Version

1

ATLANTA HOUSING AUTHORITY

Information Technology Department

IT Operating Procedures Manual

Revision History

Date	Version	Author	Comments
5/30/08	First Major Draft	KaTrina Love Abram	IT Enterprise Ops, Business Solutions, & System Development completed
6/09/08	First Minor Draft	KaTrina Love Abram	Training, Oracle Help Desk, Implementation/Deployment, and Oracle Applications completed
6/20/08	Second Draft	KaTrina Love Abram	Appendix, Distribution Center, PMO, and CIO chapters completed
7/07/08	Final Draft	KaTrina Love Abram	Entire manual is complete.
7/16/08	Published Version Draft	KaTrina Love Abram	Draft before publishing.
7/23/08	Published Version	KaTrina Love Abram	Ready for publishing.

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Chapter 1

Introduction

Information Technology Department
Atlanta Housing Authority (AHA)

The Information Technology Department

IT Department's Mission

"The IT department's mission is to provide AHA with the most functional, cost effective IT solutions, facilitating the transformation of AHA into an excellent diversified real estate company with an excellent asset management capacity. IT Solutions will be based on proven technologies and must provide continuous improvements in customer satisfaction and operational efficiencies."

After Hours Availability

Nick Farsi and all managers and directors, who report to him, are available after hours via I-pager. Their AHA e-mail address is their I-pager number; therefore, to contact them, simply send an e-mail.

About This Manual

The Information Technology Operating Procedures Manual is a living document that outlines the standard operating procedures for the Atlanta Housing Authority's Information Technology (IT) Department.

Who Should Read This

All employees of the Atlanta Housing Authority who use hardware and software equipment, computer peripherals, copiers, telephones, AHA software applications, and courier services should read this manual. This manual provides guidance for how you can utilize the IT department.

Manual Organization

We divided this manual according to the departments in the IT organization. Each department has its own chapter: IT Enterprise Operations, Business Solutions, Project Management Office (PMO), System Development, and Distribution Center.

At the end of the manual, Appendix A on page 2 contains organizational charts, Appendix B on page contains forms, and Appendix C contains helpful diagrams.

Manual Conventions

You can click on any underlined or highlighted word, which are hyperlinks that take you to either another area of this document or to the appropriate location on the AHA Portal. If the link takes you to the Portal, the site opens up a separate browser window.

Related Resources

The documents in Table 1-1 are also important IT resources.

Table 1-1: *Related resources*

Document	Description/Location
Computer Usage Policy	IT Operations Portal
Communications Policy	IT Operations Portal
Enhancement Request Policy	PMO Portal
Change Request Policy	PMO Portal
Records and Information Management Program Manual	PMO Portal
Distribution Center Services Guide	Distribution Center Portal

Manual Updates

This manual is a living document. We update this manual as our policies change and technology advances. We will post updated versions on the IT Portal.

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IT Services Quick List

In this section, we provide you with a brief listing of our services. Appendix B contains all of the forms that you need to request any of these services. For more comprehensive, detailed information, refer to the section that we list under each topic. This is just a quick list.

Contacting the Help Desk

To contact the IT and Oracle Help Desks, you can call 404-817-4357 or you can use the FootPrint ticketing system. For detailed information, refer to page 25 in Chapter 3.

Use the following steps to contact the IT Help Desk, report problems, and submit request forms using FootPrints:

Step	Action
1	Access the AHA Portal by opening Internet Explorer.
2	Click **Footprints (CUSTOMER LOGIN)**.
3	Click **Submit Request**.
4	Type your User ID and Password in the appropriate fields, and then click **Go**.
5	Click **Create Work Order**.
6	Complete the fields. The fields in red with asterisks beside them are mandatory fields. • The Contact Information tab identifies you and allows us to send you updates on your ticket/request. • The Work Order Information tab is where you identify what your problem/request is. You must complete the Type field. • Under the Description tab, you elaborate on your problem/request. • Under the Attachments tab, you can attach files, screen captures, and requests forms. Examples of the request forms that you complete, scan, and attach to the ticket are in Appendix B.
7	Click **SAVE** to store and send the FootPrint ticket to the IT Help Desk.

Security and Request Forms

To gain access to AHA applications, get software and equipment, or to get remote access to the AHA network, you must complete and submit specific forms. In this section, we tell you where these forms are located.

The following forms are located on the AHA Portal in the Forms section. On the Portal, click **Resources**, and then click **Forms**. Scroll to the bottom of the page, and the forms are located in the lower-left side of the page:

- Equipment Request Form (page A-7)
- Software Request Form (page A-8)
- VPN Request Form (page A-12)

The following forms are located on the AHA Portal in The Office of IT Training section. On the Portal, click **Divisions**, and then click **The Office of IT Training**. Scroll to the bottom of the page, and click the **Security Forms** folder. Scroll to the bottom of the page.

- Oracle Access Assignment Next-Generation Form (page A-10)
- Oracle Access Assignment Form (page A-9)
- DDI Access Assignment Form (page A-11)
- Purchasing System Hierarchy Request Form (page A-16)

The following forms are located on the AHA Portal in the Distribution Center section. On the Portal, click **Divisions**, and then click **Distribution Center**.

- AHA Horizontal Business Card Request (page A-19)
- AHA Vertical Business Card Request (page A-20)
- Reproduction Request (page A-18)

To get the Laserfiche Access Request Form (page A-17), click **Divisions**, **Project Management Office**, **Records Management (AHA)**, and then **Forms and Templates**.

Backing Up and Saving Your Documents

Put your documents on the U network drive to have them backed up. We do not back up your local C drive.

When you save your documents, make sure that you use the correct drives. The following list discusses the drives:

C: Drive	Located on your desktop or laptop. Do not store files on the C: drive. Storing files on your C: Drive is a high security risk if the desktop or laptop is stolen or corrupted.
U: Drive	Located on the AHA network. All employees have access to their own storage area on this network. This drive is only accessible when you are logged onto the network. Others do not share your U: Drive, so do not store files on this drive that others need to share.
T: Drive	Shared network drive that we set up by AHA department. Access is based on your AHA department or function. AHA department employees have access.
S: Drive	Shared network file storage area. Access is open to all departments and users. This drive has low security.

If you currently have files on your C: Drive, use the following steps to back up your documents from your local C drive to the U network drive:

Step	Action
1	Right-click the Windows **Start** button, and select Explore to open Windows Explorer.
2	Click Local Disk (C:), and navigate to the files that you want to back up.
3	Click the file you want to back up, and from the Edit menu, click **Copy**.
4	Click the (U:) drive, and from the Edit menu, click **Paste**.
5	Repeat for all the files that you want to copy.

Requesting Equipment, Hardware, and Software

Use the Equipment Request form (example form on page 7) to order equipment and hardware, including Blackberry mobile phones. Use the Software Request form (example form on page 8) to order software and to have software installed on your computer. In depth details are available in Chapter 3 on page 25.

To order equipment, hardware, or software:

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Step	Action
1	Access the AHA Portal by opening Internet Explorer.
2	Click **Resources**, and then click **Forms.**
3	Scroll down the Forms page to the Information Technology Forms section, and: <table><tr><th>If you are ordering . . .</th><th>Then click the . . .</th></tr><tr><td>Equipment</td><td>Equipment Request Form (page A-7), which is required to get approvals to purchase hardware and software for PCs.</td></tr><tr><td>Hardware</td><td>Equipment Request Form (page A-7), which is required to get approvals to purchase hardware and software for PCs.</td></tr><tr><td>Software</td><td>Software Request Form (page A-8), which is required for all software installations.</td></tr></table> Appendix B (page A-6) has examples of the Forms.
4	Complete the form in its entirety. The Form requires your Senior Vice President's approval and written signature. It also requires the CIO's approval.
5	Take the completed form to Nick Farsi's assistant (X7285), who sits on the 2nd floor in cubicle 202C. The assistant will get Nick Farsi (Chief Information Officer) to sign the form. The Help Desk Tech

Requesting VPN Access

Complete a VPN Request form to access the AHA network remotely. An example of this form is in the Appendix, on page A-8.

Step	Action
1	Access the AHA Portal by opening Internet Explorer.
2	Click **Resources**, and then click **Forms.**
3	Scroll down the Forms page to the Information Technology Forms section, and click the VPN Request form.
4	Complete the form in its entirety. The Form requires your supervisor's approval and Jason Watkins' (IT Operations Director) signature.
5	Scan the VPN Request, and e-mail it to either: • Jason Watkins jason.watkins@atlantahousing.org • Shirley Woods shirley.woods@atlantahousing.org The Help Desk Tech will take care of things from here. You will receive a status e-mail shortly.

Requesting Access to Housing Choice, DDI, E-Business Suite, and the Purchasing Application

To get access to any of these applications, you must complete the appropriate form, scan the form, and attach the form to a FootPrints ticket. Chapter 4 has information about the Oracle applications. Chapter 6 has information about Data Direction Inc. (DDI). Examples of the forms start on page A-6.

Step	Action
1	Access the AHA Portal by opening Internet Explorer.
2	Click **Footprints (CUSTOMER LOGIN)**.
3	Click **Submit Request**.
4	Type your User ID and Password in the appropriate fields, and then click **Go**.
5	Click **Create Work Order**.
6	Complete the fields on the Contact Information tab. The fields in red with asterisks beside them are mandatory fields.
7	Under the Work Order Information tab: In the Type field, select **Account/Security**. Use the following table to decide what to select for the SubType and Category fields and to decide which form to complete.

Need access to or create, modify, add, or terminate accounts	FootPrint SubType/Category fields	Use this form (page number of example of form in Appendix B)
DDI	DDI	DDI Access Assignment form (page A-11)
Housing Choice, CRMS		Oracle Access Assignment Next-Generation form (page A-10)
E-Business Suite	Oracle Security	Oracle Access Assignment form (page A-9)
	Extract	DDI Access Assignment form (page A-11)
Purchasing module		Purchasing System Hierarchy Request form (page A-16)
Any AHA Portal, VPN account security, Sharepoint, FootPrints, and other	Windows/ Network/ Sharepoint Portal	

Requesting EIV User Access

To request Housing and Urban Development Enterprise Income Verification (EIV) User access authorization rights:

Step	Action
1	Complete the EIV User Access Authorization form (UAAF) at: http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/useraccess.pdf
2	Submit the form to your EIV Coordinator.

Coordinators retrieve the User IDs from the system. Wait three-to-five days after you submit the form to contact your Coordinator about your User ID.

Requesting HUDPIC Login

If you do not have a User ID, but you require access to one or more of HUD's secure systems, you must register for a User ID by completing the Secure Systems online registration form. You can get the form from the following Web location:

http://www.hud.gov/offices/reac/online/online_registration.cfm

The Atlanta Housing Authority's Organization ID is GA006. On the online registration form, type GA006 in the Organization ID field.

The Systems Development staff will retrieve your User ID and e-mail it to you.

Getting Telephone Assistance

To get assistance with your telephone, you can call 404-817-4357 or you can use the FootPrint ticketing system.

To contact use FootPrints to get telephone assistance:

Step	Action
1	Access the AHA Portal by opening Internet Explorer.
2	Click **Footprints (CUSTOMER LOGIN)**.
3	Click **Submit Request**.
4	Type your User ID and Password in the appropriate fields, and then click **Go**.
5	Click **Create Work Order**.
6	Complete the fields on the Information tab. The fields in red with asterisks beside them are mandatory fields.

Step	Action
7	Under the Work Order Information tab, from the Type field, select **Telecom**. In the SubType field, select the item that reflects the type of telephone assistance you need.
8	Complete the Description tab, and under the Attachments tab you can attach files, screen captures, and requests forms. Examples of the request forms that you complete, scan, and attach to the ticket are in Appendix B.
9	Click **SAVE** to store and send the FootPrint ticket to the IT Help Desk.

Getting Portal Assistance

To request maintenance, administration, or training for the Portal:

Step	Action
1	Access the AHA Portal by opening Internet Explorer.
2	Click **Footprints (CUSTOMER LOGIN)**.
3	Click **Submit Request**.
4	Type your User ID and Password in the appropriate fields, and then click **Go**.
5	Click **Create Work Order**.
6	Complete the fields on the Information tab. The fields in red with asterisks beside them are mandatory fields.
7	Under the Work Order Information tab, from the Type field, select **Portal**. In the SubType field, select a Portal. In the Category field, make the appropriate selection.
8	Complete the Description tab, and under the Attachments tab you can attach files, screen captures, and requests forms. Examples of the request forms that you complete, scan, and attach to the ticket are in Appendix B.
9	Click **SAVE** to store and send the FootPrint ticket to the IT Help Desk.

Accessing the IT Training Schedule

The IT Training schedule is on the IT Training Calendar, which is located on the IT Portal. On the calendar, each class is listed on the date that the training is scheduled. See page 59 in Chapter 4 for detailed information.

To access the IT Training Schedule:

Step	Action
1	Access the AHA Portal by opening Internet Explorer.

Step	Action
2	Click **Divisions**, and under Information Technology, click **The Office of IT Training**. Result: The IT Training Calendar is displayed.

Scheduling IT Training

We offer training for all AHA employees and partners. No authorization is necessary. To sign up for IT Training, send an e-mail to ittraining@atlantahousing.org. In the e-mail, state the:

- Session that you want to attend
- Date of the session
- Time of the session

Requesting Record Delivery or Pickup

For detailed information about Records Management, refer to Chapter 4 on page 41. Use the following steps to request that records are delivered to you from storage or picked up from you to be put in storage.

Step	Action
1	Access the AHA Portal by opening Internet Explorer.
2	Click **Footprints (CUSTOMER LOGIN)**.
3	Click **Submit Request**.
4	Type your User ID and Password in the appropriate fields, and then click **Go**.
5	Click **Create Work Order**.
6	Complete the fields on the Contact Information tab. The fields in red with asterisks beside them are mandatory fields.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>7</td><td>Complete the Work Order Information tab. In the Type field, select Records Management.
<table>
<tr><th>To have records . . .</th><th>In the SubType & Category fields, select . . .</th><th>In the dialog box . . .</th></tr>
<tr><td>Delivered to you</td><td>SubType: Hardcopy Services

Category: Delivery Request</td><td>Specify the delivery priority, the number of boxes to be delivered, and the barcodes of the requested boxes. Click Save.</td></tr>
<tr><td>Picked up from you</td><td>SubType: Hardcopy Services

Category: Pick-up Request</td><td>Specify the number of boxes to be picked up and the barcodes of those boxes, Click Save.</td></tr>
</table></td></tr>
<tr><td>8</td><td>Use the Description tab for additional comments.</td></tr>
<tr><td>9</td><td>If you have attachments, attach them to the FootPrint ticket in the Attachments tab.</td></tr>
<tr><td>10</td><td>Click the SAVE button to save and send the FootPrint ticket to the Records Center.</td></tr>
</table>

Requesting Scanning

Use the following steps to request that your records get scanned:

Step	Action
1	Access the AHA Portal by opening Internet Explorer.
2	Click **Footprints (CUSTOMER LOGIN)**.
3	Click **Submit Request**.
4	Type your User ID and Password in the appropriate fields, and then click **Go**.
5	Click **Create Work Order**.
6	Complete the fields on the Contact Information tab. The fields in red with asterisks beside them are mandatory fields.
7	Complete the Work Order Information tab. • In the Type field, select **Records Management**. • In the SubType field, select **Document Imaging/Laserfiche**. • In the Category field, select **Laserfiche** or **Ecopy**.
8	Specify the type of file that you want scanned, the total number of pages that you want scanned, and the navigation path to the file. Click **Save**.

