Arbutus Results Manager

USER GUIDE

ARBUTUS

Drive Your Analytics

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About this Guide

This guide is provided to licensed users of Arbutus Results Manager to provide quick instructions on connecting and using it.

For more information about our products and services, visit our web site at:

www.ArbutusSoftware.com

Need Help?

Contacting Us

If you have suggestions for improvements or if you can not find a solution to a problem, you can contact technical support for assistance. Please include:

- Your Arbutus Analyzer serial number.
- A description of what you were doing when the problem occurred.
- The error message, if any enountered.

Support Center

Global Help Desk

- Phone: +1-604-437-7873 or +1-877-333-6336 ext. 333
- Fax: +1-604-437-7872
- E-mail: support@ArbutusSoftware.com

Or write to us at:

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CHAPTER 1 ADMINISTRATORS - CONFIGURING ARBUTUS RESULTS MANAGER

RM Administrator

The RM Administrator is someone with a familiarity of the business process, users and groups that will be using the RM application. This, or these, people would be the ones who setup the connection between the Web Server, installed by the RM installer, and the Arbutus Hub Server application. The RM Administrator(s) would also be responsible for setting up the RM working environment and the processes being carried out, known as Workflows.

Configuring the Results Manager Web Interface (Admin URL)

The Web Application Administration Portal can be accessed via:

```
http://hostname/ip/admin/ (for instance http://192.168.1.64/admin/ or
http://abc_corp.com/admin/)
```

The default User ID and Password are:

```
User ID = admin

Password = adminpassword
```

When you are logged in as the administrator, there will be two different areas available to setup:

- Results Manager
- WebConnect.

The reason there are two choices is that both of these products use a web interface, but they must be configured separately, depending on the product you have purchased in order to connect the web interface to the Arbutus Hub Server.

For Results Manager, the only task is to add the server profile information.

Click the Add icon and fill in the information for the server profile used to connect to your existing Arbutus Hub Server.

We recommend that you use the same server profile name as your Arbutus Analyzer server profile.

Once you have filled in this information, click the Active Server check box at the bottom of the dialog to make set this as the Active Server.

Configuring the Results Manager Environment

The Web Application Administration Portal can be accessed via:

```
http://hostname/ip/result_manager/ (for instance
http://192.168.1.64/result_manager/ or http://abc_corp.com/result_
manager/)
```

Log in using your active directory credentials that you use to connect with the Arbutus Hub Server.

It is important to know that the first user to connect to RM will automatically be designated as an RM administrator user. Once you have an established RM administrator user, this user must add all other users who intend to use the RM application before they can directly connect to the RM application.

Configuring Users, Groups and Workflows

Administrators have additional menu options and functionality that are not available to non-administrative users. This allows administrators to configure the RM system as required.

By default, after logging in to the RM system, all users (administrators and non-administrators) will view the list of Activities assigned to them (Mine). All users will have access to the Activities menu option, however, only the administrators will be able to re-assign activities in the list and to filter for All user activities or only Active ones.

Users can log out of the RM system by choosing the Logout option using the drop down menu under their name in the top right

All users can perform the following actions on their activity lists:

- sort the activities in their lists
- click a column header in the activity list and choose to sort the column in ascending or descending order
- re-size column widths
- organize (move) columns
- add or remove columns - click on the Columns icon and select and/or deselect columns
- save the changes to the activities list for a user, the user must click the Save Configuration option by clicking the pull down menu under their name. If not saved, changes are only in affect for the current session.
- restore the activity list to its default presentation by clicking the Clear Configuration option by clicking the pull down menu under their name
- scroll to review rows - all rows are displayed
- choose the Refresh icon to refresh the contents of the Activities list at any time to show the latest assigned Activity content
- Fill in forms with optional or mandatory information
- re-assign activities to other users - from the Activity screen set the status to Active then select the reassign person from the drop down menu. Then select the reassign icon beside the Activity that is to be re-assigned.

Administrators are responsible for establishing users, groups and workflows. Only administrators can re-assign activities.

The order in which you decided to add users and groups is up to the administrator. The administrator can add multiple users first, then assign users to the desired group(s) as each group is added. Alternatively, the administrator can add multiple group's first, then assign each user to the desired group(s).

Users

By navigating to the Users navigation bar menu option, administrators can Add, Edit, and Delete users.

