screen tools that will support their roles.

All users will be required to use new word processing software. WordPerfect⁴ for Windows⁵ 6.0a is the new Site standard. Therefore, this change is required even if HATS is not implemented.

²Sybase is a trademark of Sybase, Inc.

³PowerBuilder and PowerViewer are trademarks of Powersoft.

⁴WordPerfect is a trademark of WordPerfect Corporation.

⁵Windows is a trademark of Microsoft Corporation.

However, it is likely that HATS users will be first exposed to Word Perfect for Windows 6.0a, as it is used with HATS. Consequently, it will be perceived as a HATS impact.

3.1.2 Operation and Maintenance Requirement Resources

When the system enters production, personnel will be required to fill the following positions.

system manager

Person responsible for the operating procedures, supervision of other operating personnel, and planning/management of system funding.

system administrator

Person responsible for day-to-day operations of the system, including batch processes, user access maintenance, recovery of failures, global system updates, and minor system enhancements approved by the system manager.

system data administrator

Person responsible for integrity and content of the database. This includes maintenance of the data dictionary, liaison with data owners, and coordination of any requested data changes. This person approves changes to the database structure by the system administrator.

DBAs

Persons responsible for daily entry, update, and maintenance of specific organizational data.

help desk

Person responsible for answering end user questions and generally helping end users with system operations.

trainer

Person who conducts periodic training for new users and general training/notification when the system processes are enhanced or modified.

3.1.3 Data Conversion and Validation Resources

An automated conversion is planned for Central Information Control System (CICS) and current Quality, Environmental, Safety Tracking (QUEST) data. This conversion will not convert 100% of the existing data.

- Some existing data do not follow a standard pattern that the conversion program could recognize.
- Some existing data have no counterparts in the new database.
- Some new database requirements do not exist in the current databases.

The conversion plan and functional specifications for the conversion unit processes explain the nature and quantity of these data in detail. After the automated conversion is completed, some manual data entry is expected. In addition, spot checks on the data should be done to validate that data converted cleanly.

3.1.4 User Names and Access Rights

All users must be identified by name with their authorized roles (e.g., DBA, assessor, read-only user) and views (the portions of HATS and the screens they are able to access for entering and/or viewing data). The system data administrator must manually enter users.

3.2 IMPLEMENTATION PLAN

3.2.1 Personnel Assignments

Table A-2 shows the organizations that will provide the names of personnel to fill the indicated positions (this table will double as a checklist where the person identified can be annotated when known).

Table A-2. Organizations Providing Names of Personnel for Indicated Positions.

Position	Responsible Org.	Date Required	Person Assigned
System manager	WHC-CAS	12/15/94	
System administrator	BCS Richland, Inc.	01/01/95	
System data administrator	WHC-CAS	10/01/94	K. Ray
Help desk	WHC-CAS	10/01/94	P. Church
Trainer	WHC-CAS	10/01/94	R. Keasling

CAS - Corrective Action Systems; HATS - Hanford Action Tracking System; WHC - Westinghouse Hanford Company

Table A-3 shows personnel assigned as HATS DBAs by organization, facility, or area as of November 1994.

Table A-3. Assigned Database Administrators
as of November 1994.

Organization/Facility/Area	Name
Corrective Action Systems (CAS)	K. Burrus
CAS	A. Horne
CAS	J. McCoy
CAS	K. Ray
Compliance Assurance	J. Lauck
Compliance Assurance	R. Mikkelsen
Emergency Preparedness	G. Carpenter
Emergency Preparedness	C. Cook
Emergency Preparedness	G. Lovejoy
Health Physics	J. Konyu
Internal Audit	R. Hilton
Safeguards	B. Nelson
Safety Document Program	T. Koller
Safety Fire Protection	C. Herbert
Fast Flux Test Facility (FFTF)	B. Kious
FFTF	W. Witherspoon
Hanford Analytical Services	S. Zwicker
PUREX	C. Schuster
Solid Waste Disposal	N. Daniel
Spent Nuclear Fuel	C. Schmidli
Tank Waste Remediation System	G. O'Day
Plutonium Finishing Plant (PFP)	N. Arnold
PFP	K. Thomson
100K	J. Kurtz
309 and 3706	G. Davis
B Plant	S. Hathaway
FFTF, Maintenance and Storage Facility, and 400 Area	D. Bustad
Security and Safeguards	K. Steffen
Solid Waste and T Plant	F. Frankenfield
East and West Tank Farms	L. Gifford
UO ₃ and PUREX	D. Wagner

3.2.2 System Users

The permitted roles and views available in HATS will be explained to each system user. They will be required to return a list of persons with the necessary identifying information by December 31, 1994. The system data administrator will enter these persons into the user access tables and will assign passwords. Passwords will be provided to each user by written notice through plant mail.

Table A-4 will serve as a template to record the information returned by the organizations.

Table A-4. Template to Record Information.

Person	Organization	Phone Number	Role	View

3.2.3 Training Features

3.2.3.1 Implementation Training. Separate training packages will be developed for each type of user described previously. A detailed training plan will be developed and published as a separate document. At the minimum, it will include the following:

- Incorporation of the user's guide into the training process
- Specific schedule for training, with each person designated by place and date/time.

Necessary scheduling features will include the following:

- "Dry run" of DBA training conducted in mid-December 1994 with selected DBAs and trainers. (This will provide a source of data validators during early January, provide a cadre of trainers, and permit final adjustments to the training package for DBAs)
- Training of system administrator and help desk operator(s) completed by January 15, 1995
- Training of DBAs completed by January 15, 1995
- Training of managers and others using the CAMS completed by February 28, 1995
- Training of assessors completed by February 28, 1995.

3.2.3.2 Follow-on Training. The training plan must include periodic training of new users. Training should be offered on at least a quarterly basis. Major system enhancements and modifications will be advertised to the user community as they occur along with a specific training plan tailored to the particular requirements of that system change.

In addition, routine changes to the system will be advertised in:

- *Hanford Reach* article(s)
- Soft Reporting logon messages
- HATS logon messages
- Segmented user community memos (the assessor community will require heavy coverage in this area)
- Staff meeting information (Sitewide)
- *Management Network* articles
- Updates to the user's guide and on-line help facility.

3.2.4 Operation and Maintenance Resources

For fiscal year 1995, the system manager will be responsible for coordinating fund planning and budgeting requirements to operate HATS. These include:

- Responsibility for hardware and software purchases for the system
- Participation in the budget process as the HATS sponsor
- Establishing any required charge-back mechanisms
- Notifying user organizations of funding requirements
- Preparation of any requests for service or other work authorization documents for system operations and maintenance.

CAS will determine necessary processes for these responsibilities before December 15, 1994.

4.0 TECHNICAL IMPACTS

4.1 IMPACT ASSESSMENT

4.1.1 Uploads

Some contractors may elect to use their own CAMS support systems. These contractors will be required to upload the U.S. Department of Energy prescribed CAMS information to HATS. The specifications for this upload must be conveyed to such contractors. RL will publish coordinating instructions.

4.1.2 Computer Requirements (Hardware/Software)

Each user identified for the system will require a definition of the minimal hardware and software requirements for HATS operation. Those work stations that are not at this minimum must be upgraded.