Step	Action
9	Use the Description tab for additional comments.
10	If you have attachments, attach them to the FootPrint ticket in the Attachments tab.
11	Click the **SAVE** button to save and send the FootPrint ticket to the Records Center.

Ordering Business Cards

You can order horizontal (example on page 19) or vertical (example on page 20) business cards through the Distribution Center. The turn-around time is five business days.

To order business cards:

Step	Action
1	Complete the horizontal or vertical business card form.
2	Get your manager's approval.
3	Hand-deliver the form to the Distribution Center.

Requesting Reproduction Services

Use AHA Form 179, the Reproduction Request form, to request reproduction services. Submit a separate form for each document that you want copied. ALL requests MUST have an accompanying Reproduction Request form, which you can get at the following portal location:

http://ahasps1/Topics/Divisions/Distribution%20Center/Pages/default.aspx

It is essential that you correctly prepare the form. Refer to page 109 to help you complete the form.

Using Copier Machines

You must have your department's four-digit code to access the machine. Use the following instructions to use any of the copier machines in the AHA Central Office.

Step	Action
1	Using the keypad, enter your department's four-digit copier code into the Dept ID field.
2	Click the ID button.
3	Set your selections (paper size, number of copies, and so on).
4	Press the Start button to begin copying.

Step	Action
5	When you finish, press the ID button to reset the copier for the next person to use.

Scheduling Conference Calls

Use the FootPrint ticketing system to schedule conference calls.

Step	Action
1	Access the AHA Portal by opening Internet Explorer.
2	Click **Footprints (CUSTOMER LOGIN)**.
3	Click **Submit Request**.
4	Type your User ID and Password in the appropriate fields, and then click **Go**.
5	Click **Create Work Order**.
6	Complete the fields on the Information tab. The fields in red with asterisks beside them are mandatory fields.
7	Under the Work Order Information tab, from the Type field, select **Telecom**. In the SubType field, select **Phone (Corporate)**. In the Category field, select **Conference**.
8	Use the fields under the Description tab to add comments, and under the Attachments tab you can attach pertinent files.
9	Click **SAVE** to store and send the FootPrint ticket to the IT Help Desk.

Resetting Your Blackberry

Use the following steps to reset your Blackberry.

Step	Action
1	Remove the back cover off of the device.
2	Remove the battery out of the device.
3	Wait three seconds, and then put the battery back into the device.
4	Put the back cover on the device.
5	If the device does not automatically power on, push the power button that is located on the top of the device.

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Chapter
2

Chief Information Officer

Nick Farsi, Chief Information Officer
404-817-7286 nickolas.farsi@atlantahousing.org

Biography

Nick Farsi is a Senior Executive with over 20 years of diversified IT experience in the Retail, Telecomm, E-Commerce, Real Estate, and Web Hosting industries. Prior to AHA, he was:

- Vice President of Strategic Systems Delivery for Verisign Telecommunication services.
- Senior Vice President and Chief Information Officer (CIO) for Interland, a leading provider of business class Web hosting products to the SME market.
- Vice President and CIO for Avana, an Integrated Communications Provider.
- Director of Systems Development for Bellsouth Cellular Corporation, now AT&T, which is a multi-billion dollar wireless communication company. He led a staff of 328 people in the IT organization, which enabled Bellsouth, now AT&T, to achieve objectives in growth, cost reduction, and improved customer service.

Nick started his IT career at Federated Systems Group as a Computer Programmer and held positions as Vice President of Operations and Vice President of Application Development.

He earned a B.S. in Business Administration from Citadel Military College of South Carolina and attended technology seminars at MIT.

Nick was voted Georgia CIO of the year in 2001 and selected as one of the premier top 100 IT leaders by Computer World magazine in 2002. While at BellSouth, he served as Vice Chairman in fundraising for the Georgia Council on child abuse.

Hours of Operation

Nick Farsi is available from 7:30 am to 6 pm. Nick Farsi and all managers and directors, who report to him, are available after hours via I-pager. Their AHA e-mail address is their I-pager number; therefore, to contact them after hours, simply send an e-mail.

Standing Meetings

Table 2-1 contains weekly meetings that Nick conducts and attends.

Table 2-1 *CIO Standard Meetings*

Meeting Name	Date/Time
One-on-One with Renee Glover, Chief Executive Officer (CEO)	Every Tuesday at 9:00 am
Senior staff meeting with CEO and other Senior Vice Presidents	Every Tuesday from 12:00 pm to 2:00 pm
IT Staff meeting with his direct reports	Every Tuesday at 3:00 pm
Operations meeting with Renee Glover, Pat Jones, Steve Nolan, and Barney Sims	Every Wednesday at 10:30 am
Project Status meeting	Every other Wednesday at 2:00 pm

Services and Responsibilities

The CIO has a very strategic, tactical, and visible role in our organization. His decisions and leadership directly affect the goals and progression of the company. The CIO is an IT visionary, strategist, and leader.

IT Visionary

As our IT visionary, Nick Farsi leads our technology strategy formulation and directs and coordinates Technology and Distribution Center operations. He develops technology plans to identify and address the organization's short-term and long-term objectives by coordinating resources, processes, and technology.

IT Strategist

As our IT strategist, Nick determines long-term business and technology needs and develops and implements strategies to achieve those goals. He reviews and evaluates the current business and technology practices based on the agency's priorities, and he oversees the development of strategies to reengineer and enhance the current business and technology systems to achieve organizational objectives.

Nick leads the senior management team in formulating assignments in the form of company goals or objectives and is accountable for the organizational-level deliverables. He offers solutions to his peers that impact their timelines and deliverables and offers resources for them to be successful in their goals.

As the Contract Office Representative (COR), Nick procures and manages strategic IT-related contracts with the companies that provide AHA with hardware and software, voice and data, pagers, copiers, fax machines, server maintenance, and disaster/recovery services, just to name a few. These companies include IBM, Dell, Icon, AT&T, Draper, Icon, Pitney Bowes, Microsoft, and many more. Nick represents the AHA with these companies and interfaces with them to ensure that they perform according to their contracts and that they are paid on time. He is also responsible for maintaining, closing out, and renewing their contracts.

IT Leader

As the IT leader for us, Nick takes approved projects from conception to implementation. He manages the IT department's schedule; develops, recommends, implements, and monitors technology solutions; evaluates work standards and performance levels to ensure uniformity, effectiveness, and appropriate staffing levels; and gets the appropriate IT budget approved to execute and assist AHA with its goals.

Nick approves all IT-related policies and procedures and is a key member of the Executive Team, providing strategic direction for technology and reporting to the CEO.

Protocols

In this section, we provide guidelines.

Hardware and Software

Nick must sign all IT software and hardware requests. Use the Equipment or Software Request forms (pages 7 and 8), which we elaborate on in the next chapter. Give the forms to Nick's assistant, and she will obtain Nick's signature.

Appointments

To schedule time with Nick, contact his assistant at 404-817-7285.

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Chapter 3

Enterprise Information Technology Operations

Jason Watkins, Director of Enterprise IT Operations
404-817-7359 jason.watkins@atlantahousing.org

Department Overview

The Enterprise Information Technology Operations group provides telecommunications and information systems infrastructure, security, guidance, direction, and authority for AHA and its departments.

Available Services

Help Desk

The IT Help Desk is a very important service that we offer. Using your computer, you can access the AHA Portal, and use the FootPrint Ticketing System to report problems with your computer hardware, peripherals, Blackberry, computer software, e-mail, monitors, and so on. We guarantee friendly and speedy service, which we outline in our Service Level Agreement (Appendix).

Call the Help Desk at 404-817-4357 or submit a FootPrint ticket from your computer through the AHA Portal.

Equipment and Software Purchases

We purchase approved equipment, computer hardware, and software. Anything that physically plugs into your computer, we can purchase, for example, keyboards, monitors, power cords, laptops, and desk tops. We also purchase the Blackberry mobile phone. There is a step-by-step process that you must follow to order equipment, which we discuss on page 18 in the Requesting Equipment, Hardware, and Software section.

AHA Portal Admin

We provide Portal maintenance, administration, and training, including Fax Access Center. Submit a FootPrints ticket, and in the Type field, choose Portal.

As part of Portal administration, we reconfigure, rename, and change hyperlinks. We also provide access to the Portal. You complete the content in the form of a .PDF, Word, Excel, or PowerPoint document, and upload the documents in the Document Library. We also maintain and upgrade the AHA Portal too.

Hours of Operation

The Help Desk is open Monday through Friday from 8:00 am to 5:00 pm. We are available via I-pager after hours. The I-pager number is our AHA e-mail address.

Standing Meetings

Table 3-1 contains IT Operations' daily, weekly, and monthly meetings.

Table 3-1: *IT Operations Standard Meetings*

Meeting Name	Date/Time	Description/Objective
Server Team meeting	Every Monday 11 am to 12 pm	Provide project statuses and goals for the upcoming week. Collectively troubleshoot problems.
Telecom Team meeting	Every Monday 3:30 pm to 4:30 pm	Discuss issues. Provide project statuses. Discuss goals for the next two weeks.
Networking meeting	Every Thursday 3 pm to 4 pm	Provide project statuses and goals for the upcoming week. Collectively troubleshoot problems.
IT Operations meeting	Monthly	Discuss agency-wide items. Team Leads tell what their team accomplished since the last meeting and their goals for the up coming month.

Meeting Name	Date/Time	Description/Objective
Desktop meetings	Every Wednesday 3 pm to 4 pm	Discuss completed and upcoming projects. Brainstorm outstanding issues.

Roles and contacts

In this section, we provide information about the IT Operations staff.

Roles and Responsibilities

The IT Operations staff, as a whole, acts as local information systems security coordinators and providers, ensuring that you can securely perform your job using reliable computer equipment and peripherals, on a stable and swift network. We implement and maintain the technological infrastructure that keeps your data safe.

Table 3-2 on page 13 contains roles and responsibilities of the Enterprise Operations department staff.

Table 3-2: *IT Operations Titles and Descriptions*

Title	Description
Director of Enterprise Operations	The Director of IT Operations: • Establishes, maintains, implements, administers, and interprets organization-wide information systems' infrastructure, security, policies, guidelines, and procedures. • Solves IT issues and enforces the IT Service Level Agreement (SLA) and researches and recommends software, hardware, and technology upgrades. • Instantiates computer usage policies and manages Help Desk, Portal, Network, and UNIX personnel, follows up with customers, and provides technical support and guidance to users and his staff. • Develops, implements, and oversees telecommunications' activities, standards, and personnel, as well as the development, maintenance, and administration of all voice communications. • Implements and secures a reliable and stable network and stays abreast of technological advances so that AHA remains an innovative entity.
Senior Network Administrator	Sets up, configures, and supports internal and external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Provides technical support and guidance to users.
Network Technician	Maintains, repairs, and troubleshoots desktop hardware and software packages. Interacts with end-users to identify current computing procedures and desktop-based LAN systems software operations and makes selection recommendations. Writes documentation that describes product corrections. Writes manual for end-users for installation and operating procedures.

Title	Description
Help Desk Supervisor	Supervises the day-to-day operations of the Help Desk. Identifies, researches, and resolves complex technical problems. Creates and manages escalation procedures and ensures that service levels are maintained. Documents, tracks, and monitors problems to ensure resolution in a timely manner.
UNIX Administrator	Installs, configures, and maintains UNIX and AIX operating systems. Analyzes and resolves problems associated with server hardware and UNIX applications software. Detects, diagnoses, and reports UNIX-related problems on servers.
Senior Telecom Tech	Installs, troubleshoots, repairs, and maintains telecommunications equipment. Provides reports, completes requests for new service, determines methodology for installing telephone service, determines appropriateness of moderate equipment changes or modifications, call switches, test trunks, test links, and installs communication circuits.
Telecom Tech	Installs, troubleshoots, repairs, and maintains telecommunications equipment. Provides reports, completes requests for new service, determines methodology for installing telephone service, determines appropriateness of moderate equipment changes or modifications, call switches, test trunks, test links, and installs communication circuits.

Contacts

Table 3-3 lists the IT-Operations department's staff. You can also access this information on the IT Portal. Appendix A contains an Organization Chart.

Table 3-3: *IT Operations Contacts*

Name	Position	Office Hours
Contractor	Senior Telecom Tech	8:00 – 5:00
Contractor	Telecom Tech	8:00 – 5:00
Charles Phifer	Network Tech	8:30 – 5:30
David Hudson	Senior Network Administrator	8:00 – 5:00

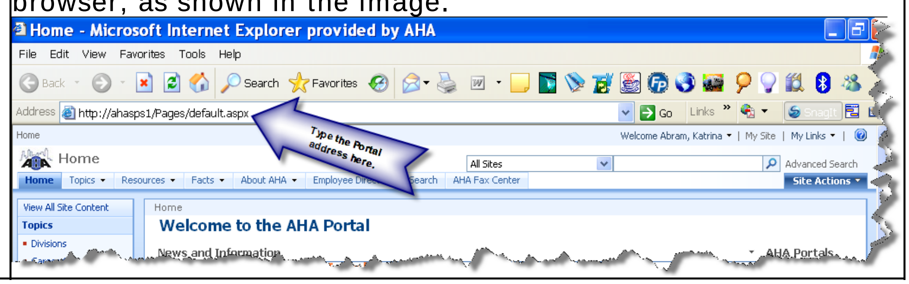
Name	Position	Office Hours
Jason Watkins	Director of Enterprise Operations	8:00 – 5:00
Melinda O'Rear	Network Tech	10:00 – 7:00
Michael Kim	Senior Network Administrator	8:15 – 5:15
Mike Rodrigues	Senior Network Administrator	8:00 – 5:00
Shirley Woods	Help Desk Tech	8:00 – 5:00
Sterling Crocker	UNIX Administrator	8:00 – 5:00

Processes

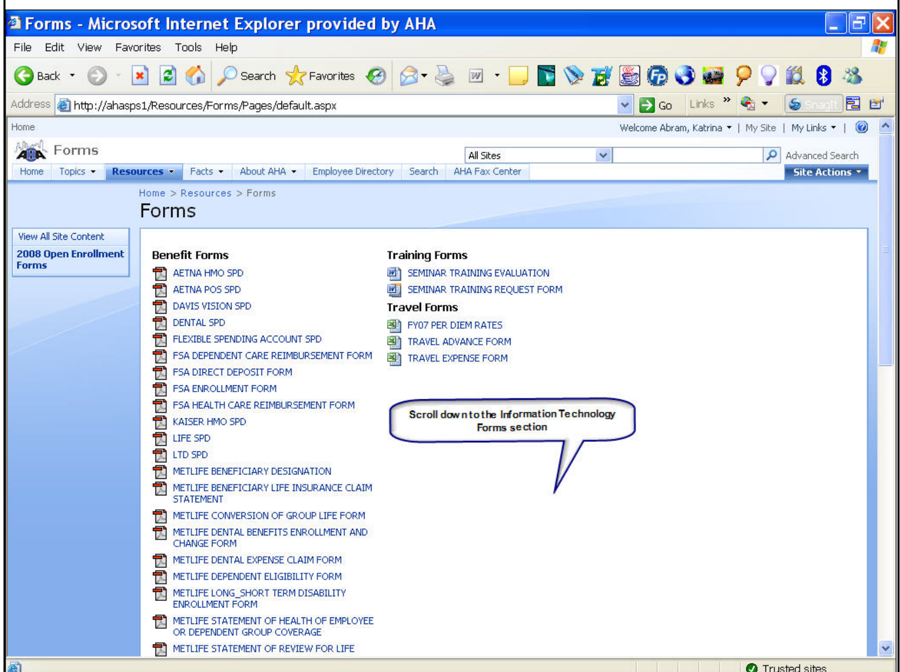
This section contains the most common processes that you perform to utilize IT Operations.