Adding Users

To add a user, click the Add button on the top left of the user list.

Users require the following information:

- Name - the user's proper name
- Login - the user's Login ID
- Email - the user's email address
- RM Admin - the check box specifies if the user is an administrator within Results Manager
- Notifications - choose from None/Hourly/Daily from pull down menu - this is used to control the frequency of user notifications for outstanding and overdue activities
- Time Range Start - Start time range for notifications
- Time Range End - End time range for notifications
- Initials - the user's initials for display purposes in the Activities list
- Type - any single character that has meaning within the context of your business departments or business processes. For example, A for Audit staff, I for IT staff, M for management staff, R for reviewer, etc.
- Groups - used to specify the group(s) for which a user is assigned

Editing Users

To edit an existing user, click the green Edit icon to the far right of the desired user row.

Deleting Users

To delete a user in the user list, click the Trash can icon on the left of each user row to delete a specific individual user.

Groups

By navigating to the Groups navigation bar menu option, administrators can Add, Edit, and Delete groups.

When assigning Groups it is important to consider the use of Groups in the context of the Results command which is the primary tool used to feed identified results into the RM system. Specifically, the Select parameter in the Results command is used to specify the initial defined Group (or individual) that will be assigned the identified exception(s).

It is a recommended best practice to always assign ownership to a Group as a Group allows for subsequent staffing changes to be administered easily without needing to subsequently modify ownership of each workflow.

For more detailed explanation of using Groups, see "Assigning Ownership to Workflows" on page 9.

For more details on the Results command and its related Select parameter that is used to assign initial exceptions, see the Results Command in the Analyzer Help.

Adding Groups

To add a group, click the Add button on the top left of the group list.

Groups require the following information:

- Name - the group name
- Description - a brief but detailed description of the group's purpose
- Method - specifies the default allocation method for the group which determines how activities are assigned to users within the group. There are 3 choices
    - The Even method allocates the number of activities uniformly to users of the group
    - The Least Busy method allocates activities to the user with the fewest number of activities currently assigned to them
    - The Random method allocates activities randomly to users within the group
- Users - used to assign users to the group

Editing Groups

To edit an existing group, click the green Edit icon to the far left of the desired group row.

Deleting Groups

To delete a group in the Group list:

- Click the Trash can icon on the far left on each group row to delete a specific group.

Workflows

By navigating to the Workflows navigation bar menu option, administrators can Add, Edit, and Delete workflows in a similar manner as used for Users and Groups.

Workflows define how exception management activities should be handled when assigned.

The Arbutus Results Management system uses a novel approach to define each of your workflows, by using a visual editor with a combination of nodes (workflow states) and directional arrows (workflow results).

Adding Workflows

When adding a new workflow, you will be prompted with a dialog that requests that a unique label and description be entered. A good description is recommended. After clicking OK in this dialog, the visual workflow editor is launched.

The visual workflow editor is very simple to work with.

On the left of the visual workflow editor is a toolbar which currently contains a single option, a node, which can be dragged and dropped into a position on the main graph pad drawing area.

The main graph pad is automatically populated with mandatory Start and Close nodes. These are special nodes that every workflow must have and are always provided when starting a new workflow. The Start and Close nodes can be repositioned as needed.

The main objective is to drag as many nodes as required onto the drawing area to map to each state of a particular workflow.

After dragging each node onto the drawing area, you will be prompted to describe the result to be performed by filling out the form fields. At a minimum, every state requires a Label, Description and Owner before you can submit (save) it.

- Label - the workflow state name - it is a recommended best practice to be concise with labels as these are displayed in the workflow and you do not want them taking up excessive real estate in the workflow editor.
- Description - a brief but detailed description of the workflow state's purpose
- Owner - the owner of a state can be an individual or group. It is a recommended best practice that you set a group as the owner of a state (although this is not a requirement). The main reason is that it can save on

subsequent administration. For example, assume for practical purposes that a state is owned by a specific user. If you assign this state to a group containing that specific user as a member, then if the user eventually leaves the group or the organization, there is no need to edit the workflow, instead you can simply update the user(s) of this group.

- Next Field Allocation Method - by default is blank which is only applicable if the owner is a group - when blank, uses the allocation method defined for the group that is specified as the owner for this workflow state. Specifying a method allocation here, instead of specifying blank, is a way to override the default group method allocation.