All users will require installation of Word Perfect for Windows, Version 6.0a. Most users will also require connection to the Hanford Local Area Network with the transmission control protocol/internet protocol (TCP/IP).

4.1.3 System Operation Documents

System documentation will be required for the system administrator, the system data administrator, the trainer, and the users (user's guide) will require system documentation. This documentation must comply with the requirements to attain a "Q" approval designator.

4.2 IMPLEMENTATION PLAN

4.2.1 Uploads

Liaison meetings among Corrective Action Systems (CAS), the development team, and the affected contractors will be conducted.

RL will publish an RLID that will provide coordinating instructions for the Site use of HATS. The same or a follow-on RLID will provide upload specifications. These RLIDs must be published by January 15, 1995.

4.2.2 Computer Requirements (Hardware/Software)

4.2.2.1 Hardware. The users identified for the system will be provided with the minimal user work station requirements, as defined in the Operating Environment deliverable (Deliverable No. 370). It will be explained that this is a minimal configuration. Enhanced performance will be achieved with a 386-class central processing unit (CPU) operating at 40 MHz or a 486-class CPU. Users who will be

heavy, daily users will be encouraged to consider a 486-class CPU. It will be the responsibility of the using organizations to upgrade their personal computers by either procuring new items or reassigning equipment, as necessary, to meet HATS requirements.

Notification of work station requirements will be provided to the using organizations no later than October 30, 1994. They will be encouraged to work with the end user center (EUC) to decide the best course for upgrading to the Site "core" workstation configuration.

4.2.2.2 Software. CAS will contact the EUC to develop a working relationship. The EUC will be informed of software requirements. This liaison will occur during September 1994.

The EUC will be requested to support HATS users with the following installations:

- MS/DOS⁶ 6.0 or later operating system
- Windows 3.1 or later version
- LANManager⁷ 2.2 or later using TCP/IP
- WordPerfect for Windows, Version 6.0a, or later.

CAS will poll the user community for users that will require the PowerViewer reporting software. CAS will determine a limited number of users and provide this software to same. CAS will inform the user community that others needing this software will need to purchase it and will provide purchasing source information.

4.2.3 System Operation Documents

When personnel have been identified for the operation and maintenance of the system, they will require system operation documents and user's guides that provide their responsibilities and procedures. If development of these documents causes new issues to be identified, they will be provided to the HATS Board and CAMB for resolution, as necessary.

The following specific system documents will be written and published by WHC/CAS. (Where "draft" is indicated, the document was provided to WHC/Quality Assurance for review). These documents comply with the requirements of a "Q" performance level system, as defined in WHC-CM-3-5, *Document Control and Records Management Manual*.

*Hanford Action Tracking System
Administrative Guide*

**Due Date: Draft - 11/15/94
Final - 01/31/95**

Assigned to: A. K. McKay

This guide will include procedures for identification and entry of end users, security maintenance for system roles and views, authority requirements for database changes, batch file generation, identification and submission of needed system changes, documentation of system changes,

⁶MS/DOS is a trademark of Microsoft Corporation.

⁷LANManager is a trademark of Microsoft Corporation.

operations logs, and system reports to the system manager. (This document will fulfill the WHC-CM-3-10, *Software Practices*, requirement for a system project management plan.)

Configuration Management/Change Control

**Due Date: Draft - 11/16/94
Final - 01/16/95**

Assigned to: F. D. Braaten

This manual will provide the system manager and the system administrator with information procedures for processing and approving needed system changes. It will also provide procedures for configuration control of both software and documentation.

Hanford Action Tracking System User's Guide

**Due Date: Draft - 11/15/94
Final - 01/31/95**

Assigned to: A. K. McKay

This guide will provide the user with daily operations information. Much of this information will be replicated in the HATS on-line help facility. (WHC-CM-3-10 refers to this document as system user documentation.)

**"Hanford Action Tracking System Data
Administrator Desk Instructions"**

Due Date: Final - 01/08/95

Assigned to: K. A. Ray

These instructions will include procedures for the data administrator to modify picklists, override data fields, and monitor security access/passwords.

**"Hanford Action Tracking System Help Desk
Instructions"**

Due Date: Final - 01/08/95

Assigned to: F. D. Braaten/P. M. Church

These instructions will include desktop procedures for the help desk operator. This includes the help desk log.

"Training Package"

**Due Date: Draft - 11/07/94
Final - 12/15/94**

Assigned to: R. Keasling

These procedures will establish the schedule and conditions for recurring training. They will include instructions for scheduling and advertising classes.

5.0 PROTOTYPE TESTING AND APPROVAL/SYSTEM ACCEPTANCE

5.1 PROTOTYPE TESTING AND APPROVAL

The use of an evolutionary prototype methodology will allow CAS two previews of the system before formal acceptance. To test the system, CAS and the user community will prepare test cases before the prototype reviews. Prototype reviews and testing are scheduled for October 18, 1994, and November 30, 1994, for the first and second prototypes, respectively.

5.2 SYSTEM ACCEPTANCE

The system is scheduled for formal acceptance on January 16, 1995.

6.0 REFERENCES

WHC-CM-1-4, *Corrective Action Management Manual*, Westinghouse Hanford Company, Richland, Washington.

WHC-CM-3-5, *Document Control and Records Management Manual*, Westinghouse Hanford Company, Richland, Washington.

WHC-CM-3-10, *Software Practices*, Westinghouse Hanford Company, Richland, Washington.

APPENDIX B

TRAINING AND INFORMATION REQUIREMENTS (P+¹ DOCUMENT NO. 440)

1.0 PURPOSE

This document describes the training and information needed to use and operate the Hanford Action Tracking System (HATS).

2.0 IDENTIFICATION OF USER GROUPS

Identification of user groups has been defined in five phases, as shown in Table B-1. Phase 1 ("core" users) and Phase 2 users will be trained prior to Release 1. The remaining users will be trained sequentially. (Training for the system data administrator, help desk, and trainer will be on-the-job training. They are also included below as Corrective Action Systems database administrators [DBA] and will be able to perform DBA-related tasks.)

¹P+ (Productivity Plus) is a trademark of DMR Group, Inc.

Table B-1. Five Phases of Training for User Groups.

Phase	User Group
1	Current DBAs <ul style="list-style-type: none"> • CAS DBAs • Oversight DBAs • MACTEC CICS DBAs
	Current QUEST alternate DBAs
	Points of contact who have certification authority
2	Other current users <ul style="list-style-type: none"> • Oversight users who have access to produce canned special reports and may perform minimal system functions • Assessed organization users who have access to perform minimal changes to QUEST records; i.e., access to enter action completion dates, to enter a status update to text areas, and to produce canned special reports
3	Assessors <ul style="list-style-type: none"> • RL and WHC oversight organizations • Line organizations performing self-assessments
4	Soft Reporting users
5	General end users <ul style="list-style-type: none"> • Casual users • Managers from WHC and RL who are new to the HATS

CAS - Corrective Action Systems; CICS - Central Information Control System; DBA - Database administrator; HATS - Hanford Action Tracking System; MACTEC - MAC Technical Services Company; QUEST - Quality, Environmental, Safety Tracking; RL - U.S. Department of Energy, Richland Operations Office; WHC - Westinghouse Hanford Company

3.0 TARGET USERS AND REQUIREMENTS

Training for all of the users identified in Table B-1 will address the following:

- Starting HATS
- Entering and saving an initiating document and its related conditions and actions
- Entering text using word processing software
- Retrieving and modifying an existing document, condition, and action
- Preparing and printing reports.