Requesting Equipment, Hardware, and Software

Use the following steps to request equipment, hardware, or software. Orderable hardware includes: mouse, keyboards, power cords, computers, computer screens, and peripherals. We can order any standard item that physically plugs into the computer. We also handle the orders and distribution for the Blackberry mobile phones.

Step	Action
1	Access the AHA Portal by opening Internet Explorer. We set up all AHA computers so that the AHA Portal is your home page; therefore, it is automatically displayed when you open Internet Explorer. NOTE: If for some reason, the AHA Portal does not appear when you open Internet Explorer, type http://ahasps1/Pages/default.aspx into the address field of the browser, as shown in the image. 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>Locate the Resources section in the left navigation bar, and click Forms.
Result: The Forms page is displayed, which we shown in the following image.


</td></tr>
<tr><td>3</td><td>Scroll down the Forms page to the Information Technology Forms section, and:
<table>
<tr><th>If you are ordering . . .</th><th>Then click the . . .</th></tr>
<tr><td>Equipment</td><td>Equipment Request Form, which is required to get approvals to purchase hardware and software for PCs.</td></tr>
<tr><td>Hardware</td><td>Equipment Request Form, which is required to get approvals to purchase hardware and software for PCs.</td></tr>
<tr><td>Software</td><td>Software Request Form, which is required for all software installations.</td></tr>
</table>

Appendix B on page 6 has examples of the Forms.</td></tr>
<tr><td>4</td><td>Complete the form in its entirety. The Form requires your Senior Vice President’s approval and written signature. It also requires the CIO’s approval.</td></tr>
</table>

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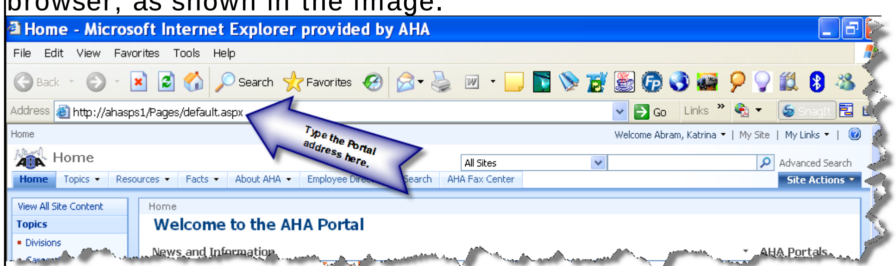
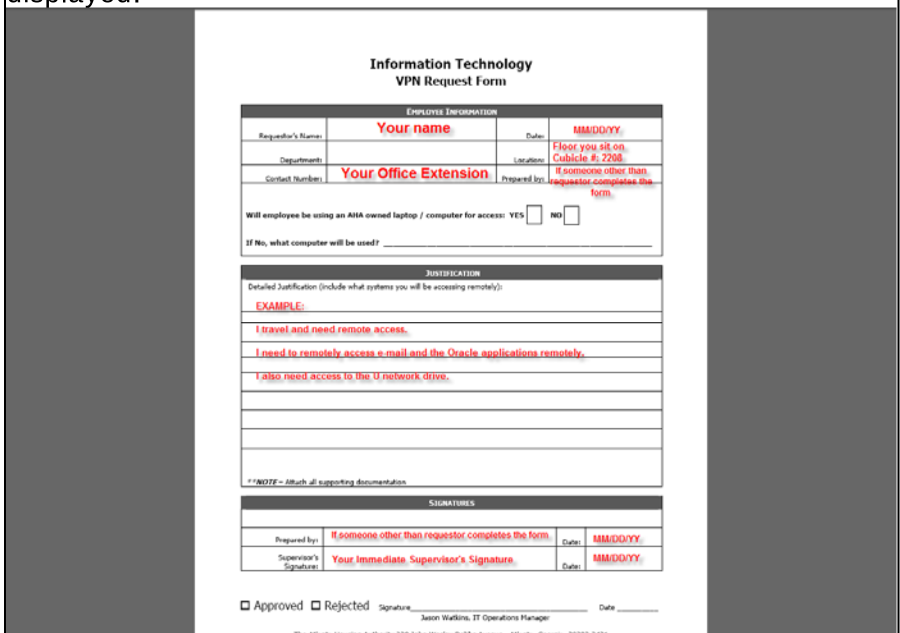
Step	Action
5	After the form is completed and signed by your Senior VP, take the completed form to Nick Farsi's assistant (X7285), who sits on the 2nd floor in cubicle 202C. The assistant will get Nick Farsi (Chief Information Officer) to sign the form. **Your part in the process is complete.**
6	Nick Farsi approves and signs the request. The request is then routed to the Network Tech.
7	The Help Desk Tech puts your request into FootPrints and tracks your order through FootPrints.
8	The FootPrint system sends you updates through e-mail, as information becomes available.
9	When your equipment or hardware arrives, the Help Desk Tech closes out your equipment request.
10	The Help Desk Tech creates a Help Desk FootPrint ticket so that a Network Tech can install the hardware, software, or equipment on your PC.

Requesting VPN Access

Use the following steps to request VPN access, which enables you to log into the AHA network from a remote location.

Step	Action
1	Access the AHA Portal by opening Internet Explorer. We set up all AHA computers so that the AHA Portal is your home page; therefore, it is automatically displayed when you open Internet Explorer. NOTE: If for some reason, the AHA Portal does not appear when you open Internet Explorer, type http://ahasps1/Pages/default.aspx into the address field of the browser, as shown in the image. 
2	Locate the Resources section in the left navigation bar, and click **Forms**. Result: The Forms page is displayed.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>Scroll down the Forms page to the Information Technology Forms section, and click the VPN Request Form.
Result: The Information Technology VPN Request Form is displayed.

Information Technology
VPN Request Form
EMPLOYEE INFORMATION
Requestor's Name: Your name | Date: MM/DD/YY
Department: | Location: Floor you sit on Cubicle #: 2208
Contact Number: Your Office Extension | Prepared by: If someone other than requestor completes the form
Will employee be using an AHA owned laptop / computer for access: YES ☐ NO ☐
If No, what computer will be used? ____
JUSTIFICATION
Detailed Justification (include what systems you will be accessing remotely):
EXAMPLE:
I travel and need remote access.
I need to remotely access e-mail and the Oracle applications remotely.
I also need access to the U network drive.
**NOTE – Attach all supporting documentation
SIGNATURES
Prepared by: If someone other than requestor completes the form | Date: MM/DD/YY
Supervisor's Signature: Your Immediate Supervisor's Signature | Date: MM/DD/YY
☐ Approved ☐ Rejected Signature ____ Date ____
Jason Watkins, IT Operations Manager</td></tr>
<tr><td>4</td><td>Complete the VPN Request form in its entirety. The Form requires your Supervisor's approval and Jason Watkins' (IT Operations Director) signature.</td></tr>
<tr><td>5</td><td>Shirley Woods, (Help Desk Tech) on the 2nd floor in cubicle 224C can obtain Jason Watkins' signature for you.

Alternately, you can scan the VPN Request, and e-mail it to either:
Jason Watkins jason.watkins@atlantahousing.org
Shirley Woods shirley.woods@atlantahousing.org
Your part in the process is complete.</td></tr>
<tr><td>6</td><td>The Help Desk Tech enters the request into FootPrints and assigns the request to a Network Administrator.</td></tr>
<tr><td>7</td><td>The Network Administrator creates your User ID and password for VPN access.</td></tr>
</table>

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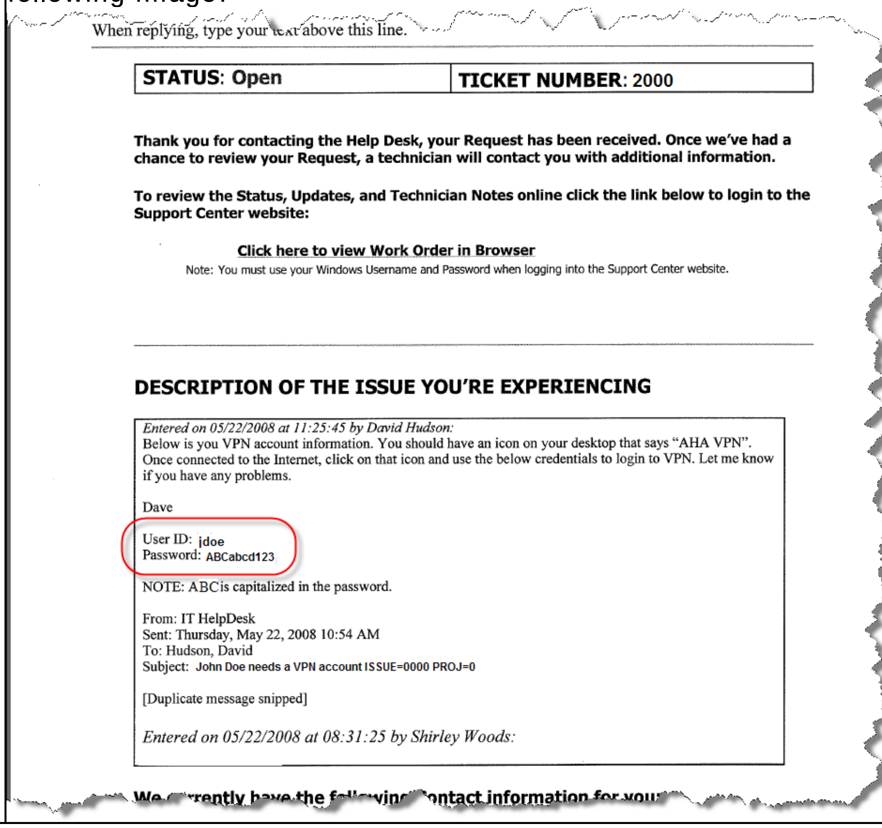
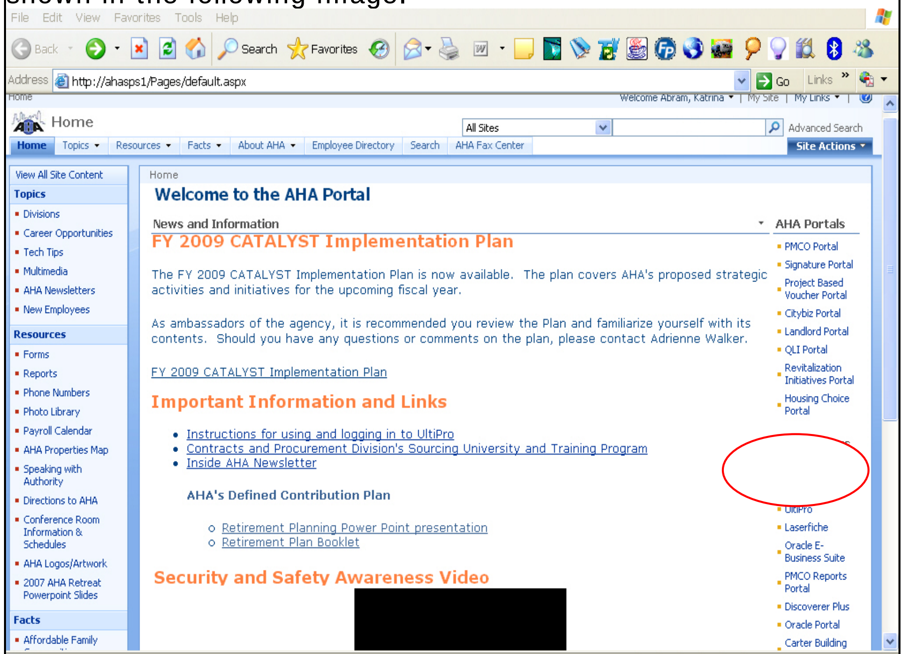
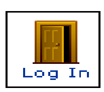
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>8</td><td>The Network Administrator sends an e-mail to you with your User ID and password information. The form looks similar to the following image:

When replying, type your text above this line.
STATUS: Open | TICKET NUMBER: 2000
Thank you for contacting the Help Desk, your Request has been received. Once we've had a chance to review your Request, a technician will contact you with additional information.
To review the Status, Updates, and Technician Notes online click the link below to login to the Support Center website:
Click here to view Work Order in Browser
Note: You must use your Windows Username and Password when logging into the Support Center website.
DESCRIPTION OF THE ISSUE YOU'RE EXPERIENCING
Entered on 05/22/2008 at 11:25:45 by David Hudson:
Below is you VPN account information. You should have an icon on your desktop that says "AHA VPN". Once connected to the Internet, click on that icon and use the below credentials to login to VPN. Let me know if you have any problems.
Dave
User ID: jdoe
Password: ABCabcd123
NOTE: ABC is capitalized in the password.
From: IT HelpDesk
Sent: Thursday, May 22, 2008 10:54 AM
To: Hudson, David
Subject: John Doe needs a VPN account ISSUE=0000 PROJ=0
[Duplicate message snipped]
Entered on 05/22/2008 at 08:31:25 by Shirley Woods:</td></tr>
</table>

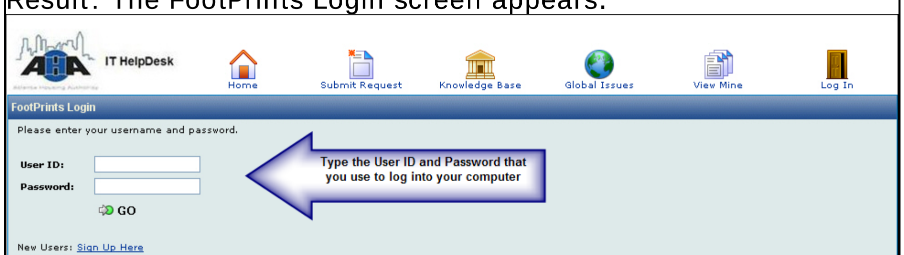
Reporting Problems

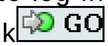
Use the following steps to complete a Help Desk trouble ticket using FootPrints. Use this process to report problems with your equipment, hardware, software, printers, and computer peripherals.

Step	Action
1	Access the AHA Portal, which is your home page that automatically appears when you open Internet Explorer.

