

# Module 1- Introduction

**OBJECTIVE:** The objective of this module is to introduce the ASR system and the basic functions of the ASR dashboard.

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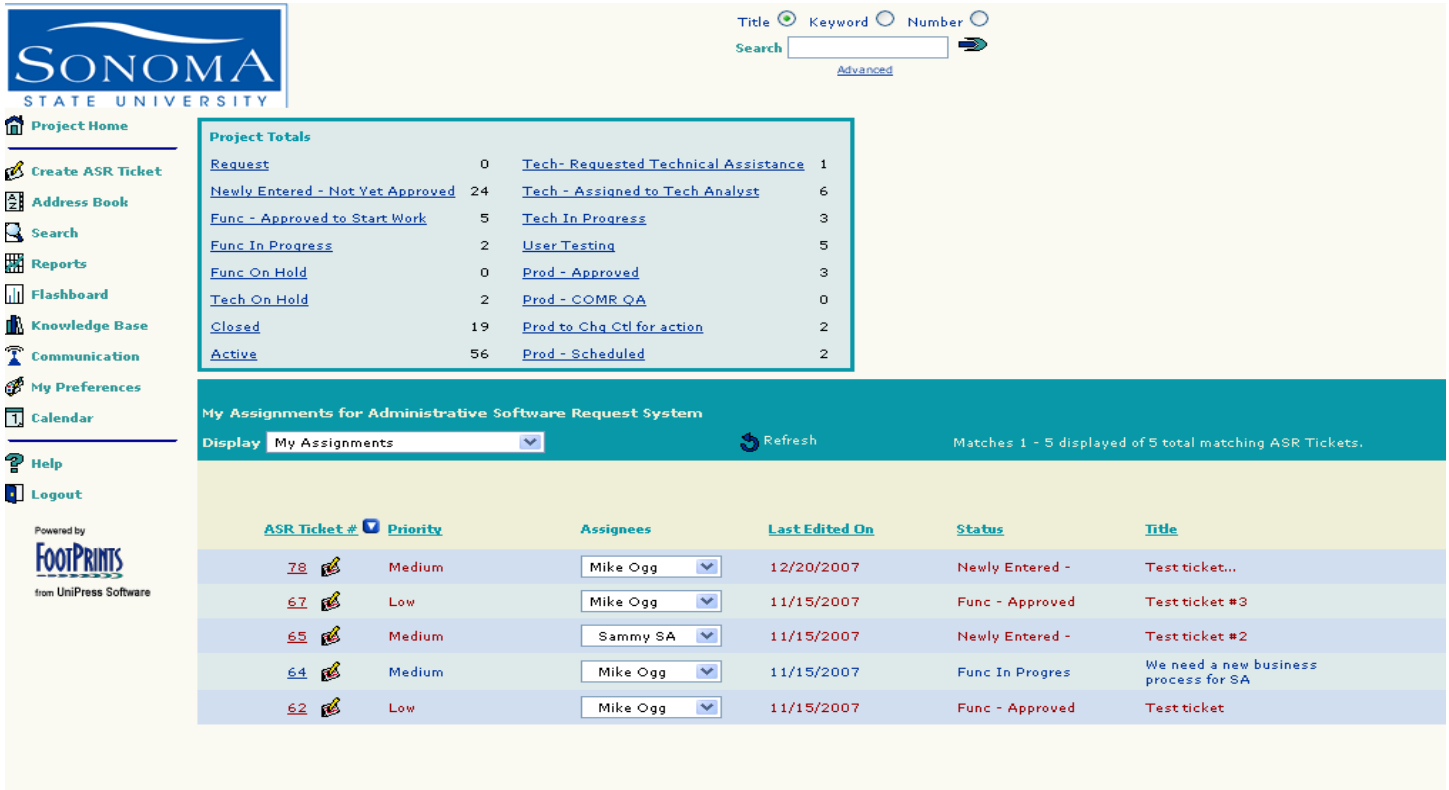
***NEED ADDITIONAL INFORMATION?***

For further questions on this process please contact Ken Beck at 4-3243 or at [beckken@sonoma.edu](mailto:beckken@sonoma.edu)

This documentation may be found online at [www.sonoma.edu/cms/asr](http://www.sonoma.edu/cms/asr)

# Chapter 1: What is the ASR?

**Introduction:** ASR, or the Administrative Software Request system, was created by Sonoma State University’s AIS team to manage incoming and ongoing requests for software changes, fixes, updates, as well as tracking functional-only requests. The system is powered by the Footprints software tool, as is the SSU Helpdesk. ASR will allow users to manage their specific tasks, generate custom reports, and track progress of ongoing issues.



The screenshot shows the ASR system interface. At the top left is the Sonoma State University logo. To the right is a search bar with radio buttons for 'Title', 'Keyword', and 'Number'. Below the logo is a navigation menu with items like 'Project Home', 'Create ASR Ticket', 'Address Book', 'Search', 'Reports', 'Dashboard', 'Knowledge Base', 'Communication', 'My Preferences', 'Calendar', 'Help', and 'Logout'. The main content area is divided into two sections. The top section, 'Project Totals', shows a grid of request counts for various categories. The bottom section, 'My Assignments for Administrative Software Request System', shows a table of assignments with columns for ASR Ticket #, Priority, Assignees, Last Edited On, Status, and Title.