Additional training breakdown is provided in the following paragraphs 3.1 through 3.5.

Upon completion of the training session, the trainee will be able to perform the functions listed above. The trainee will be required to complete and sign a *Hanford Action Tracking System (HATS) Training Checklist* to identify the specific areas of training covered. This checklist will then be signed by the HATS trainer. This checklist will also be used by the trainee to specify whether or not the

training provided was sufficient for performing HATS functions pertaining to the trainee's specific duties. If the trainee does not feel that training was sufficient, the trainee may request to attend another training session. The checklist will also be used to identify specific areas of training that may need to be revised.

The HATS trainer will determine the success of training based on the checklists, help desk comments and issues, and future surveillances of trained users.

3.1 PHASE 1: (1) CURRENT DBAS AND ALTERNATE DBAS AND (2) POINTS OF CONTACT (POC)

3.1.1 Current DBAs and Alternate DBAs

Training for current DBAs and alternate DBAs will be minimal due to their involvement in defining data elements required during development of the HATS and in testing of the prototypes. Training will be limited to (1) the system screens and their respective fields and definitions and (2) the production of reports. There is an assumption that this group of users already understands the Corrective Action Management System (CAMS) processes.

3.1.2 POCs Who Have Certification Authority

Training for the POCs will be limited to (1) the system screens and their respective fields and definitions and (2) the production of reports. There is an assumption that they already understand the CAMS processes.

3.2 PHASE 2: OTHER CURRENT USERS

This group of users will require more instruction in system operation; i.e., entering corrective action plans and producing reports, plus additional information on the CAMS processes.

3.3 PHASE 3: ASSESSORS

The assessor groups will require complete instruction in system operation; i.e., entering initiating documents and their related conditions and producing reports. There is an assumption that they already understand the CAMS processes.

3.4 PHASE 4: SOFT REPORTING USERS

These users need to read and print reports. Minimal instruction will be required, if any.

3.5 PHASE 5: GENERAL END USERS

This group of users will require complete instruction in system operation; i.e., entering initiating documents and their related conditions and corrective action plans, producing reports, plus additional information on the CAMS processes.

The information/help desk will coach users in using the new system.

4.0 TRAINING AND INFORMATION STRATEGY

4.1 IMPLEMENTATION PLANNING INFORMATION SESSION

An information session will be held to inform all current DBAs and alternate DBAs of the implementation of the HATS. Policy and procedural changes to WHC-CM-1-4 will also be addressed at this DBA meeting.

4.2 TRAINING SESSIONS

Training sessions will be implemented, beginning December 19, 1994. These sessions will last approximately four hours, from 8 a.m. to 12 p.m. Sessions will combine classroom and "hands-on" segments, consisting of an introduction of the overall system structure and principles. Issues involving policy and procedural changes will be addressed accordingly, or a POC will be determined, depending upon the issue.

5.0 TRAINING AND INFORMATION RESOURCES

5.1 P+ 710, TRAINING PACKAGE

Training information and resources are identified in Appendix D, "Training Package."

5.2 HATS TRAINER

A trainer will be required for 180 days to prepare the training material and to provide the training to identified users. A training room will be secured in the Job Control System organization, Hanford Training Center, Mt. Hood Room. A seating capacity of nine people has been determined. These sessions will require a demonstration of the HATS and the use an overhead projector to communicate the design, features, and general operation of the system. The training room will be equipped with nine computer terminals linked to the system to allow the trainer and trainees to perform exercises directly on the system (in the test environment).

After the initial review and testing, each prototype will undergo further development to respond to user comments and prototype enhancements. The prototypes will again be formally tested and approved. Scheduled approval dates are November 3, 1994, and January 6, 1995, for first and second prototypes, respectively.

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APPENDIX C

OPERATION/MAINTENANCE RESOURCES (P+¹ DOCUMENT NO. 430)

1.0 PURPOSE

This document identifies the resources required to maintain and operate the Hanford Action Tracking System (HATS) once the system becomes operational.

2.0 BCS RICHLAND, INC. (BCSR) MAINTENANCE AND TECHNICAL SUPPORT

2.1 SUPPORT REQUIRED

The following maintenance and technical support will be arranged with BCSR:

Technical system administrator
(1 full-time equivalent [FTE]):

Planned Cost \$120,000

Person responsible for the following:

- Maintain the HATS software
- Incorporate routine system improvements
- Maintain system documentation
- Ensure the success of routine system updates and uploads.

File server support (.25 FTE):

Planned Cost \$ 30,000

Technical support for the following:

- Maintain and service the HATS hardware
- Back up data and files
- Monitor the system operations during off-hours
- Ensure the HATS interface with the Hanford file server network.

Server hookup charges (\$500 per month):

Planned Cost \$ 6,000

Charges to support the Hanford Sitewide infrastructure through which HATS users communicate.

¹P+ (Productivity Plus) is a trademark of DMR Group, Inc.

Information and Scientific Systems management
(.25 FTE):

Planned Cost \$ 30,000

BCSR management support of HATS activities.

Monthly file server lease (\$4,000 per month)

Planned Cost \$ 48,000

Cost to lease the required file server that will exclusively support the HATS.

2.2 FUNDING AND RESPONSIBILITIES

This support will be arranged and funded through the necessary task package control number and/or request for service documents provided from Westinghouse Hanford Company (WHC) to BCSR. When BCSR accepts these agreements, BCSR will be responsible for providing the necessary staffing for this support.

3.0 WHC ADMINISTRATIVE SUPPORT

3.1 SUPPORT REQUIRED

The following administrative support will be provided by WHC to support the Sitewide activities associated with the HATS database:

System data administrator (1 FTE):

Planned Cost \$ 72,600

Person responsible for the following:

- Maintain system user security and administrative controls
- Train new system users
- Update data tables, data, and business rules
- Maintain and run canned reports and "out of cycle" soft reports for special requests
- Implement administrative system changes
- Maintain the *Hanford Action Tracking System User's Guide* and administrative manuals
- Chair the HATS user group
- Administer the HATS change control process
- Coordinate centralized data rollup and reporting activities
- Alter/edit CAMS records when properly authorized.

Help desk (1 FTE):

Planned Cost \$ 72,600

Person responsible for the following:

- Provide HATS users with on-line help and support
- Identify system problems and ensure their resolution

- Develop ad hoc reports and satisfy requests for HATS data
- Ensure adequate interface between contractors using HATS
- Maintain data ownership, review requests to change database content and structure, and ensure data owners approve any such database changes. Maintain the HATS data dictionary.

Data entry support (1 FTE):

Planned Cost \$ 32,300

Support for the following:

- Data entry activities
- Maintain data status
- Support the system administrator.

3.2 FUNDING AND RESPONSIBILITIES

WHC will provide the Sitewide technical and administrative support for the HATS, and RL will provide funding to support the activity. Both WHC and BCSR staffing and funding needs will be addressed and approved via the "WHC Safety and Quality Management and Administration Site Support Program Plan." RL will determine the share of the HATS operating cost for each Hanford contractor and will recover those funds from the respective contractors.