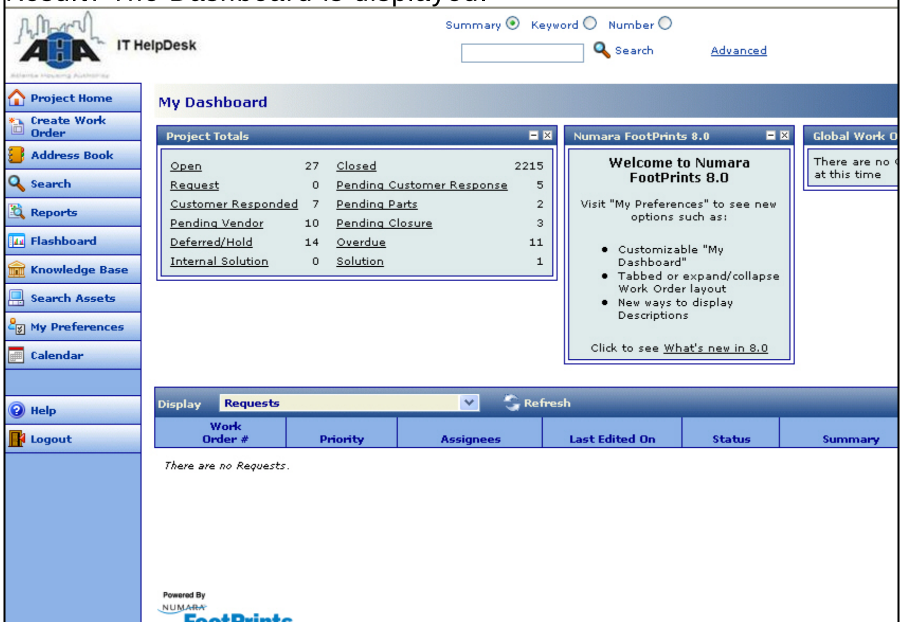
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>Locate the All Site Users links in the lower-right corner of the Portal, and click the FootPrints (CUSTOMER LOGIN) link, as shown in the following image.


Results: The AHA IT Help Desk screen appears with icons from which you can choose (image not shown).</td></tr>
<tr><td>3</td><td>Click the Log In icon.


Result: The FootPrints Login screen appears.

</td></tr>
</table>

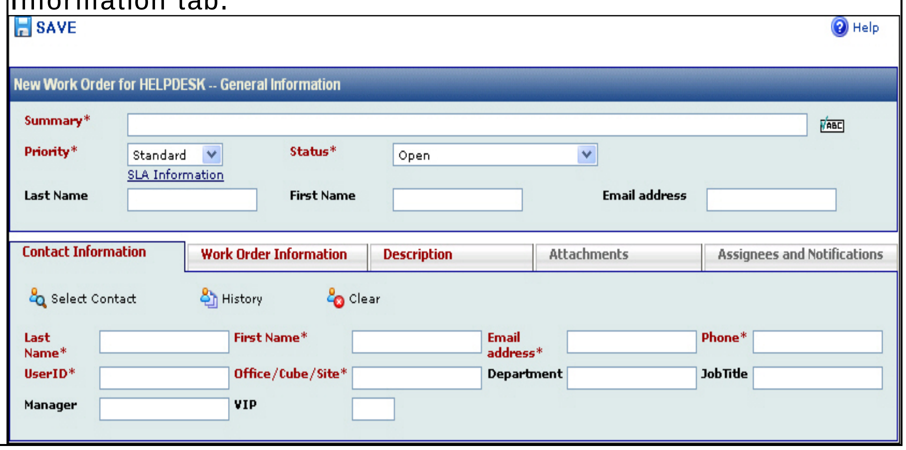
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>
Type the User ID and Password that you use to log into your computer and onto the network, and then click 

.
Result: The Dashboard is displayed.

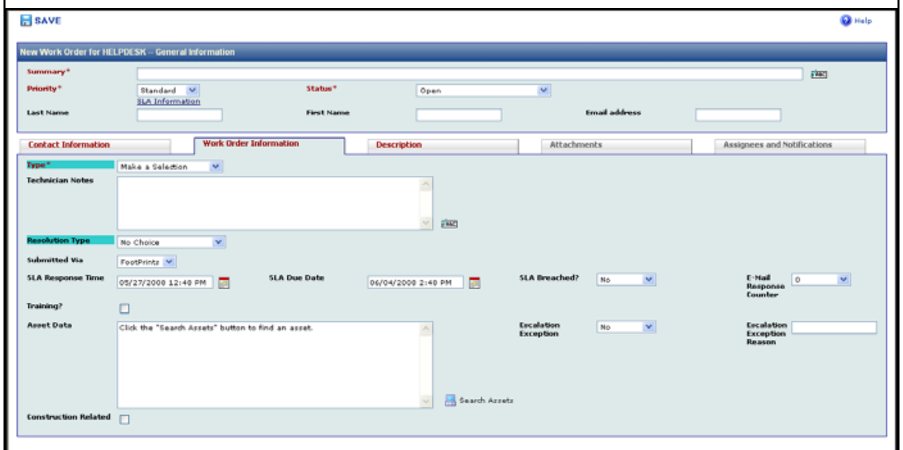
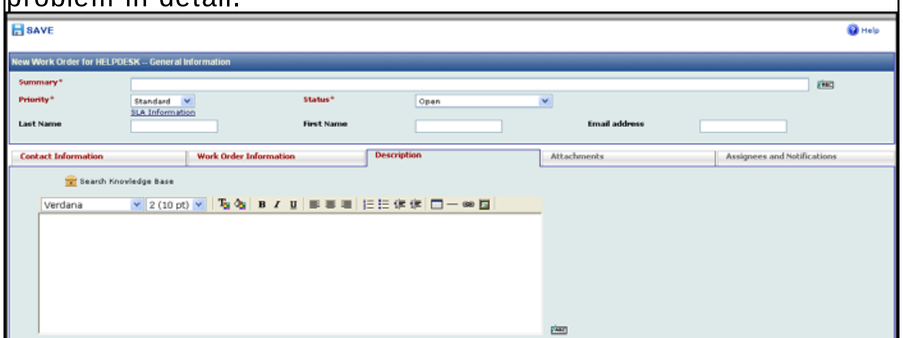


</td></tr>
<tr><td>5</td><td>
From the left-navigation menu, click the Create Work Order button.

.
Result: The New Work Order for HELP DESK screen appears in a separate browser. The screen opens, by default, to the Contact Information tab.



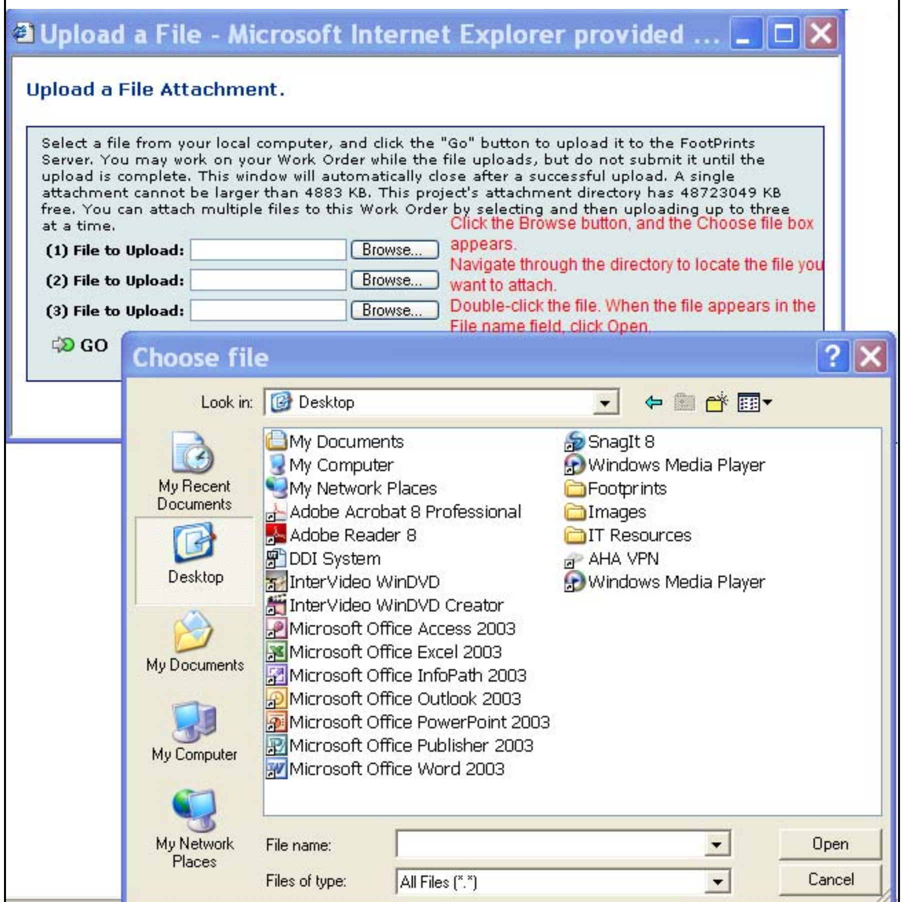
</td></tr>
</table>

Step	Action
6	Complete the fields under the Contact Information tab. The information in this section identifies you. The fields that are red with an asterisk beside them are mandatory fields. You must complete them.
7	Click the **Work Order Information** tab, and complete the fields. The information in this section pinpoints the area of your problem. 
8	Click the **Description** tab. In the provided space, describe your problem in detail. 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>9</td><td>You can attach additional information, such as screen shots of error messages or an accompanying software, hardware, or equipment form to this FootPrint ticket from this area.

Click the Attachments tab, and then click .

Result: The Upload a File Attachment screen appears. Click the Browse button, and the Choose file screen is displayed for you to select the location of the file that you want to upload.

</td></tr>
<tr><td>10</td><td>After you complete all of the necessary fields, click the SAVE button, located in the top-left corner of the screen, to save and send the FootPrint ticket to the Help Desk Tech.

You will receive a summary of the ticket in your Inbox.</td></tr>
</table>

Protocols

In this section, we provide some policies and guidelines to protect the integrity of AHA business information and to ensure that you can efficiently perform your job.

Preventing Theft

If you are involved in critical business objects and use laptops for your jobs, you must take the laptop with you at the close of business each day. No laptop is to be left on-site after hours. You are responsible for the laptop while it is in your possession.

Virus Protection

All AHA computers have virus protection on them. The virus protection is automatically updated when you connect to the network. Do not interrupt, stop, or abort the automatic process when it occurs.

If you suspect that you have a virus, do not try to eradicate the virus yourself. Stop using the involved computer, disconnect from all networks, and call the IT-Operations Help Desk at (404) 817-4357.

Relocating Equipment

Do not move any computer equipment or telephones. Each piece of equipment has an asset tag that maps to the cubicle location.

If you need to move, access FootPrints to put in a ticket for the move. We need at least eight days of advance notice. If you need to move sooner than eight days, call the IT-Operations Help Desk at (404) 817-4357.

If five or more people are moving, go through Carter Management, which is the building service.

Laptop or Desktop

It is AHA policy that each employee either has a laptop *or* a desktop. We do not distribute both a laptop and a desktop to one employee.

Upgrades

We perform hardware refreshes every three years, automatically, without a request.

Security

You must change your Windows password every 60 days. Your computer automatically notifies you. Your Windows password must be at least five characters.

System Backups

The U network drive is the only drive that we back up. We do not back up your local (C) drive; therefore, we recommend that you keep your files and folders on the U network drive, so that your files are sure to get backed up.

Forgotten Passwords

If you forget your password, namely your Windows password, call the Help Desk at HELP, which is extension 4357. If you are outside of the office, call the Help Desk at 404-817-4357.

Off-site Employees

If you work primarily off-site at a location other than John Wesley Dobbs Avenue, and you have computer, equipment, software, or hardware problems, put in a Footprint ticket using the instructions in the Reporting Problems section on page 22, and we will make an appointment for a technician to come to your location.

Alternately, you can let us know, through telephone or FootPrints, when you will be in the office, and we can make arrangements accordingly.

Telephone Usage

AHA communication tools, such as AHA-supplied telephones, pagers, Blackberry's, and voice mail, are provided to you to conduct AHA business communications and to enhance your productivity; therefore, make every effort to be professional when you use all AHA communications tools.

Use FootPrints and the process for Reporting Problems on page 22 to request telephones, report problems with telephones, and to relocate telephones.

Request Forms

The following table provides the forms that you must complete and get signed when you want to purchase software or equipment or get VPN access. These forms are located on the AHA Portal. Click **Resources**, and then select **Forms**. Scroll to the bottom of the page.

If you need to . . .	Then complete and submit the . . .
Purchase new software or have software installed on your computer	Software Request Form (page A-8), and get the CIOs signed approval.
Purchase any type of equipment (laptop, blackberry, mouse, keyboard etc.)	Equipment Request Form (page A-7), and return to Nick Farsi's assistant at X7285.
Access the AHA network from a remote location	VPN Request Form (page A-12), and get Jason Watkins signature.

Chapter 4

Business Solutions

Sam Esmeir, Director of Business Solutions
404-817-7484 sam.esmeir@atlantahousing.org

Department Overview

The Business Solutions group develops applications that are easily accessible and usable for AHA employees, vendors, and clients. We also provide training and implementation for the applications that we develop and maintain.

Available Services

Application Systems

We develop Oracle applications that the AHA employees, vendors, residents, and landlords use. The applications are Web-based and tablet-based and are accessible from inside of the AHA corporate building and at various remote locations.

IT Training

The Office of IT Training prepares employees for their present and future career by challenging them to enhance and advance their computer skills. The main task of the office is to provide quality training opportunities in the latest computer technologies to render employees more marketable in the workplace.

Oracle Help Desk

The Oracle Help Desk provides support for and access to the Oracle applications. We address and troubleshoot Oracle issues that users enter using FootPrints and set up users on the Oracle applications.

Implementation and Deployment

The Implementation and Deployment area manages the development, implementation, and roll-out of the software applications. We prioritize, test, and provide status on every project in the Business Solutions department.

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Application Systems

The following tables provide the Oracle system modules that we develop and maintain: The Housing Choice Oracle System (Next Generation) applications, the E-Business Financials Suite (EBS), Consolidated Relocation Management System (CRMS), and more.

Housing Choice Oracle System

Table 4-1 contains the modules of the Housing Choice (Next Generation) Oracle System. Complete and submit the Oracle Access Assignment Next-Generation form (page A-10) to get access to these modules. See Requesting Access to the Oracle Applications on page 47 for instructions.

Table 4-1: *Housing Choice Oracle System Applications*

Housing Choice Oracle System Module	Description/Objective
CRM Telesales	Supports the Client Center application, which is the depository for AHA applicants and participants' information. The Dashboard is also a part of this module, and it stores individual reporting participants and tracks Inspections, Eligibility, Recertification, and HAP Payments.
Field Service/Customer Support	Supports the Inspection, Scheduling, Eligibility, and Recertification applications.
Inspections (Customs)	Schedules, tracks, and reports inspection status and results.
Property Management	Manages properties, units, contracts, leases, and creates HAP invoices for payment.
System CRM Administration	Supports the Tasks and Resources setup functions.

E-Business Suite Financial Applications

Table 4-2 contains the modules of the Financial Applications. To get access to the modules in Table 4-2, complete and submit the Oracle Access Assignment form (page A-9). See Requesting Access to the Oracle Applications on page 47 for instructions.

Table 4-2: *E-Business Suite Financial Applications*

Financial Modules	Description/Objective
Accounts Payable/Cash Management	Supports Invoicing, Payments, and Bank Reconciliation applications.
Fixed Assets	Supports the Assets and Depreciation applications.
General Ledger	Supports the Journal Entries and Financial Reporting applications.