- Can Return To Assignee - is an optional convenience that allows an activity to be returned to the assignee. If selected, this will provide an additional button on the close activity dialog to provide this choice.

- Immediate Notification - check box to set an immediate notification ON/OFF

- Immediate Subject - edit box for entering subject

- Immediate Body - edit box for entering explanation

- Duration - the expected time frame for any activity which happens to be in that workflow state. Currently overdue activities are not supported.

After all the nodes are dragged on the drawing area and arranged in positions that accommodate your final work flow, and the data for each of the workflow states is filled in, nodes can then be "joined" via use of workflow results (which describe what happens next).

A result can only flow in one direction, so if you want to convey a result that can travel in both directions between two nodes, you must specify two distinct results (one from a->b and the other from b->a).

A result is created by clicking and dragging on a location port on the edge (side) of the source node, and dragging it to a location port on the destination node.

When a result between nodes is created, you will be prompted to fill in the fields of that result.

- Label - the result name between two states

- Description - explains what has been done to close that state. It is recommended that you invest some time supplying meaningful descriptions

- Assignee - the individual or group that the result should be assigned to. The radio button options are:

  - Default - if the owner is a group, then the result uses specified allocation method

  - Choice - choose assignee from the drop-down list of available assignee's that are appropriate for the next result node

> ▪ Same - assign to the current assignee

Once you are done creating all your nodes and results, you a free to move nodes and edges to achieve the desired workflow layout. Leave reasonable spacing between nodes and results to make the workflow layout and workflow labels readable.

You should move all nodes and results into their final locations before you modify the "bend" positions and lengths of the result edges as they reset to default upon moving their associated nodes. There is a guideline that will become visible as you move nodes around to assist with alignment. The post that an result edge is linked to on a node edge can be moved at any time. You can right click on a node or a result edge to edit them or remove them.

Only one result edge may come from the start node. Multiple edges can enter the Close Node. There must be at least one path from Start to Close via at least one user added Node before the workflow can be saved.

The label and description are also editable from the workflow page.

Assigning Ownership to Workflows

It is a recommended best practice to always assign ownership of an exception to a group as a group allows for subsequent staffing changes to be administered easily without needing to subsequently modify the actual ownership of each workflow. Even assigning an exception to a group with only a single member is better (more manageable) than assigning an exception to an individual.

if the Results command does not specify a Select parameter, by default one member of the specified group in the workflow will be assigned any new exception. If the specified group only contains a single member then that member would always be assigned any exceptions (provided the Results command does not specify a Select parameter).

There are two options for assigning a class of initial results using the Results command with or without the Select parameter:

Option 1

You can assign any class of initial results to specific individuals. You can have as many specifically assigned individuals (users) as you choose, and they do not need to be a assigned as members of the Group that owns the activity.

Option 2

You can assign any class of initial results to specific sub-groups (like managers). Unlike option 1, you cannot use this option to assign the exception to an individual (user) outside of the owner group. To use this approach, you would create multiple groups and then assign individuals (users) as members of more than one group.

Here are examples of various methods for allocating an initial exception:

Groups

- Inventory
- Production
- Management
- Staff

Individuals (Users) and Member Groups

Name	Member of Group(s)
Sue	Inventory, Staff
Bob	Inventory, Staff
Joe	Inventory, Management
Harry	Inventory, Management
Mary	Production, Staff
Bill	Production, Staff
Jill	Production, Management

If the initial result is for a result that is owned by the Inventory group, then the Results command will do the following:

- any Results command without a Select parameter will be allocated between Sue, Bob, Joe or Harry, as they are all members of the Inventory group

Any Results command with a Select parameter, will do one of the following:

- if using Select "Staff", the exception will be allocated between Sue and Bob, as they are members of both the Staff and Inventory groups
- if using Select "Management", the result will be allocated between Joe and Harry, as they are members of both the Management and Inventory groups
- if using Select "*Joe", the result will be allocated to Joe
- if using Select "*Jill", the result will allocated to Jill, even though she is not a member of the Inventory group (the group owner)

Please note:

- The initial Results command and its Select parameter only controls the initial assignee in the workflow.
- In this example there is still only one overall workflow. While any of the above scenarios will assign the initial result to a specific individual or subgroup, assignment of all subsequent results will follow the assignment rules established within the workflow.