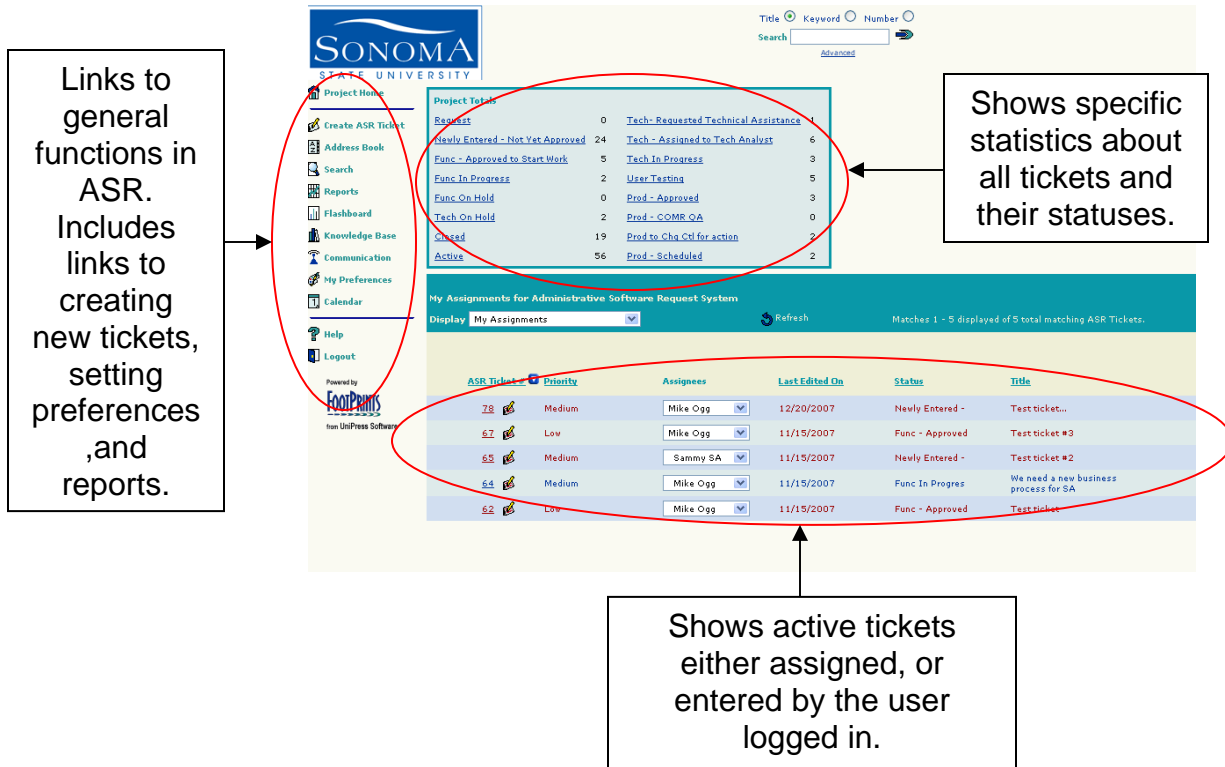
Category	Count	Category	Count
Request	0	Tech- Requested Technical Assistance	1
Newly Entered - Not Yet Approved	24	Tech - Assigned to Tech Analyst	6
Func - Approved to Start Work	5	Tech In Progress	3
Func In Progress	2	User Testing	5
Func On Hold	0	Prod - Approved	3
Tech On Hold	2	Prod - COMR QA	0
Closed	19	Prod to Chg Ctl for action	2
Active	56	Prod - Scheduled	2

ASR Ticket #	Priority	Assignees	Last Edited On	Status	Title
78	Medium	Mike Ogg	12/20/2007	Newly Entered -	Test ticket...
67	Low	Mike Ogg	11/15/2007	Func - Approved	Test ticket #3
65	Medium	Sammy SA	11/15/2007	Newly Entered -	Test ticket #2
64	Medium	Mike Ogg	11/15/2007	Func In Progres	We need a new business process for SA
62	Low	Mike Ogg	11/15/2007	Func - Approved	Test ticket

## Chapter 2: The ASR Homepage

**Introduction:** When users first log in to ASR they will see their Homepage. It is from this screen that all of the functions of the ASR are started. See below for the basic explanation of the ASR Homepage. The upcoming chapters will detail more information about these specific functions.



The screenshot shows the ASR homepage interface. On the left is a navigation menu with links like 'Project Home', 'Create ASR Ticket', 'Address Book', 'Search', 'Reports', 'Dashboard', 'Knowledge Base', 'Communication', 'My Preferences', 'Calendar', 'Help', and 'Logout'. The main content area includes a search bar, a 'Project Totals' table, a section for 'My Assignments for Administrative Software Request System', and a table of active tickets. Three callout boxes provide context: one for the navigation menu, one for the Project Totals table, and one for the active tickets table.

**Project Totals**

Request	0	Tech - Requested Technical Assistance	1
Newly Entered - Not Yet Approved	24	Tech - Assigned to Tech Analyst	6
Func - Approved to Start Work	5	Tech In Progress	3
Func In Progress	2	User Testing	5
Func On Hold	0	Prod - Approved	3
Tech On Hold	2	Prod - COMR OA	0
Cancelled	19	Prod to Chg Ctl for action	2
Active	56	Prod - Scheduled	2

**My Assignments for Administrative Software Request System**

Display: My Assignments Refresh Matches 1 - 5 displayed of 5 total matching ASR Tickets.

ASR Ticket	Priority	Assignees	Last Edited On	Status	Title
78	Medium	Mike Ogg	12/20/2007	Newly Entered -	Test ticket...
67	Low	Mike Ogg	11/15/2007	Func - Approved	Test ticket #3
65	Medium	Sammy SA	11/15/2007	Newly Entered -	Test ticket #2
64	Medium	Mike Ogg	11/15/2007	Func In Progress	We need a new business process for SA
62	Low	Mike Ogg	11/15/2007	Func - Approved	Test ticket