Financial Modules	Description/Objective
Purchasing Financial/Distribution	Supports the Suppliers, Purchase Orders, and Receiving applications.
Real Estate Development	Supports the Revitalization Agreements, Funding Agreements, Developer Agreements, Funding Allocations, Invoices, and Payments applications.
Energy Management System	Billing system for section 9 energy meters.

Additional Applications

Table 4-3 contains applications that we develop but that are not part of the E-Business Suite applications.

Table 4-3: *Business Solutions Applications*

Application	Description/Objective
Landlord Portal	A Web-based application that landlords use to review Remittance Advisories (RAs) and inspection results.
Inspect-IT	An application that Inspectors use on portable tablets.
Consolidated Relocation Management System (CRMS)	Supports relocation tenants.
Incident Reporting System	Maintains the criminal incidence from the Atlanta Police Department.

Standing Meetings

We have a weekly Team Meeting on Mondays at 2pm. In this meeting, we review tasks for the upcoming week and discuss any other issues. The team must bring task plans for the upcoming week so that everyone knows what everyone else is doing.

Hours of Operation

We are available between the hours of 7:00 am and 6:00 pm. Our Help Desk number is 404-817-4357.

All IT managers and directors are available after hours via I-pager. Their AHA e-mail address is their I-pager number; therefore, to contact them, simply send an e-mail.

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Roles and Contacts

In this section, we provide information about the Business Solutions' staff.

Roles

The Business Solutions group as a whole develops, maintains, enhances, and provides training for business applications that enable AHA, its employees, and its customers to accomplish their daily tasks.

Table 4-4 contains roles and responsibilities of the personnel in the Business Solutions department of IT.

Table 4-4: *Business Solutions Titles and Descriptions*

Title	Description
Director of Business Solutions	Directs the requirements gathering, programming, installation, integration, training, deployment, maintenance, optimization, and upgrade of AHA computer applications. Identify, research, and implement technical solutions to business application challenges. Manage all aspects of software development as it relates to applications performance, user administration, upgrade, tuning, backup and recovery, scalability, uptime, usability, and security by leveraging available resources in supporting long term strategic vision.

Title	Description
IT Training Manager	Oversee and manage the design and development of professional development and technical skills training. Manage special training projects, agency-wide training initiatives, and work with all levels of management and employees to ensure that the development needs of the organization are met and tied to strategic business results. Develops, organizes, and administers training and staff development programs for AHA. Works collaboratively with the Senior Vice President of Information Technology and Human Resources to assess the training and staff development needs of clinical, support, and management staff. Evaluates the effectiveness of training and staff development programs in meeting such needs.
IT Deployment/Implementation Manager	Responsible for full-cycle management of implementation and deployment of technology systems, which includes resource alignment, requirements gathering, schedules, training, interdepartmental coordination, testing coordination, progress monitoring and reporting, project specific procurement activities, post implementation support, enhancements tracking, upgrades and revisions, and relevant documentation storage and retrieval. Work with project teams, users, and management to achieve optimum use of available resources to successfully complete technology software application projects. Suggest areas for improvement in internal processes along with possible solutions.

Title	Description
IT Training Specialist	Coordinate, develop, and deliver technology-related training as needed to meet strategic business objectives which includes coordinating special training projects and company-wide training initiatives. Maintain records of training activities and monitor the effectiveness of training programs.
Manager of Oracle Development	Manage requirements, programming, installation, integration, deployment, maintenance, optimization, upgrade, and security of computer applications.
Senior Oracle Database Administrator	Identify, research, recommend, and implement technical solutions to database-related business challenges. Provide direct database administration support to end users, applications developers, and other external and internal stakeholders.
Oracle Developer	Collect and document user requirements. Program, install, deploy, maintain, optimize, upgrade, and secure computer applications. Support existing computer applications and resolve issues reported by end users.

Contacts

Table 4-5 lists the Business Solutions Group's staff. Appendix A, page A-1, contains an organization chart. You can also access this contact information on the IT Portal.

Table 4-5: *IT Operations Contacts*

Name	Contact	Office Hours
Sam Esmeir, Director of Business Systems	404-817-7484	7:30 – 3:30
Fred Parker, IT Deployment, Implementation, and Training Manager	404-817-7282	8:00 – 5:00 Tu 7:30 – 4:30
Samaj Seemakurthy, Manager of Oracle Development	404-817-7289	7:30 – 4:30
Vijitha Gutta, Oracle Developer	404-817-7372	7:00 – 4:00
Sridurga Alluri, Oracle Consultant	404-817-7224	8:15 – 5:15
Sharath Kumar, Oracle Consultant	404-817-7338	7:45 – 4:45

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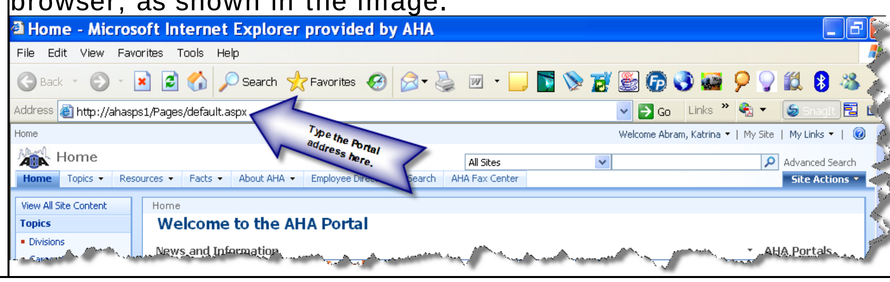
Name	Contact	Office Hours
Jyothsna Perla, Oracle Developer	404-685-4888	7:00 – 4:00
Robert Taylor, Senior Oracle Developer	404-685-4371	8:15 – 5:15
Kimberly Piper, Senior Oracle Developer	404-817-7366	8:00 – 5:00
Edin Husovic, Quality Assurance Analyst	404-817-7399	9:00 – 6:00
Dillibabu Thegala, Oracle Consultant	404-817-7362	7:30 – 4:30
Ramesh Karri, Oracle Consultant	404-817-7386	8:00 – 5:00
Venkat Chilukuri, Database Administrator	404-685-4935	8:00 – 4:00

Processes (Application Services and Oracle Help Desk)

This section contains the most common processes that you might need to perform.

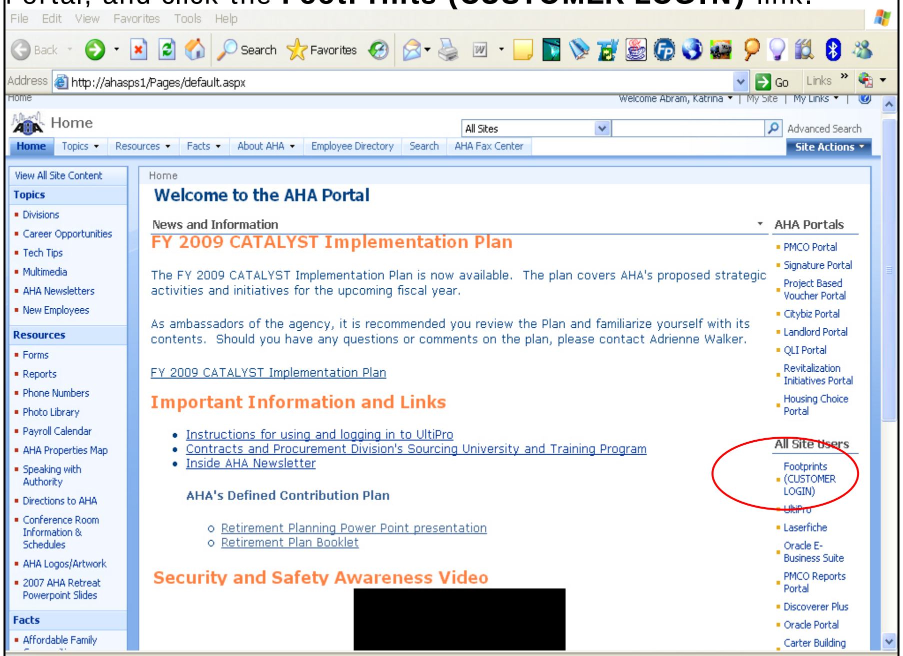
Requesting Access to the Oracle Applications

Use the following steps to request access to the Oracle Applications.

Step	Action
1	Access the AHA Portal by opening Internet Explorer. We set up all AHA computers so that the AHA Portal is your home page; therefore, it is automatically displayed when you open Internet Explorer. NOTE: If for some reason, the AHA Portal does not appear when you open Internet Explorer, type http://ahasps1/Pages/default.aspx into the address field of the browser, as shown in the image. 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>

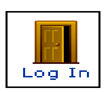
Locate the **All Site Users** links in the lower-right corner of the Portal, and click the **FootPrints (CUSTOMER LOGIN)** link.



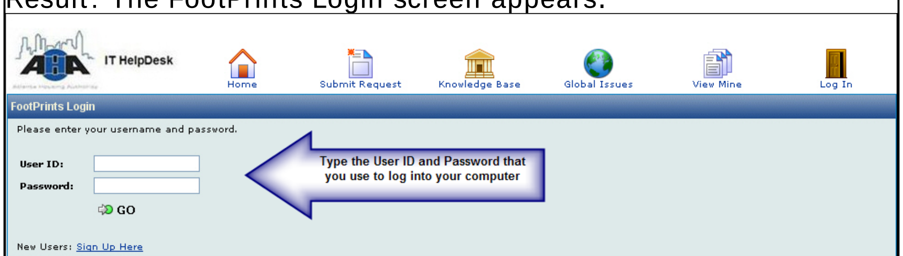
Results: The AHA IT Help Desk screen appears with icons from which you can choose.

</td></tr>
<tr><td>3</td><td>

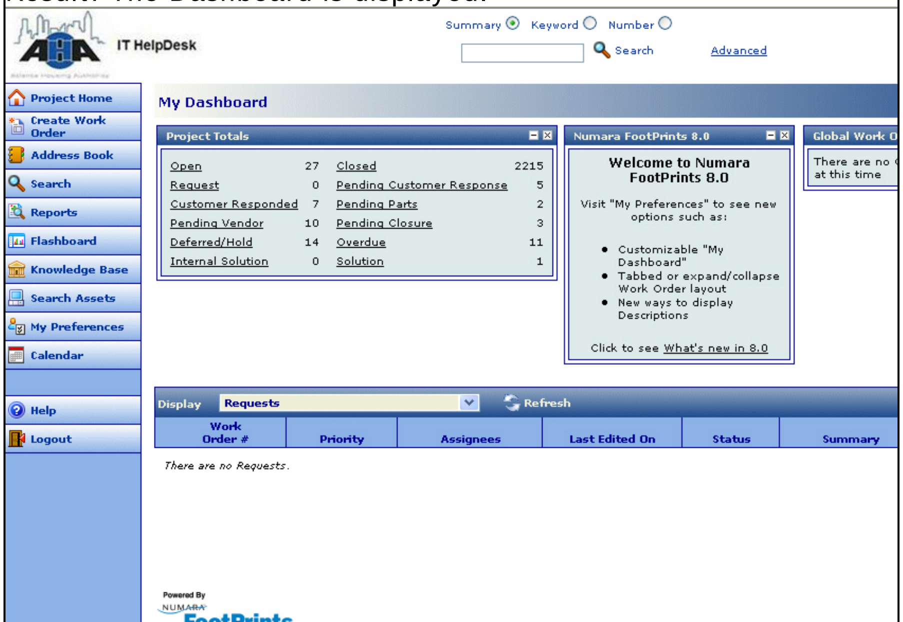
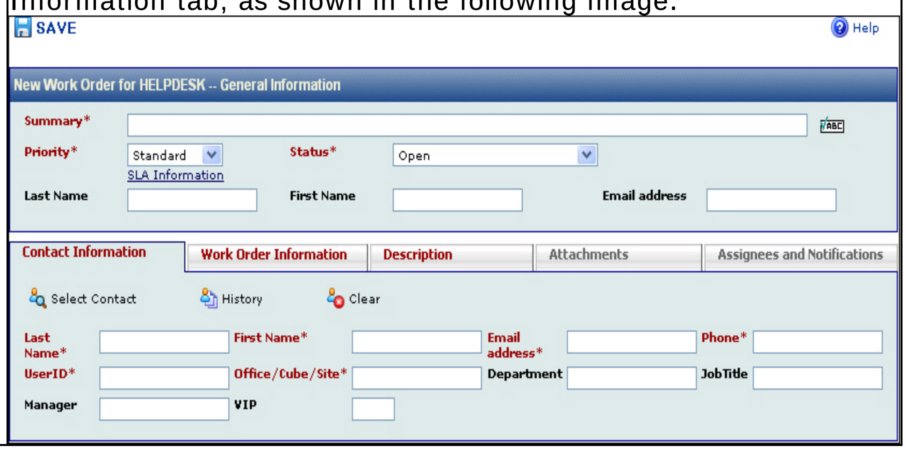
Click the **Log In** icon.

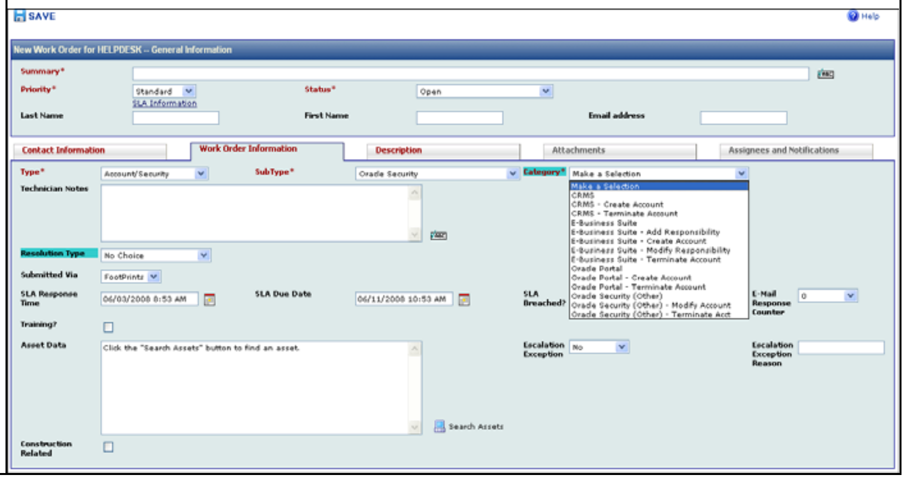


Result: The FootPrints Login screen appears.