- If the Management assigned results need to be approved or otherwise processed by different individuals, then a different workflow would be required and would need to be established.

Assigning Forms to Workflow Nodes

For each node a single form can be dragged and dropped on a node (forms are used to ask questions and solicit responses from the end users - some questions can be made to require a mandatory response). If a form already exists on a node, adding a form to the node will replace the existing form as a node may only have one form.

When a form is added, you must first fill in the following information:

- Form name
- Form instructions

After creating the form, you can now add any number of questions in various formats for the users:

- Check boxes
- Radio buttons
- Drop down lists (user generated choices)
- Edit text box (short answer)
- Paragraph text box (paragraph answer)
- Email text box (for email entry)
- Label (un-editable text alerting or informing user of key information)
- Date selector (allows users to select date)
- Numeric edit box (only accepts numeric values)
- Numeric scale slider (selection of integer value within specified range)

For each format of a question, a question must be provided (or in the case of labels information must be provided).

For each question, a switch can be chosen to make the response mandatory - this is an on or off switch that is off by default. If a question is made mandatory, the user cannot close the activity until all mandatory questions have been completed.

For each question, a mandatory Analyzer field name and length must be specified - by default RM will set these initial values. These values could be used for subsequent advanced analytics. For more information contact Arbutus Product Management.

The order of questions will determine the vertical order of how form questions are displayed in the activity top to bottom. Question tabs can be re-arranged

horizontally within a form from left to right to set their vertical order from top to bottom. Questions can be deleted or added as needed.

For radio button and drop down list questions, beyond the specific question posed, choices will have to be provided.

> Note:Only one choice can be made for any questions - multiple choices are automatically prevented and no choice can also be valid provided the questions response is not mandatory.

Re-purposing Existing Forms

When creating a form, all forms within the current workflow can be re-purposed to avoid having to recreate prior work in the new form. Within the form window you can search for, or scroll through, the list of existing forms shown on the left hand side of the form window and then select any existing form. Selecting an existing form makes a copy of that form that can be edited and modified as required.

Administration

The Administration screen is used for creating backups of the RM data or to restore data from a previous backup.

> Note:It is a "best practice" to create a backup once you have created your users, groups and your first workflow.

Click the Backup button from the Administration screen. This will create a backup file that will have a name based on the date the backup was created.

Once the backup is complete a message will appear on screen 'Backup Successful' with the name of the backup file below.

To restore RM data from a previous backup, click the List Backups button. Click on the backup file that is to be restore the click the orange 'Restore' button.

Once the restore is complete a message will appear 'Restore Successful'.

Dashboard

The Dashboard is available to all RM users who are set up as administrators.

From the Dashboard screen, the various graphs for the Dashboard can be accessed for selection or de-selection by clicking on the Customize Dashboard button in the top right.

Graphs can be repositioned by clicking and holding with your mouse on a graph and dragging it to the preferred location.

To access the preferences for each graph, click on the 3 dot icon in the top right.

Certain graphs in the dashboard support drill down functionality. Clicking on a section of the graph will generate a new graph based on the selected area. If a graph does not support drill down, this option will be grayed out when selecting graph preferences in the top right.

CHAPTER 2 END-USERS - WORKING WITH ARBUTUS RESULTS MANAGER

This section is for use by end-users and describes connecting to and working with activities in the Arbutus Results Manager (RM).

Connecting to Arbutus Results Manager

Please contact your Results Manager (RM) administrator to obtain the web address for your Arbutus Results Manager server login.

This will normally be in the form:

```
www.yourdomain.com
```

or in the form:

```
www.yourdomain.com:xxxx
```

Note:Where xxxx is the open port number on the server.

For example:

```
http://abccorp/result_manager/
http://abccorp/result_manager/8000
```

When you enter this web address you will automatically be redirected to the Results Manager server Login page.

Once you are on the Login page, you will be asked to login to the Results Manager. You login using your standard Active Directory user ID and password. If your login information is not correct or your user ID has not been previously added to the RM system by the RM administrator, you will be presented with an error message. You will not be able to proceed to a Results Manager session without a correct login.

Configuration

By default, after logging in to the RM system, all users (administrators and non-administrators) will view the list of Activities assigned to them (Mine). All users will have access to the Activities menu option, however, only the administrators will be able to re-assign activities in the list and to filter for All | Active user activities.