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APPENDIX D**TRAINING PACKAGE (P+¹ DOCUMENT NO. 710)****1.0 PURPOSE**

This document provides information regarding the training needs for implementation of the Hanford Action Tracking System (HATS). Each section deals with a specific deliverable in the training package, as shown in Table D-1.

Table D-1. Sections in Training Package.

Section	Topic	Content Overview
1.0	Purpose	Purpose and organization of sections
2.0	Training Procedure	Step-by-step procedure; covers new user access requirements through update training for new system enhancements and features
3.0	Training Location	Environment for training users, including tools and materials required for the facility, trainer, and trainee
4.0	Training Schedule	When, where, how long, how many in each class, classroom sessions, one-on-one training, curriculum, and dry run
5.0	Training Lesson Plan	Handout materials and description of forms to be completed at the time of training

¹P+ (Productivity Plus) is a trademark of DMR Group, Inc.

2.0 TRAINING PROCEDURE

<u>Actionee</u>	<u>Action</u>
User Requiring Access to HATS	1. Complete a <i>Hanford Action Tracking System (HATS) Access Checklist</i> (Jetform). You are required to have hands-on computer training prior to initial system access. You must have completed "Computer Security Awareness" training. Obtain your manager's signature. Forward form to the HATS data administrator, L4-86.
System Data Administrator	2. Provide notification and a unique password to the trainer for newly approved HATS users requiring training.
Trainer	3. Plan, coordinate, and schedule training, as needed, for new HATS users.
<p>NOTE: The HATS trainer should have:</p> <ul style="list-style-type: none">• Significant knowledge of the content of assigned lessons• Knowledge of generalizations of concepts• Knowledge of applications to various jobs onsite• Experience in instructional skills in the assigned or closely related field or the equivalent in some combination of academic training and related work experience. <p>Certification as a technical trainer is not required.</p>	
SystemManager	4. Ensure adequate training is provided to all HATS users. Approve the initial HATS training course and materials.
User Managers	5. Ensure personnel attend the required HATS training.
Newly Approved HATS User	6. Attend required HATS training. Complete the exercises in the training class. Complete and sign a <i>Hanford Action Tracking System (HATS) Training Checklist</i> upon completion of the class.
Trainer	7. Issue the unique password to the user and provide a brief overview of WordPerfect ² 6.0a at the time of initial training.

²WordPerfect is a trademark of WordPerfect Corporation.

Trainer

8. Review the help desk log periodically for recurring user problems that may indicate a need for general user training on particular user features and develop training for same.

WHEN the system manager has approved the new/revised training and materials,

THEN schedule and offer such training to HATS users.

9. You may address some training issues periodically by electronic mail and/or bulletins to the general HATS user base.
10. WHEN new system enhancements and features necessitate update training for users,

THEN develop general user training, as needed.

WHEN the system manager has approved the new/revised training course and materials,

THEN schedule and announce this training to HATS users.

11. You may periodically request subject matter experts to provide training and/or guidance in their areas of expertise; i.e., Corrective Action Management System.

2.1 FORMS

Hanford Action Tracking System (HATS) Access Checklist, A-6001-513, Jetform
Hanford Action Tracking System (HATS) Training Checklist

2.2 RECORDS

No record is generated for this procedure.

3.0 TRAINING LOCATION

Training Location: Training will be held at the Job Control System (JCS) training facility (Mt. Hood Room) located at the Hanford Training Center, Terminal Drive, Richland.

Scheduling: To schedule training sessions at this facility, call TRAINING REGISTRATION at 376-6840.

Equipment Evaluation: Computer workstations have been evaluated to determine what hardware and software are needed in order to run the ~~Hanford Action Tracking System~~ (HATS) before training can commence. The hardware and software are on order at this time.

Mr. R. K. Ramsgate is responsible for ensuring hardware and software are received and installed in the designated computers.

Mr. T. W. Noland is checking into visual aids for the trainer.

Required Equipment: Equipment at or required for the JCS training facility consists of:

<u>Check Avail.</u>	<u>Facility Has</u>	
<u>-</u>	<u>9</u>	Number of computer workstations
		1 for instructor; 8 for trainees
<u>-</u>	<u>1</u>	Overhead for viewgraphs
	<u>1</u>	Pull-down viewgraph screen
	<u>1</u>	White erasable board
<u>No</u>		Easel (paper)
<u>X</u>	<u>0</u>	Demonstration computer with large screen

T. W. Noland will check with R. W. Plunkett to see if this item is available yet; if not, determine if one can be moved in temporarily from another room.

Check <u>Avail.</u>	Facility <u>Has</u>	
<u>X</u>	—	Liquid crystal display (LCD) panel or other demonstration computer
		L. R. Howe contacted audiovisual. This item and another type of visual aid is available for rent. Rental price includes installation and a daily fee. This fee will be approximately \$70 per day.
		T. W. Noland will check with BCS Richland, Inc.; they may have equipment we may borrow at no cost.
<u>X</u>	<u>0</u>	Printers - Will probably not be needed for initial training, as "reporting" capabilities will not be in this prototype yet. Question K. J. Willers.
		May need to bring in printer at a later date.
<u>X</u>	<u>0</u>	Paper for printer
—	<u>X</u>	Miscellaneous equipment and/or needs
		Dry erase markers <u>X</u> Black pens <u>X</u>
		Name cards <u>X</u>

3.1 INSTRUCTOR MATERIALS

Check <u>Avail.</u>	Facility <u>Has</u>	
	<u>1</u>	Instructor's Computer
<u>X</u>	—	LCD or overhead screen
	<u>1</u>	Pointer
<u>X</u>	—	Viewgraphs (in process; to be used if there isn't LCD, etc.)

Check Avail.	Facility Has	
<u>X</u>	—	Forms:
	—	Attendance form
	—	Student evaluation form
	—	Approved access form (with or without unique identifier)
	—	Individual student training form (check with K. A. Ray as to whether this item is required)

3.2 STUDENT MATERIALS

Check Avail.	Facility Has	
<u>X</u>	—	1. Training Facility Information
<u>X</u>	—	a. Emergency phone number
		b. Location of restrooms; lunchroom, coffee/snacks; telephones
—	<u>X</u>	2. Pens/markers
<u>X</u>	—	3. Handout (in progress)
<u>X</u>	—	a. Class objectives
—	<u>X</u>	b. Input screens
		1) Initiating document
		2) Condition
		3) Action
<u>X</u>	—	c. Fields
		1) Required fields
		2) Pull-down/picklist fields

Check Avail.	Facility Has	
<u>X</u>	—	d. Entering text
		1) Abstract text
		2) Unlimited text using WordPerfect for Windows ² 6.0a
<u>X</u>	—	4. Documents for input
<u>X</u>	—	a. Mockup surveillance
<u>X</u>	—	b. HATS input forms
<u>X</u>	—	1) <i>HATS Condition Input Form</i> , GEF211
<u>X</u>	—	2) <i>HATS Action Input Form</i> , GEF269
<u>X</u>	—	3) <i>HATS Change/Closure Form</i> , GEF185
<u>X</u>	—	5. User's guide (draft is acceptable; followup with final)

4.0 TRAINING SCHEDULE

4.1 WHEN

Dry run is scheduled for December 15, 1994.