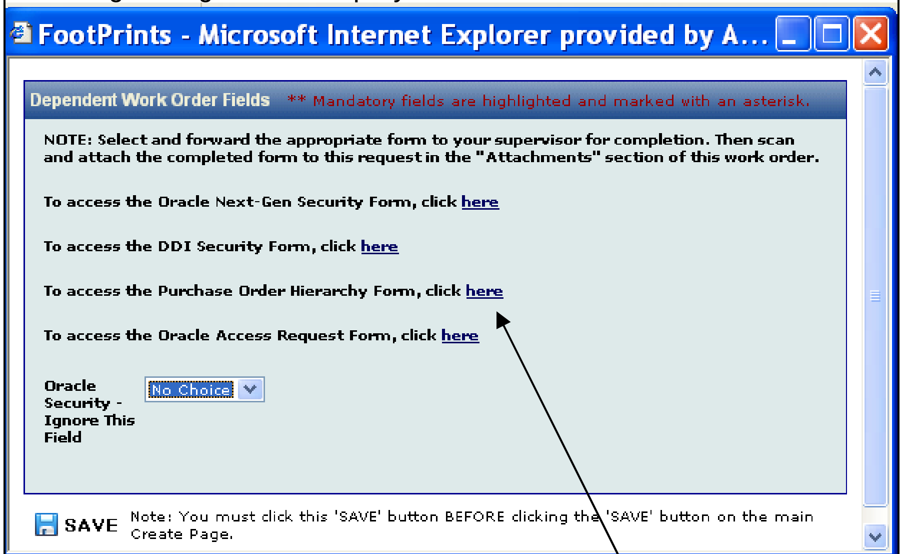


</td></tr>
</table>

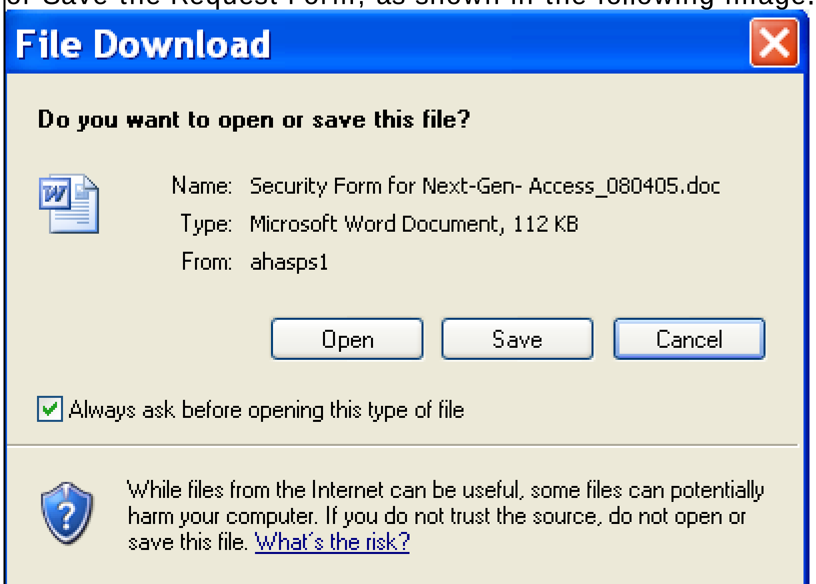
Step	Action
4	Enter the User ID and Password that you use to log into your computer and onto the network, and click . Result: The Dashboard is displayed. 
5	From the left-navigation menu, click the **Create Work Order** button. . Result: The New Work Order for HELP DESK screen appears in a separate browser. The screen opens, by default, to the Contact Information tab, as shown in the following image. 

Step	Action
6	Complete the fields under the Contact Information tab. The information in this section identifies you. The fields that are red with an asterisk beside them are mandatory fields. You must complete them.
7	Click the **Work Order Information** tab. In the Type field, select **Account/Security**. In the SubType field, select **Oracle Security**. In the Category field, select the Oracle application to which you want access, as shown in the following image. 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>8</td><td>After you select the application from the Category field, the following dialog-box is displayed.



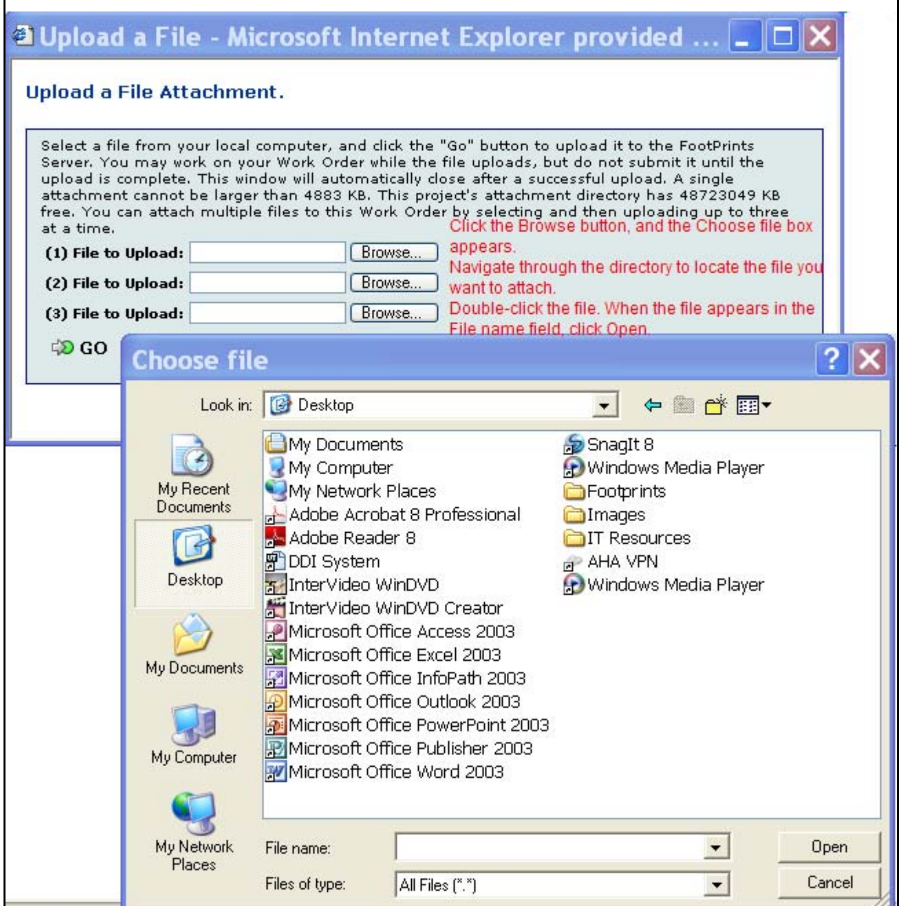
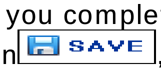
Select the appropriate application by clicking here at the end of the sentence that represents what you want to do.
Result: A File Download message appears prompting you to Open or Save the Request Form, as shown in the following image.



</td></tr>
<tr><td>9</td><td>Click Open.
Result: Depending upon the application to which you are requesting access, a Request Form opens in Microsoft Word. The Appendix has examples of the forms.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>10</td><td>Complete the form and forward it to your supervisor for completion/signature. You can type directly in the Microsoft Word document or you can print the document and complete it.</td></tr>
<tr><td>11</td><td>Scan and attach the completed form by clicking the Attachments tab, and then clicking .

Result: The Upload a File Attachment screen appears. Click the Browse button, and the Choose file screen is displayed for you to select the location of the file that you want to upload.

</td></tr>
<tr><td>12</td><td>After you complete all of the necessary fields, click the SAVE button , which is located in the top-left corner of the screen, to save and send the FootPrint ticket to the Help Desk Tech.

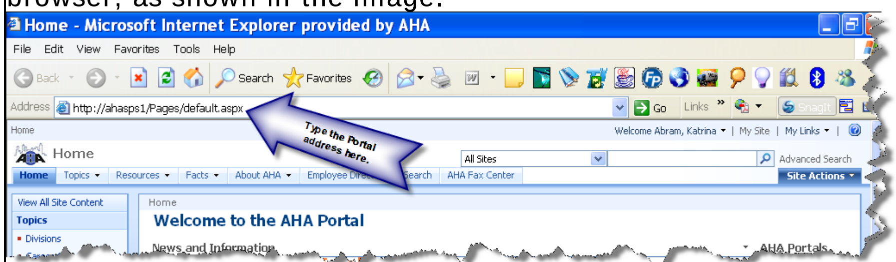
You will receive a summary of the ticket in your Inbox.</td></tr>
</table>

Reporting Problems with Oracle Applications

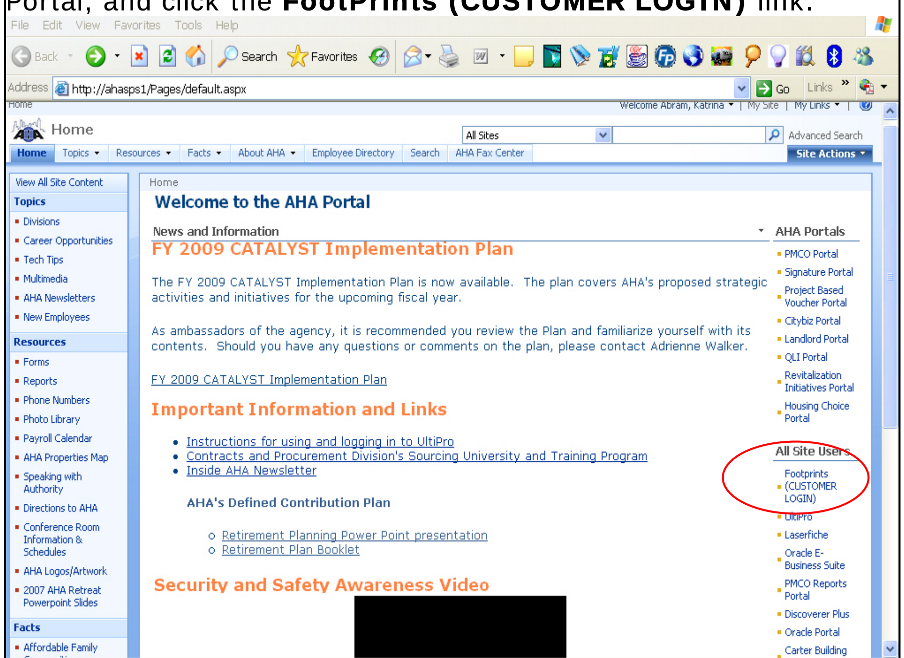
Use the following steps to help you complete an Oracle Help Desk trouble ticket using FootPrints. Use this process to report problems with any Oracle Applications.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>
Access the AHA Portal by opening Internet Explorer.
We set up all AHA computers so that the AHA Portal is your home page; therefore, it is automatically displayed when you open Internet Explorer.

NOTE: If for some reason, the AHA Portal does not appear when you open Internet Explorer, type http://ahasps1/Pages/default.aspx into the address field of the browser, as shown in the image.

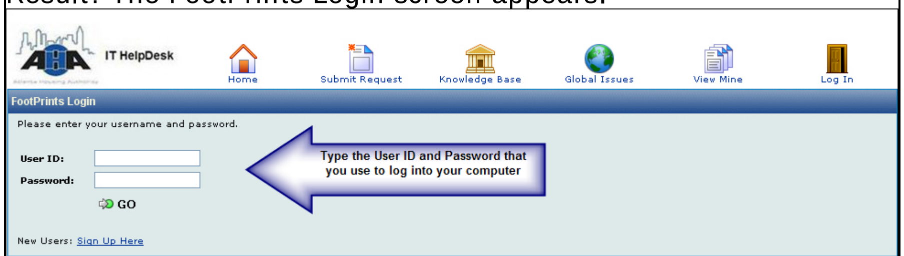
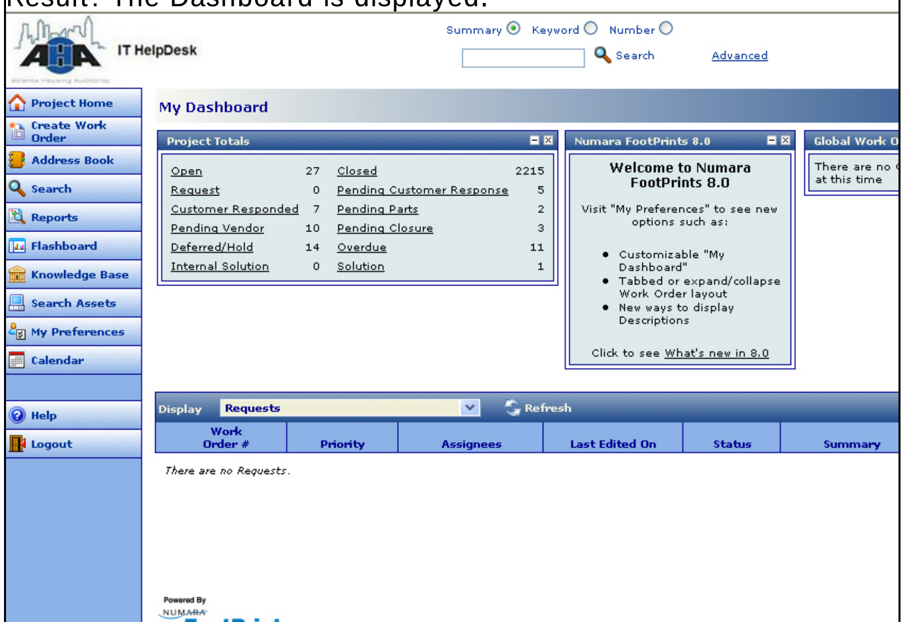


</td></tr>
<tr><td>2</td><td>
Locate the All Site Users links in the lower-right corner of the Portal, and click the FootPrints (CUSTOMER LOGIN) link.

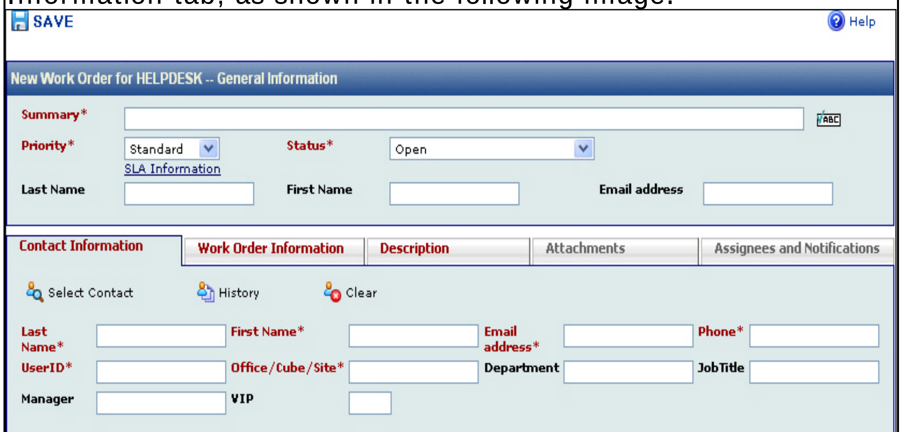


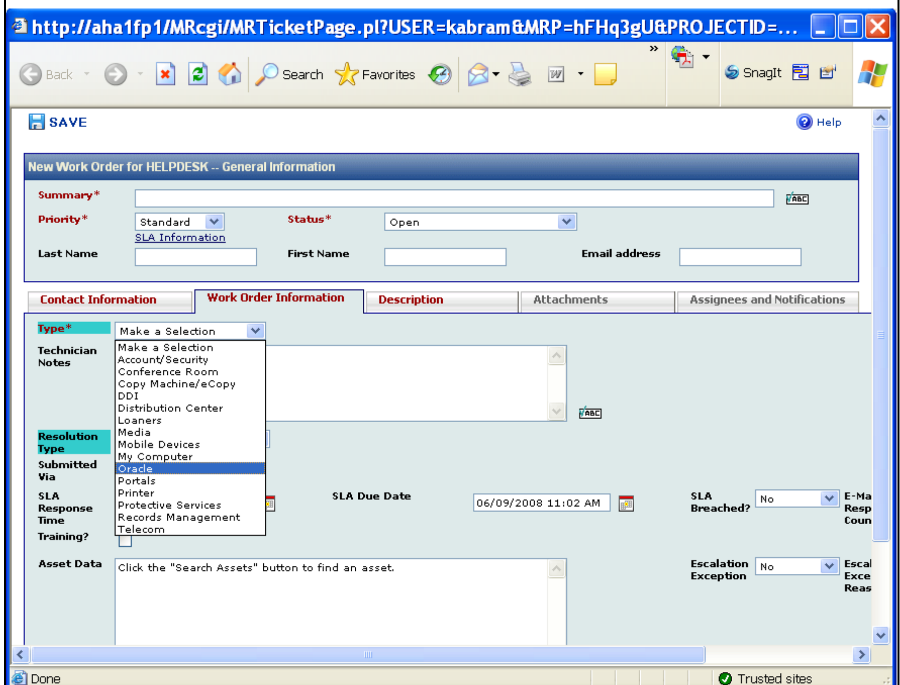
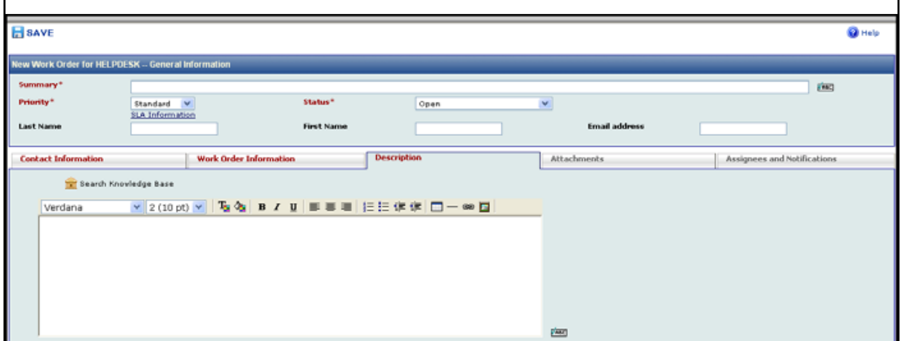
Results: The AHA IT Help Desk screen appears with icons from which you can choose.
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>Click the Log In icon.