Users can log out of the RM system by choosing the Logout option using the pull down menu to the right of their name.

All users can perform the following actions on their activity lists:

- Sort the activities in their lists

- Click a column header in the activity list and choose to sort the column in ascending or descending order
- Re-size column widths
- Organize (move) columns
- Add or remove columns - added columns appear on the far right but can be moved after they are added
- Save the changes to the activities list for a user. To save changes, the user must click the Save Configuration option by clicking the pull down menu beside their name. If not saved, changes are only in affect for the current session.
- Restore the activity list to its default presentation by clicking the Clear Configuration option by clicking the pull down menu beside their name
- Choose the number of rows to display (10 being the default) using the Items Per Page text box on the bottom left of the current activity window. The specified number of rows to display will persist for the current session for all lists or until it is changed to another value. If the total number of rows in the activity list is greater than the number of rows the user has chosen to display, the user can navigate through the entire list using the page selection shown on the bottom left of the Activity list.
- Choose to refresh the contents of the Activities list at any time to show the latest assigned Activity content.

Administrators are responsible for establishing users, groups and processes. Only administrators can re-assign activities.

Results

By navigating to the Results navigation bar menu option, all users can review and create results.

Non-administrative users will only be able to see results assigned to them. And if they click on the result, they will see the Result Activity Log but will only be able to view previous activities that were not assigned to them. They can only close an open activity if it is available and has been assigned to them.

Users have the ability to create results via the RM system web interface, although in most cases, results will enter the RM system from Analyzer procedures (most likely via scheduled jobs on the Arbutus Hub Server) that invoke the Results command.

Currently there is no way to edit or delete existing results. You can add a new result.

When manually adding a new result you are prompted to specify the following result information:

- Workflow Name - specifies the workflow for this result. Associate the result to the appropriate workflow by selecting the workflow from the pull down list of available workflows
- Type - is single character specific to the business departments or business processes.
- Description - explains what the cause of the result was and should provide sufficient detail
- Reference - is a reference number that has meaning in the workflow or business domain, it may link back to the original cause of the result, etc.
- Number reference - is similar in nature to reference but is limited to a numerical value (i.e. ranking, with severity from 0 to n)
- Priority - assign a priority value (level of importance)
- Creator - specify the creator of this result

You can also:

- Fill in a form
- Add Notes
- Add Attachments

Once the result is created, a corresponding activity will be created and allocated appropriately based on the first state owner and the allocation method for the associated workflow.

The command icon on the results list will redirect you back to the result activity log with a list of all the activities that were created from that thread (essentially a history of the result from start to close or its current state).

Activities

By navigating to the Activities navigation bar menu option, all users can review and address existing activities.

The Activity dialog lists a summary of read only fields that describe the activity and its current state and should provide a description of why this activity must be reviewed.

From here a user can click the green icon beside an activity to launch the Activity Details dialog to view activity details, add attachments and notes, and get instructions on the description of the current state of the activity.

Additionally there are 3 fields that a user can add values to:

- Hours
- Cost
- Result amount

Attachments can be added to the activity via drag and drop or be added via file search dialog - multiple attachments can be added.

Additional unstructured comments can be included as Notes.

> *Note:Any attachments or notes added to the activity can be reviewed by subsequent users for this activity.*

Forms

Some activities may contain forms that were created for the activity to obtain additional user responses. Responses may be optional or mandatory - any mandatory responses must be completed before an activity can be closed.

Any prior (earlier stage) user activity forms can be viewed but not edited.

For any question in a form, a user can either choose an answer or supply a value. Questions may be asked in a variety of ways, for example:

- Using radio button choices
- Using check box choices
- Using text/edit boxes for direct user entry
- Using date selectors to specify a date

Closing Activities

When a user is ready to close an Activity, they will click the green icon beside the activity in the Activity dialog. This will launch the Activity Details dialog.

At the bottom of the Activity Details dialog, valid results for advancing (closing) the activity in the workflow are displayed as orange buttons. The user must choose the correct result by clicking the orange button for the desired result.

> *Note:Available results will correlate with established allowable results for this state of the specific workflow. This means the number and type of allowable results will vary by workflow and state.*

Once a result is chosen by the user, the activity will be removed from the users activity list and will be moved to the next stage in the workflow.