The first training session will begin on December 19, 1994. The "core" user group (as defined in Appendix B, "Training and Information Requirements [P+ Document No. 440]") training is targeted for completion by January 12, 1995.

Training for the remainder of the users will begin on January 18, 1995, with both morning and afternoon sessions. Scheduling the secondary users will begin after responses are received from management on the current list of users.

4.2 WHERE

Hanford Training Center, 1804 Terminal Drive, Richland, Mt. Hood Room.

²Windows is a trademark of Microsoft Corporation.

4.3 HOW LONG

Classes are scheduled in four-hour increments. This time may be shortened or lengthened, depending on the users' "roles."

4.4 HOW MANY IN EACH CLASS

Excluding the trainer's workstation, classes will be limited to eight users at a time due to equipment availability.

4.5 CLASSROOM SESSIONS

Initial training will begin on December 19, 1994, in a classroom environment. Training will continue in the classroom environment until all current users and new users have been trained.

Future classroom sessions will be scheduled, as required, for (1) new and/or any system changes that affect data entry by the users or (2) applications being incorporated into HATS; i.e., root cause analysis software, etc.

4.6 ONE-ON-ONE TRAINING

One-on-one training will be provided as new users require training and/or a classroom session is not warranted or available. This training will be held at either the "trainer's" or the "trainee's" computer workstation.

4.7 CURRICULUM

A combination of classroom and "hands-on" segments will be introduced. Initial training will be dependent on functionality available, because the system will still be in a prototype phase.

4.8 DRY RUN

Date: Thursday, December 15, 1994

Time: 12:30 p.m.

Location: Hanford Training Center, Mt. Hood Room

<u>Attendees</u>	<u>Org. Code</u>	<u>Organization</u>
Burrus, K. D.	36200	CAS
Church, P. M.	36200	CAS
McKay, A. K.	36200	CAS
Ray, K. A.	36200	CAS

5.0 TRAINING PLAN

5.1 GENERAL INFORMATION

WHO TO CALL

Administered by: Corrective Action Systems, L4-86, MO-046/300

Manager:	Sam A. Vega	376-2517
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Secretary:	Linda R. Howe	376-1980
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* * *

Corrective Action Management:	Robert B. Balthazor	376-3413
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Database Administrators:	Keri D. Burrus	376-2889
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	Angela M. Horne	376-9412
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Help Desk:	Paulette M. Church	376-2030
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Non-CAMS:	Amanda K. McKay	372-1815
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System Data Administrator:	Kaye A. Ray	376-2191
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Training:	Rosemary Keasling	376-2924
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Corrective Action Management

Corrective Action Management System (CAMS)

CAMS requirements are defined in WHC-CM-1-4, *Corrective Action Management Manual*.

Non-CAMS Information

The Hanford Action Tracking System (HATS) provides a tool for management to track non-CAMS-related items, and it will eliminate the need for redundant databases.

Soft Reporting Reports

Soft Reporting reports will virtually remain unchanged; however, the "system" name will be changed from the current "QST, QUEST: Corrective Action Management" to "HATS." Soft Reporting reports will be updated twice a week.

Users who currently have access to the Soft Reporting Quality, Environmental, Safety Tracking (QUEST) reports will still have access to HATS reports. Users will be able to use their current passwords that were previously issued to them.

5.2 GETTING STARTED

Introduction

Welcome to the HATS. This course will allow you to acquire skills in using the features of the HATS. This course guide presents information with a hands-on approach. You will be introduced to the features of HATS.

NOTE: Keep in mind that the HATS is still in a prototype stage, and the accessibility of the system fields may change.

Course Description

In this course, you will start HATS, identify the components of the HATS window, use pull-down menus, use the mouse buttons, use dialog boxes, work with windows, and enter abstract text on-line. You will enter detailed text using WordPerfect for Windows: Version 6.0a (WordPerfect), work with the power bar, save, edit, close a file, and exit WordPerfect. You will also retrieve a document, edit fields, work with the button bar, access the HATS Help system, and exit HATS.

NOTE: The Help system may not be included at this phase of the prototype.

Course Objectives

Upon completion of this course, you will be able to:

- Enter and save an initiating document, condition, and a corrective action plan
- Enter text using WordPerfect for Windows: Version 6.0a
- Retrieve and modify an existing initiating document, condition, and corrective action; i.e., change person name and extend dates
- Complete and close an action, condition, and initiating document
- Customize a report
- Print a report.

NOTE: Reporting may not be included at this phase of the prototype.

Using the Mouse

The following terms are used to describe actions you perform with the mouse:

Click	Press and release the left mouse button.
Double-click	Click the mouse button twice in rapid succession.
Right-click	Press and release the right mouse button.
Drag	Move the mouse while holding down the mouse button.
Highlight	Drag the mouse pointer across data, causing the information to appear in reverse video.

Using Hot Keys

Words containing an underlined letter are known as "hot keys." To activate these keys, press **Alt** and the underlined letter.

Example: Save.

Terminology

The following terms are used in this document:

Choose	Indicates a menu selection of dialog box command button. You can move the mouse pointer over the menu selection or dialog box command button, then click, or execute the appropriate keyboard commands.
Select	Highlights a list box item, or activates an option button in a dialog box. You can move the mouse pointer over the list box item or option button, then click, or execute the appropriate keyboard commands.
Turn on/Turn off	Activates or deactivates check box options within dialog boxes. You can move the mouse pointer over the check box, then click, or use the appropriate keyboard commands.

Bold	Indicates menu or list items that you choose or select.
------	---

Example: Choose **F**ile Save **A**s . . .

Buttons	Indicate items you choose.
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Example: Choose **P**rint.

Icons	Indicate items you click on.
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Example: Click on printer diagram.

5.3 STARTING HATS

Lesson Objectives

- Starting HATS from Windows
- Create a Document
 - Enter Text Using WordPerfect 6.0a (brief overview)
 - Save WordPerfect Text
 - Edit Text in WordPerfect
 - Delete Text
 - Insert Text
 - Replace Text
 - Work With the Power Bar
 - Exit WordPerfect
- Complete the Initiating Document
- Create a Condition
- Complete a Condition
- Create an Action
- Complete an Action
- Exit HATS

Starting HATS from Windows

1. Start by double-clicking on the HATS icon located on the Hanford Local Area Network screen.

Opens the HATS Login window.

2. At the HATS Login window, type in your User Name and Password [for training, type in "TEST1-9" (number is identified on your monitor), TAB, enter password "HTRAIN"] . Click on OK or hit Enter. (See Figure 3-1.)

Starts HATS.

Figure 3-1

Create a Document (see Glossary for field definitions)

1. Click on **File**. Select **Create InitDoc**.

An Initiating Document: Insert Mode screen appears.

2. Enter information into the fields that are **Bold** (listed below). This information is required before the record can be "saved." To navigate from field to field, use the mouse pointer to choose the field, or use the <Tab> key.