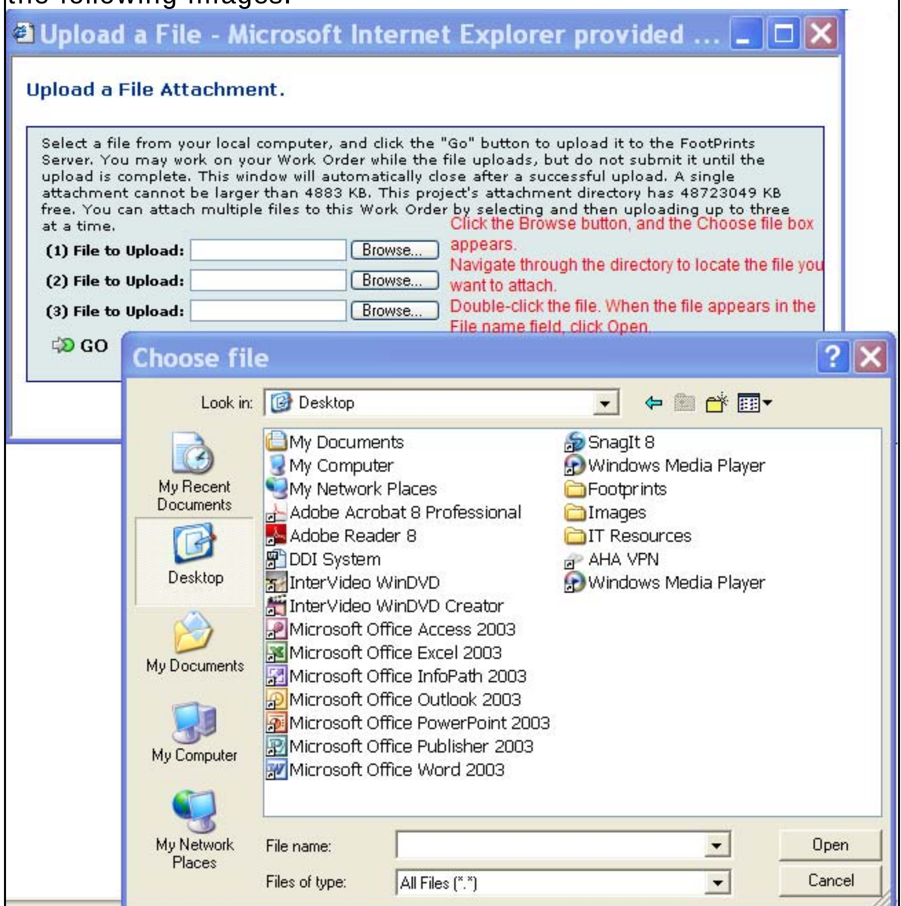

Result: The FootPrints Login screen appears.

</td></tr>
<tr><td>4</td><td>Type the User ID and Password that you use to log onto the network, and click .
Result: The Dashboard is displayed.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>From the left-navigation menu, click the Create Work Order button.


.
Result: The New Work Order for HELP DESK screen appears in a separate browser. The screen opens, by default, to the Contact Information tab, as shown in the following image.

</td></tr>
<tr><td>6</td><td>Complete the fields under the Contact Information tab. The information in this section identifies you. The fields that are red with an asterisk beside them are mandatory fields. You must complete them.</td></tr>
</table>

Step	Action
7	Click the **Work Order Information** tab. In the Type field, select **Oracle** so that the ticket gets routed to the Oracle Help Desk. In the SubType field, select the Oracle application (CRMS, e-Business Suite, and so on) that you are having trouble with. 
8	Click the **Description** tab. In the provided space, describe in detail the problem that you have. If possible, include any error messages that you encountered. 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>9</td><td>Attach additional information, such as screen shots of error messages or an accompanying access request form, to this FootPrint ticket, click the Attachments tab, and then click Attach Files.

Result: The Upload a File Attachment screen appears. Click the Browse button, and the Choose file screen is displayed for you to select the location of the file that you want to upload, as shown in the following images.

</td></tr>
<tr><td>10</td><td>After you complete all of the necessary fields, click the SAVE button SAVE, which is located in the top-left corner of the screen, to save and send the FootPrint ticket to the Help Desk Tech.

You will receive a summary of the ticket in your Inbox.</td></tr>
</table>

Atlanta Housing Authority

Protocols

In this section, we provide helpful guidelines and policies.

Oracle Help Desk

To gain access to any of the Oracle applications, you must submit a security form that is signed by your supervisor.

FootPrints for Oracle

Issues in the Production system for Oracle are the only tickets that go through FootPrints for the Oracle Help Desk. Do not report issues with testing or development systems into FootPrints.

Oracle Backup & Recovery

We have four instances of the database. The Production database is backed up every day, incrementally, and is backed up in its entirety weekly.

We test the backup by recovering once every three months.

Purchasing Application

The Purchasing Oracle application requires that you have training first. After you complete the required training, you can complete an Oracle Access Assignment form (example on page A-9), which gets you access to the applications.

Purchasing Form

If you use the Purchasing application, we need to know the path that your PO must travel to be approved. Use the Purchasing System Hierarchy Request form (example on page A-16) to give us this information.

Maintaining Applications

We maintain the E-Business Suite by continuously reviewing patches and upgrades and making determinations as to the validity of implementing new functionality and enhancements.

Security Forms

The following table provides the forms that you must complete. After you have your supervisor sign the form, attach it to a FootPrints ticket.

If you want to . . .	Then complete and submit the . . .
Get access to, change your login for, or remove a user from the Oracle E-Business Suite	Oracle Access Assignment form (page A-9) to tell us what access you need in the system.
Get access to the Housing Choice (formerly Next-Gen) Oracle application	Oracle Access Assignment Next-Generation form (page A-10) to tell us what access you need in the system.

If you want to . . .	Then complete and submit the . . .
Get PO approval using the Purchasing module	Purchasing System Hierarchy Request form (page A-16) to give us your PO approval path.

The Office of Information Technology Training

The mission of the Office of IT Training is to provide comprehensive, continuing computer-skills education, training, and assistance for the employees of the Atlanta Housing Authority by: building a better computer-savvy workforce, developing an employee's hidden talents, widening an employee's perspective so that he/she can comprehend future needs, and anticipating needs and changes regarding the latest computer technologies.

Standing IT Training Meetings

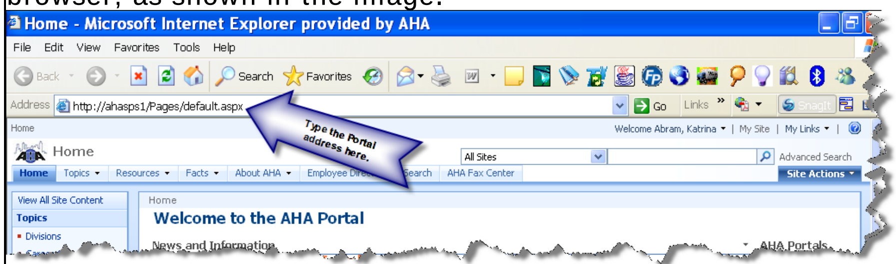
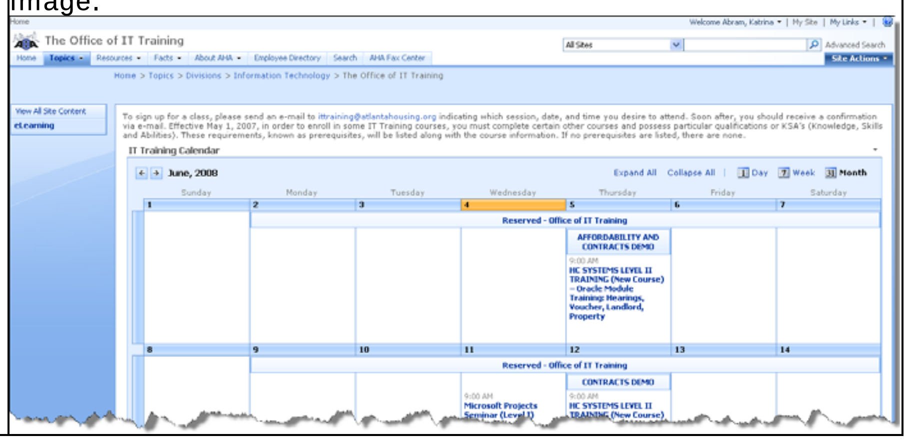
We have a weekly staff meeting on Mondays at 9 am. In this meeting, we review training classes and any other tasks for the upcoming week. We also post goals for the upcoming week in a Weekly Tasks spreadsheet before the Business Solutions department meeting, which is on Monday at 2 pm. The team must bring with them a list of task plans for the upcoming week so that everyone knows what everyone else is doing.

Monthly IT Training Calendar

The Monthly IT Training Calendar contains all training classes for the upcoming month. The training classes are for all AHA employees and Partners.

Instructions for accessing the Monthly Training Calendar are on the next page.

Use the following steps to access the Monthly Training Calendar:

Step	Action
1	Access the AHA Portal by opening Internet Explorer. We set up all AHA computers so that the AHA Portal is your home page; therefore, it is automatically displayed when you open Internet Explorer. NOTE: If for some reason, the AHA Portal does not appear when you open Internet Explorer, type http://ahasps1/Pages/default.aspx into the address field of the browser, as shown in the image. 
2	From the top or side navigation bar, click **Divisions**.
3	Locate the Information Technology section, and click **The Office of IT Training**. Result: The Office of IT Training's Portal page appears. The default view is the IT Training Calendar, as shown in the following image. 

Types and Methods of IT Training

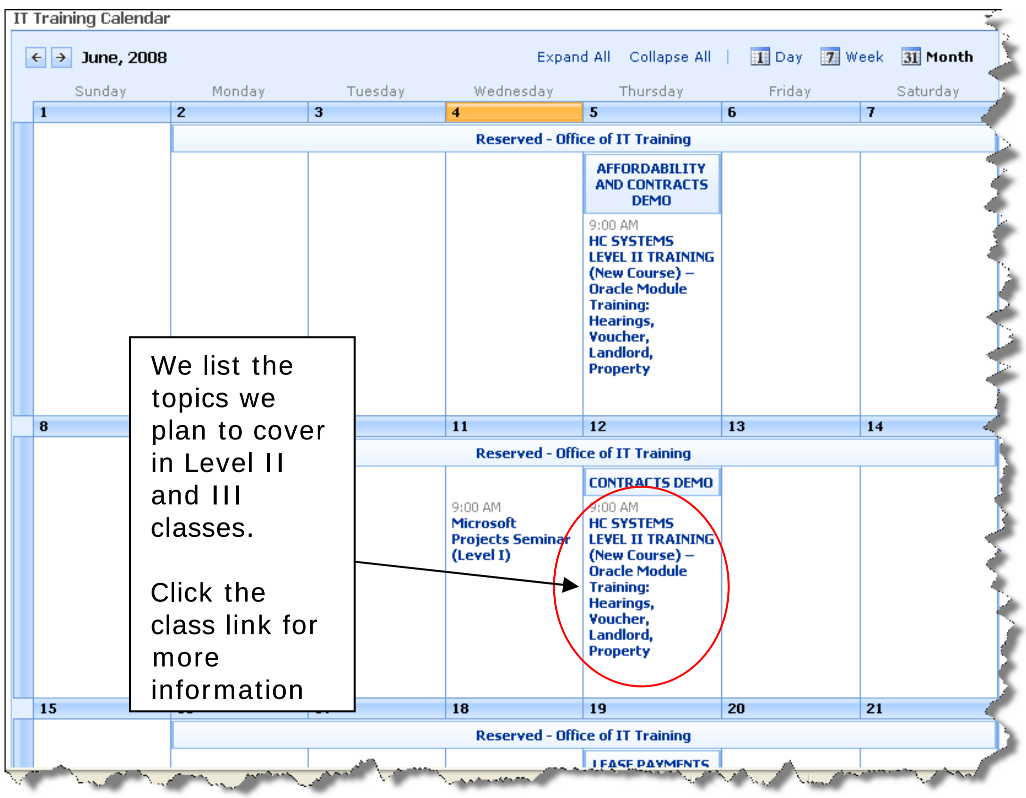
In this section, we describe the types and methods of training that we offer.

Types of IT Training

We offer three types of technology training:

1. Basic (Level I)
2. Intermediate (Level II)
3. Advanced (Level III)

On the IT Training calendar, under each class that is listed, we include the items that the training class will cover, as we show in the next image. Use this information to decide if you need to take the Level I, II, or III class.



Atlanta Housing Authority

In the following example image, on June 11th at 9:00 am, we provide a Microsoft Projects seminar. It is a Level I class; therefore, we start with the basics.

On June 12th at 9:00 am, we offer HC Systems Level II training, and immediately following the listed class, we provide the items we plan to teach in the session: Trainings, Hearings, Voucher, Landlord, and Property.

You can click the class link to get more information about the class, as shown in the next image.

This page gives you all necessary information about the training class.

Home > Topics > Divisions > Information Technology > The Office of IT Training > IT Training Office Calendar > HC SYSTEMS LEVEL II TRAINING (New Course) – Oracle Module Training: Hearings, Voucher, Landlord, Property

IT Training Office Calendar: HC SYSTEMS LEVEL II TRAINING (New Course) – Oracle Module Training: Hearings, Voucher, Landlord, Property

Close

Alert Me | Export Event

Title	HC SYSTEMS LEVEL II TRAINING (New Course) – Oracle Module Training: Hearings, Voucher, Landlord, Property
Location	IT Training Rm
Start Time	6/12/2008 9:00 AM
End Time	6/12/2008 1:00 PM
Description	
All Day Event	
Recurrence	Every 1 week(s) on: Thursday
Workspace	

Created at 5/22/2008 7:28 AM by Parker, Fred
Last modified at 5/22/2008 7:29 AM by Parker, Fred

Close

Methods of Training

We offer formal, informal, and eLearning training.