- **Originating Document Area:**

- **Orig. Doc.:** Enter the originating document number.
- **Class:** Select one document class from a picklist; i.e., audit, surveillance, etc.
- **Title:** Enter initiating document title.
- **Assessing Co:** Select one assessing contractor from a picklist; i.e., Ecology, WHC, etc.

- Define Roles and Abstract Area (see Figure 3-2):
 - Role: Select "roles" associated with the initiating document; i.e., originator, responsible person.
 - Name: Select name for each role defined above.
 - Org: Organization code should automatically be populated when "Name" is selected; however, this field may be overridden.
 - Add Role: Activates the above fields in order to identify another "role," etc.
 - Abstract Text: Enter summarized text of the purpose of the initiating document.

Figure 3-2

3. Click on the **Save** command button.

Saves the information entered so far in this initiating document.

NOTE: An information/error message box may appear if required information has not been selected properly.

4. You may now continue entering the remainder of the initiating document fields that now appear in **Bold**.

Details Area:

- Status: Displays status history. This information is automatically created when the record has been modified. It displays the field that was modified, the date modified, and the "modified by" user.
- Assessment Dates: Insert required and/or appropriate dates (see Figure 3-3).

The screenshot shows a software window titled "QUEST2/HATS) Prototype.m" with a menu bar (File, Reports, Tools, Window, Help) and a toolbar. The main area is titled "Initiating Document" and contains a sub-form titled "Assessment Dates - Sys ID: 1941200117". This sub-form has several sections: "Assessment" with fields for Scheduled (12/10/1994), Conducted (12/10/1994), Discovery, Initiated (12/12/1994), Entered (12/12/1994) by test1, and Modified (12/13/1994) by test1; "Response" with Resp. Due (01/11/1995) and Rev. Count (0); and "Status" with a radio button selected for "X" and labels for "Deferred" and "Closed". There are "Save" and "Exit" buttons. The status bar at the bottom indicates "Ready" and the date/time "12/13/94 12:52 pm".

Figure 3-3

- Response: Due date is automatically populated by Assessment Dates area.
 - Enter Discussion text, if given
 - Rejection text (comments concerning why the response plan was rejected).
- Alias #s: Other names or numbers the initiating document may be referred to as.
- X-ref #s: Document numbers related to the initiating document.
- Distribution List: The distribution list is a system-generated electronic (E)-mail list notifying the appropriate roles that the status of a document, condition, or action has been implemented in the HATS.

NOTE: Distribution list may not be included at this phase of the prototype.

- Assessment Scope (dialog box, see Figure 3-4):
 - Facility
 - Contractor (assessed)
 - Requirements (picklist, may be overridden)
 - Intangible (program/project)

Figure 3-4

- Description Area:
 - Introduction: See section "Enter Text Using WordPerfect 6.0a"
 - Summary: See section "Enter Text Using WordPerfect 6.0a"
 - History: Enter progress and status comments.

Enter Text Using WordPerfect 6.0a

In this section, you will enter initiating document text using WordPerfect 6.0a (brief overview).

Description Area

1. Click on **Introduction**.

Access to WordPerfect 6.0a is automatically established. As you enter text into the document window, the text displays on the screen and resides in the computer's memory. Words automatically wrap to the next line when text reaches the end of the current line. This feature, called "word wrap" eliminates the need to press <Enter> at the end of each line. You press <Enter> only to end a paragraph or create a blank line.

2. Begin typing at the insertion point (see Figure 3-5). Type the paragraph shown below. If you make a mistake, press <Backspace> to delete the error.

With WordPerfect, I do not have to worry about pressing <Enter> at the end of each line. When I type more words than can fit on one line, the next word automatically wraps to the next line.

3. Press <Enter> twice.

Ends the paragraph and inserts a blank line.

Figure 3-5

4. Type the paragraph shown below:

By pressing <Enter> twice, I can end one paragraph and create a blank line in my document.

Save WordPerfect Text

1. Choose File.
2. Click on Update Ole.

Saves the WordPerfect text.

Edit Text in WordPerfect

You can edit text using the keyboard, mouse, menu, or a combination of these.

Delete Text

If you want to delete one or a few characters, it is easiest to use the keyboard.

1. In the first sentence, position the insertion point at the beginning of the first word.
2. Press until the word is deleted.

Insert Text

You can insert text into a document by placing the insertion point at the location where you want to insert the text, then typing the new text. This default mode of entering text is called **Insert Mode**. In Insert mode existing text moves to the right to accommodate the text that you type.

1. Press <Ctrl Home>.
Positions the insertion point at the beginning of the document.
2. Type in the word "Open."
Inserts the word at the insertion point.

Replace Text

You can replace text by using the **Typeover** mode. By pressing <Ins>, the typeover mode can be turned on and off.

1. Press <Ctrl Home>.
Positions the insertion point at the beginning of the document.
2. Press <Ins>.
Turns on **Typeover** mode. Notice that **Typeover** displays in the status line.
3. Type the word "Exit."
Replaces the word "Open" with "Exit."
4. Press <Ins>.
Turns off **Typeover** mode.

Work With the Power Bar

The Power Bar, contains buttons that represent frequently used text editing tasks and are a quick alternative to the menu system; i.e., print, cut, paste, bold, fonts, etc. Use the Power Bar to save the edited document.

1. Click on **File**.
2. Click on **Save as Ole**.

Saves the text.

Exit WordPerfect

When you finish working in WordPerfect, you may exit WordPerfect.

1. Choose **File**.
2. Click on **Exit Ole**.

Exits WordPerfect and returns to the initiating document screen. (You do not have to exit WordPerfect if you will be entering text for conditions and actions or if you are working on other documents in WordPerfect that are not related to HATS documents.)

NOTE: In the event that you have not saved your document, a message box will appear on the screen asking whether you want to save your file before exiting WordPerfect. Specify Yes or No.

Complete the Initiating Document

Upon completion of the initiating document fields, you may begin creating conditions. Saving the initiating document is not necessary if you have saved the information upon field entry.

Create a Condition

1. At the initiating document screen, click on the **Add Condition** command button. A **Condition Document: Insert Mode** screen will appear.
2. Begin entering the condition information the same as you would for the initiating document.

NOTE: Refer to the Glossary for field definitions.

Complete a Condition

Upon completion of the condition fields, you may begin creating actions. Saving the condition is not necessary if you have saved the information upon field entry.

NOTE: After all conditions have been entered and the Initiated Date has been entered on the initiating document, no more conditions can be added; however, actions may continue to be entered.

Create an Action

1. At the condition screen, click on the **Add Action** command button. An **Action Document: Insert Mode** screen will appear.
2. Begin entering the action information the same as you would for the condition.

NOTE: Refer to the Glossary for field definitions.

Complete an Action

Upon completion of the action fields, you may exit the action. Saving the action is not necessary if you have saved the information upon field entry.

After you have entered the initiating document, conditions, and actions, you may continue entering another initiating document, or exit HATS.

Exit HATS

There are two ways to exit HATS. You may click on **File** in the HATS menu (upper left-hand), then click on **Exit**, or double-click in the far-most upper left-hand corner of HATS. If you have any initiating document, condition, or action screens displayed, they will automatically be closed upon exiting.

5.4 GETTING HELP

(The Help feature has not been activated at this phase of the prototype. Explanation of fields may change and are not accurate at this time.)

Lesson Objectives

- Accessing the Help System
- Getting Help With Specific Tasks

Accessing the Help System

Getting Help with Specific Tasks

5.5 FIND DOCUMENTS AND TEXT

Lesson Objectives

- Find a Document
- Text Search

Find a Document

You may find a document by clicking on the "folder" button, or clicking on the Query Mode and Retrieve command buttons located in the document screens.

Type in the initiating document number exactly as it was entered in the HATS.

Click on Find; click on Go. This will retrieve your document.

Click on Find All, and it will retrieve all records in the HATS.

You may use the following commands to "find" a document:

like %wil%	=	Will retrieve any record containing "wil"
like %wil	=	Will retrieve any record where the last characters are "wil"
like wil%	=	Will retrieve any record where the first characters start with "wil"

Text Search

(NOTE: Text Search may not be included at this phase of the prototype.)

5.6 EDIT AN EXISTING DOCUMENT

Lesson Objectives

- Open an Existing Document
- Edit Document
 - Modify Role Name
 - Change Dates
 - Add History Text
 - Save Changes

You can modify an existing document without retyping the entire document. In this lesson, you will open and move within a document; edit by inserting, replacing, and deleting information; working with the Button Bar; retrieving WordPerfect text, editing, saving; and saving the edited document.

Open an Existing Document

To modify a document, you must first open the document. (Also, see Section 5.0.)

1. Choose **File Open...**

Displays the Find Initiating Document box.

2. Type in the document number. Click on **FIND**. Click on **GO**.

Opens the initiating document requested.

NOTE: Find All will place you at the first initiating document record in the HATS. Click on > to view the next document.

Edit document

You can use the keyboard or the mouse to move within the document fields.

Modify Role Name

1. Activate Roles area: click on Add Role.
2. Role: Select the "responsible" role associated with the initiating document.
3. Name: Type in new Responsible name.
4. Org: Responsible organization code should automatically appear.

The new responsible person name will replace the original name.

Change Dates

1. Click on **Dates**.

The Assessment Dates screen appears.

2. Extend the Response Due date +15 days.
3. Save and Exit Dates.

Add History Text

1. Click on **History**, click on **Insert**.

Enter information related to document history or status; i.e., Software/hardware purchase requisitions have been placed "on hold" indefinitely.

2. Click on **Save**, click on **Exit**.

After making all the necessary changes to the documents, you may exit the HATS or continue entering or editing other documents.

5.7 PREPARE AND PRINT A REPORT

(NOTE: Prepare and Print a Report may not be included at this phase of the prototype.)

Lesson Objectives

- Choose Selects
- Define Sorting
- Print Report

Choose Selects

Define Sorting

Print Report

5.8 GLOSSARY (Glossary is still in rough draft)

Abstract Text: A summary description for the initiating document, condition, and action. An abstract description is required for each record.

Action (button) - Action Description area: The complete text of an action. This is an unlimited text area utilizing WordPerfect 6.0a.

Action No. - Action Number: The Initiating Document Number will appear in the first section of this field, the condition number will appear in the second section of this field, and the cursor will appear in the third section of this field. Enter the identification number of the action. This is a free-form text field, and the numbering schema is administered by the responding or action owner organization.

Action Title: See Title.

Actions Completed Date: The date the final action was completed; system generated from the last action's completion date.

Activity Code: Picklist to be determined.

Add Condition (button): Allows the entry and addition of conditions.

Add Role (button): Allows the addition of more than one role.

Alias #s (button) - Alias Numbers: Aliases or numbers this record may be known as. Each alias requires an alias type be assigned.

Assessing Co. - Assessing Contractor: The assessing contractor that originated the initiating document.

Assessment Scope (button): Contains the following fields:

Contractor Code: The code used to identify the assessed contractor. This field is required before the initiating document may go active.

Facility: The code used to identify the major Hanford facility that pertains to the initiating document and a condition.

Intangible Code: May be removed.

Requirements: The code for a law, order, procedure, or manual that is associated with this document. Multiple entries are permitted.

Requirement Title: Display only, the associated title of the requirement selected in the requirement code field.

Building Code (button) - Condition Scope area:

Building Area: Defined by FacilityCore supplemented with lists from Quality, Environmental, Safety Tracking; Central Information Control System; and FacilityCore.

Common Name: Defined by FacilityCore.

Class: Signifies the type of initiating document; i.e., appraisal, audit, surveillance, etc.

Closed Date: The date the condition was verified as corrected. All actions must be closed.

Closure Authority and Closure Authority Organization Code: Organization responsible for closing the record.

Complete Dt - Completed Date, Action only: The date the associated work was completed for this action.

Condition (button) - Condition Description area: The introduction or background text of a condition. This is an unlimited text area utilizing WordPerfect 6.0a.

Condition No. - Condition Number: The Initiating Document Number will appear in the first section of this field. The cursor will appear in the second section of this field. Enter the identification number of the condition. This is a free-form text field, and the numbering schema is administered by the originating organization.

Condition Scope: Also see Assessment Scope.

Condition Title: See Title.

Conducted Date: The date the assessment was performed or conducted.

Contractor Code: See Assessment Scope.

Contributing Cause Code - Condition RCA button: The contributing cause as defined by U.S. Department of Energy (DOE) Order 5000.3B.

Dates (button): Allows entry of related dates of the initiating document, condition, and action.

DBA Memo - Condition Description area: Notes to users concerning data updates and changes.

Delete Role (button): Allows the deletion of roles. A role may be deleted when record is in "draft" status only.

Direct Cause Code - Condition RCA button: The direct cause code as defined by DOE Order 5000.3B.

Discovery Date: The date an occurrence or problem was discovered.

Distribution List (button): To be determined. This field is not available in HATS at this time.

Due Date: The date the action is scheduled for completion.

Due Date Revision Count: System-generated revision count of the Action Due Date.

Exit (button): Exits the current screen.

Facility: See Assessment Scope.

Functional Area: The area that categorizes the scope of a condition; i.e., Fire Protection, Management Systems, Records Management, etc. Functional areas may be used for trending purposes.

History (button) - Initiating Document and Action Description area: A brief text field for progress and status comments of the record being viewed.

History Log (button) - Condition Description area: A brief text field for progress and status comments of the record being viewed.

Initiated Date: The date the Initiating Document becomes effective. May be the date on the transmittal letter. Required in order to change the status of an initiating document and related conditions from Draft to Open or In Progress.

Initiated Dt - Initiated Date display only: Populated by entering the Initiated Date under the Dates button (see Initiated Date).

Intangible Code: See Assessment Scope.

Introduction (button) - Initiating Document Description area: The introduction or background text of an initiating document. This is an unlimited text area utilizing WordPerfect 6.0a.

Name: See Roles area.

Org. - Organization Code: See Roles area.

Orig. Doc. - Originating Document: The identification number of the initiating document. This is a free-form text field. The numbering schema is administered by the originating organization.

Owner: The person responsible for responding and/or correcting an identified condition or action.

Planned Completion Date: The date the last action will be completed.

PPG (button) - Priority Planning Grid: Condition Scope screen is activated. The following fields may be entered:

Contractor Code: The contractor determining the PPG value.

Evaluation Date: The date the PPG value was determined.

PPG Value - The final PPG value of the condition as evaluated by a corrective action evaluation group.

PPG As Found: A flag set when this score is the "as found" PPG.

Conseq Code - Consequence Code: The dominating consequence determining the risk of a condition.

RCA (button) - Root Cause Analysis: See Contributing Cause Code, Direct Cause Code, and Root Cause Code.

Reject Dt - Rejected date, Action Only: The date the completed action was rejected.

Root Cause Code: The root cause code as defined by DOE Order 5000.3B.

Resp Due Date - Response Due Date, Condition Document: Display only. The date the assessed organization must respond to the originator. If the date is not met, the status will go delinquent.

Response (button): Area for entering information relating to the response.

Response Approved Date: The date the originator approved the response plan.

Response Discussion Text: Narrative text responding to the initiating document, usually outlining an action plan.

Response Rejected Date: The date the response was rejected by the originator.

Response Rejection Text: A text explanation for the response rejection.

Response Revised Due Date Count: The number of times the response due date has been revised. System generated.

Response Submitted Date: The date the response letter was submitted to the originator.

Requirement Code: See Assessment Scope.

Requirement Title: See Assessment Scope.

Revised Completion Date: A new or changed planned completion date. Format: MM/DD/YYYY.

Revised Completion Date Count: The number of times the planned completion date is changed. System generated.

Revised Due Date Count: The number of times the action due date is changed. System generated.

Roles area:

Role: Identify different roles relating to the initiating document, condition, or action. Role types are as follows:

Initiating Document roles -

DOE Monitor	Originator POC
Lead Assessor	Responsible
Originator	Responsible POC

Condition roles -

Closure	Owner
---------	-------

Action roles -

Closure	Owner
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Name: Identify names relating to the previously mentioned roles.

Org: Identify the organization code relating to the above-mentioned name. This field is automatically populated when a name has been selected from the Name field; however, this field may be overridden.

Save (button): Saves a new or modified record.

Scheduled Date: The date or quarter the assessment was scheduled to be performed.

Status (button): Displays the system-generated status history of the record being viewed; i.e., status, date, and modified by.

Status (field): This is a system-generated code which is dependent upon date fields populated by the user. Status codes are as follows:

Initiating Document statuses -

Closed	Open
Deferred	Response Delinquent
Draft	Response Due

Condition statuses -

Actions Delinquent	In Progress
Closed	Pending Verification
Consolidated	Response Delinquent
Deferred	Response Due
Draft	

Action statuses -

Closed	In Progress
Complete	Past Due
Deferred	Rejected
Draft	

Summary - Initiating Document Description area: The summary information of an initiating document. This is an unlimited text area utilizing WordPerfect 6.0a.

Sys Condition ID - System Condition Identifier: See System ID.

System Action ID - System Action Identifier: See System ID.

System ID - System Identifier: System-generated unique identifier for the initiating document and its associated conditions and actions.

Title: Enter the initiating document title on the initiating document screen, the condition title on the condition screen, and the action title on the action screen.

Type: A word used to categorize conditions. (CAMS, Non-CAMS, Noteworthy Practices, NRR, SA-CAMS, SA-Non-CAMS, SA-Noteworthy Practices)

User Identifier: The system-generated unique identifier for each user. Permitted Values: 1 to 999,999.

Verified Date: Once work is completed, the date all actions are reviewed. Format: date, MM/DD/YYYY.

View: The view tags the condition as part of a logical group of conditions. All users will have at a minimum read-only privileges of all unrestricted views. Views may be restricted. Restricted views may be added to the view list and will be available only to approved users. Unrestricted views are CAMS, Non-CAMS, Contractor SAT, RL SAT.

X-Ref #'s (button) - Cross Reference Numbers: Other document numbers related to this record.

5.9 APPENDIX

- Identify HATS Components
- Using Pull-Down Menus
- Using Dialog Boxes
- Working with Windows
- Using the Button Bar

Identify HATS Components

The HATS window contains the following components:

Title Bar Displays the name of the current application (HATS).

Menu Bar Displays the name of each menu available in HATS.

Button Bar	Displays buttons you can click on to activate frequently used features in HATS instead of using a menu or keyboard command.
Document Window	The area in which the HATS screens appear.
Insertion Point	Indicates the position or field where text will insert when you enter characters from the keyboard.
Mouse Pointer	Repositions the insertion point for entering data into specific fields.
Status Line	Contains information about the current record. The status information describes the current function to be performed.
Scroll Bar	Contains scroll arrows and a scroll box, which you use to display different fields of the current record.

Using Pull-Down Menus

You can use the mouse or keyboard to choose (pull down) a menu. To choose a menu using the mouse, you click on a menu name in the menu bar. In this exercise, you will display several pull-down menus and examine the components of these menus.

1. Click on File or press <Alt F>.

Displays the File pull-down menu. This menu contains a list of options that you can choose to perform HATS commands. To choose a menu option, you can click on the name of the option, or press the underlined letter in the option name.

Notice that the Open option displays an arrow to the right of the option name. Choosing this option will display a menu with additional commands, called a **cascading menu**.

2. Choose Open.

Displays the Open cascading menu.

3. Click anywhere in the screen window, outside of the Open menu.

Closes the menu.

NOTE: You can also press <Esc> to close a menu. Press <Esc> twice and you will exit the HATS.

4. Choose Help.

Displays the Help pull-down menu.

Notice that the About menu option ends with an ellipsis (. . .). An ellipsis indicates that a dialog box displays when you choose this option. In a dialog box, you enter additional information that is necessary to complete the command.

9. Click anywhere in the screen window.

Closes the menus.

Using Dialog Boxes

A dialog box appears when you select a menu command for which you must specify additional information.

The dialog box may contain the following components:

Option Buttons	A set of options from which you can select one option. You select an option by clicking on the button or option name.
Check Boxes	Turn an option on or off. A check box is on when an X appears inside it and is off when the box is empty. You turn a check box on or off by clicking on the check box or check box name.
Text Boxes	Contain any text required to carry out a command. If up/down arrows display to the right of a text box, you can click on it to increase or decrease the value displayed in the text box.
Command Buttons	Carry out a command, such as save a document, query a document, retrieve a document, close a dialog box, or confirm an option.
Picklist	Display a list of additional choices for an option when you click on the picklist button.

Working with HATS Windows

When you first start HATS, the HATS window and the Initiating Document window both display. (Default document window both display maximized; that is, both windows fill the entire screen.) You can change the size and appearance of these windows. In this exercise, you will change the size and location of the HATS Initiating Document window, then restore the window to its default size.

1. Click on **File**; click on **Create InitDoc**.

The **Initiating Document: Insert Mode** screen is displayed.

2. Click on up/down arrow box in the Initiating Document menu bar.

Reduces and increases the size of the Initiating Document window.

3. Drag the Initiating document title bar to the center of the screen.

Repositions the Initiating Document window.

Using the Button Bar

Displays buttons (icons) you can click on to activate the following (in order of appearance):

- Create an initiating document
- Find Initiating Document
- Query a condition
- Query an action
- Save
- Display the first record in HATS
- Display the previous record in HATS
- Display the next record in HATS
- Display the last record in HATS
- Exit HATS
- Help.