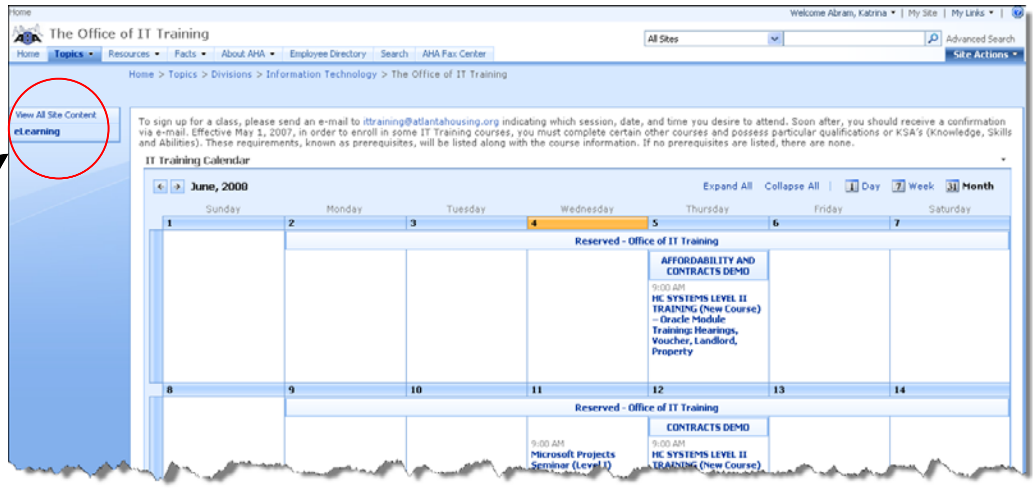
Formal training is the group sessions that have lesson plans, which outline the objectives of the training and the resources that we use to validate the training. After the training session, participants are required to complete an IT Training Evaluation form and participants receive a certificate of completion.

Informal training sessions are when you (requestor) call the training department with a problem or question that we immediately help you with. There are no lesson plans, certificates, or evaluations for this impromptu assistance. The informal sessions are one-on-one sessions between the trainer and the requestor.

Through the AHA Portal, we offer eLearning, where you can complete your training online, from your personal computer, and at your desired pace. We provide the online courseware, and there is an exercise packet at the end of each eLearning.

The eLearning courseware is in PDF format, so you must have Adobe Acrobat Reader to view it. On the Office of IT Training Portal page, click the **eLearning** button  , which is located on the left-navigation bar, as shown in the next image.

Click here to access the eLearning Document Library



We currently have eLearning courseware for all of the Microsoft Office Suite programs, as shown in the following image.

Training Material

Our lesson plans, training materials, presentations, and so on are located on the AHA Portal. We rarely print out material to hand to session participants; instead, we tell you where the material is on the Portal.

To access all training material, go to the [Office of IT Training main Portal] page, and scroll down past the calendar to the IT Training Manuals, Pamphlets, and Documents section, as shown in the following image.

IT Training Manuals, Pamphlets, and Documents

Type	Name	Modified By
	Hearings, Landlord, Property, and Voucher Modules	Parker, Fred
	REDA	Parker, Fred
	FootPrints	Forgacs, Shadonna
	NEXT-GENERATION	Parker, Fred
	HC View Only	Parker, Fred
	Address Validation	Parker, Fred
	Oracle	Hudson, David
	QLI Portal	Parker, Fred
	Incident Reporting System	Parker, Fred
	PIC Form 50058	Forgacs, Shadonna
	Request for Training	Parker, Fred
	Housing Choice Next-Gen Release 2	Parker, Fred
	Discoverer	Parker, Fred
	Adobe	Parker, Fred
	Security Forms	Parker, Fred
	Microsoft Projects	Hudson, David
	Consolidated Relocation Management System	Hudson, David
	Microsoft PowerPoint	Hudson, David
	The AHA Portal	Parker, Fred
	Enterprise Income Verification (EIV) System	Parker, Fred

(More Items…)

Processes (IT Training)

This section contains the most common processes that you might need to know how to perform.

Signing Up for Training

We offer training for all AHA employees and partners. No authorization is necessary. To sign up for IT Training, send an e-mail to ittraining@atlantahousing.org. In the e-mail, state the:

- Session that you want to attend
- Date of the session
- Time of the session

The training department will send you a confirmation e-mail

Requesting Training

Use the following process when there is a subject that you want the IT Training department to consider offering training classes on:

Step	Action
1	Complete a Technology Training Proposal Worksheet (page A-13).
2	Submit the form to Fred Parker at Fred.Parker@atlantahousing.org. NOTE: Submit the proposal at least 30 days prior to the date that you want the training to occur so that we can perform necessary research and gather resources for the class and subject.
3	We will review the proposal and determine if we can meet the need.
4	If we can meet the need, we commit to the training session. We then put together a training plan, the Information Technology (IT) Training Plan, which lists the items from your request.
5	We propose the date and time for the training in the Milestones area of the Training Plan.
6	We send the plan to you for your approval and agreement.

Protocols (IT Training)

In this section, we provide helpful guidelines and policies regarding IT training and implementation.

Training Room

The training room is located on the 1st floor. It holds 14 participants and one trainer. Each participant has their own computer.

To schedule the training room, e-mail Fred Parker at Fred.Parker@atlantahousing.org. You cannot schedule the training room the same way that you schedule the conference rooms.

Training Sessions

In each formal training session, the trainer teaches from an approved lesson plan.

All initial Lab training sessions have a trainer, a developer, and a Department Representative in attendance during the entire training session.

All participants must sign in on the provided Sign-in Sheet. Often, training session requestors want to see who in their departments attended the training.

We encourage participants to attend the training class in its entirety. Refrain from leaving the training class early.

All three-hour training sessions consist of an hourly seven-to-ten minute break.

All training sessions conclude in three hours or less.

All participants must complete an Evaluation form (page A-15) at the end of the training session.

Our training sessions are lab-based, where you participate in hands on exercises. It is not lecture-based.

In each training session, the trainer gives you a pre-lab, which tests what you already know about the subject, a post-lab, which you receive after the training to ascertain how much you learned, and an answer key, which has the answers to the post-lab.

Implementation and Deployment

The Business Solutions group is responsible for implementing and deploying AHA Oracle applications, which include:

- Tracking the project from inception to delivery.
- Prioritizing the projects.
- Providing weekly statuses.
- Updating the CIO regarding the purpose, resources, and the resources that are allocated time for each project.
- Working with Quality Assurance (QA) to assist in testing.

We have Web-based deployments for all of our Oracle applications. We deploy new releases on Fridays, so that if there is a problem, we can fix it over the weekend.

Chapter

5

Project & Records Management, Media Office

Craig Sekowski, Director of Project and Records Management and Media Office
404-817-7238 craig.sekowski@atlantahousing.org

Department Overview

The Project Management Office (PMO) provides project management for AHA projects, records management for AHA employees, Media services for AHA residents and employees, and quality assurance for the Oracle Applications that the Business Solutions group develops.

Available Services

PMO

The project management office is the liaison and advocate for internal systems users and stewards of company resources. We ensure that company resources are optimized and that the proper products are delivered. We also manage the full development life cycle of any application systems enhancement, development, or change project.

Records Management

The Records Management department provides instructions for the systematic and standard identification, maintenance, storage, transfer, retirement, and destruction of AHA records.

Media content

The Media department conducts multimedia editing of company video, audio, and photo projects that we display on our Web site and use on cable television at our residential sites. We create and produce film media about a variety of topics for AHA High Rise residents. We also film renovation projects and company functions.

Quality Assurance

Our Quality Assurance Analysts evaluate and test new and modified software applications and the software development procedures that verify that AHA software applications function according to user requirements and conform to AHA guidelines.

Hours of Operation

PMO, QA, Media, and Records Management staff is available Monday through Friday from 8:00 am to 5:00 pm.

All IT managers and directors are available after hours via I-pager. Their AHA e-mail address is their I-pager number; therefore, to contact them, simply send an e-mail.

Standing Meetings

In this section, we provide information about our meetings.

Table 5-1 *Standard Meeting*

Meeting Name	Date/Time	Description/Objective
PMO dept meeting	Monday and Thursday 9:00 am to 10:00 am	Project Managers, Business Analysts, and Quality Assurance meet
Internal Status meeting	Monday, Wednesday, and Friday 3:30 pm to 4:30 pm	Prioritize projects, defects, and business requirements. Craig uses this meeting to determine the route of focus for his team.
Issues meeting	Tuesday 9:00 am to 10:00 am	Business Solutions group meets to discuss defects with and the business requirements for the Oracle Application development.
Team meeting	Wednesday 8:30 am to 9:30 am	Entire team meets to discuss project status, goals for the upcoming weeks, and accomplishments from previous week.

Roles and Contacts

In this section, we provide information about the PMO staff.

Roles and Responsibilities

The following table contains the roles and responsibilities of the PMO department staff.

Table 5-2: *Titles and Descriptions*

Title	Description
Director of Project Management – IT	Defines, manages, and directs the implementation and modification of information technology systems and ensures the most efficient use of resources and timely completion to specification. Develops, delivers, and analyzes best practices, processes, services, and programs to achieve the desired project results.
Senior Project Manager	Plans, directs, and coordinates project activities to ensure that goals and objectives of projects are accomplished within the prescribed time frame and funding parameters. Oversees all aspects of the project using planning, monitoring, and controlling processes. Responsible for coordination and completion of the project and to this end performs a variety of tasks that include setting deadlines, assigning responsibilities, monitoring, and summarizing the progress of the project. Can manage more than one project at a time.
Project Manager	Oversees all aspects of the project using planning, monitoring, and controlling processes. Responsible for coordination and completion of the project and to this end performs a variety of tasks that include setting deadlines, assigning responsibilities, monitoring, and summarizing the progress of the project to ensure that goals and objectives of the project are accomplished within the prescribed time frame and funding parameters. Can manage more than one project at a time.
Business Analyst	Assists in improving the efficiency and effectiveness of business strategies, systems, and operations using technology, such as Oracle E-Business suite and other software implementations. Assists in developing and maintaining an integrated system of processes to manage business operations in accordance with the current and future business practices of the organization. Meets with customers and users to ascertain their needs and capture those needs in the Business Requirements

Title	Description
	document to enhance the software applications to reflect the customers' needs.
Quality Assurance Analyst	Performs business analysis and quality assurance functions for software systems during all phases of product development. Provides input during design on quality related issues, such as testability, reliability, usability, maintainability, and performance. Evaluates and tests new or modified software programs and software development procedures that verify that programs function according to user requirements and conform to establishment guidelines. Writes, revises, and verifies quality standards and test procedures for program design and product evaluation to attain quality of software economically and efficiently.
Records Manager	Plans, develops, and administers records management policies that are intended to standardize filing, protecting, and retrieving of records, reports, and other information that is contained on paper, microfilm, computer programs, or other media both paper and electronic files, which are designed to comply with applicable Federal, State, and other relevant guidelines to protect privacy, to assure proper retention, and to facilitate effective and efficient handling of business records, confidential client records, and other information. The Records Manager interacts with all levels of company employees, including executive management, consultants, vendors, accounting professionals, auditors, and government agencies.
Media Technician	Provides multimedia editing of company video, audio, and photo projects to conceptualize and create compelling digital experiences that are presented to a variety of audiences using such platforms as Web browsers, wireless devices, and cable television.
Scanning Technician	Operates computer and peripheral data processing and Records Imaging and Scanning equipment.

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Contacts

Table 5-3 lists the PMO group's staff. See Appendix A (page A-2) for an organization chart.

Table 5-3: *PMO Contacts*

Name	Position	Office Hours
Craig Sekowski	Director of PMO	8:00 am to 5:00 pm
Stewart Brunman	Records Manager	8:00 am to 5:00 pm
Jenifer Thomas	Senior Project Manager	8:00 am to 5:00 pm
Mike Hall	Quality Assurance Analyst	8:00 am to 5:00 pm
Rinku Dabkara	Quality Assurance Analyst	8:00 am to 5:00 pm
Jeffrey Chabot	Business Analyst	8:00 am to 5:00 pm
Arita Gandy	Scanning Technician and Administrative Assistant	8:00 am to 5:00 pm
Suberina Thomas	Scanning Technician	7:00 am to 4:00 pm
Kate Owens	Media Technician	8:00 am to 5:00 pm

Project Management Office

This section contains information about the Project Management Office.

Software Development Life Cycle

There are a variety of Software Development Life Cycle models (SDLC) that are available to development teams. We decide which Software Development Life Cycle to use based on the scope of each project. More often, but not always, we use the Rapid Application Design (RAD) Development Life Cycle model. See Appendix B (page A-6) for a diagram of our development life cycle.

The Rapid Application Design (RAD) process is characterized and divided as follows:

1. Project planning, feasibility study, and Initiation: To generate a high-level view of the intended project and determine the goals of the project.

2. Requirements gathering and Systems Analysis: Analyze project goals, break down functions that we need to create, and attempts to engage users to define definite requirements (Business Requirements Document).

3. Systems design: Functions and operations are described in detail, including screen layouts, business rules, process diagrams and other documentation. The output of this stage is often the technical specification (Technical Design Document).

4. Build: The program code is written in this stage (Development).

5. Quality Assurance Testing: We test the code at various levels. We perform Unit Tests, System Tests, and User Acceptance Tests.

   Iterative testing is generally not part of the RAD (Rapid Application Design) model, but usually some iterative testing occurs at this stage.

6. User Acceptance Testing: End Users, at various levels, test the code. Iteration testing is not generally part of the RAD model, but usually some Iteration testing occurs at this stage.

7. Installation, Implementation, or Deployment: This is the stage of a project or the initial development where we put the software into production and you actually use it.

8. Training: The final stage of a project or the initial development, where we put the software into production and train you (the end-users).

9. Maintenance, Business as usual: This state is the life of the system, which includes changes and enhancements before the decommissioning or sunset of the system.

Project and Status Tracking

We have a formalized process for capturing issues and for debugging purposes. In addition to FootPrints, we use the QA Issues Log to track tasks that are related to FootPrints item tickets and for un-released products.

The Master Project Status Sheet, as shown in the next image, contains statuses and assignments for open and completed projects and tasks. It provides the project, a description of the project, the project's status, who the project is assigned to, and the projected date of completion. The project leads update this document weekly.

Atlanta Housing Authority

	A	B	C	D	E	F	G	H	I	
1									Project Schedule	
2	Project	Description	Status	Project /Task	Assigned To	Date Assign	Original	Due	Complete	
15	**Foot Prints (Numara)**	Request Ticketing System, Upgrade from track-It	C	P	Gilreath, C	8/6/07		1/14/08	1/7/08	Demo to agents
16	**Inventory Review**	Identify missing dept. codes and descriptions of existing inventory at Recall	C	T	Brunman, S	1/1/08		1/14/08	1/14/08	Out Bound status to be modified by
17		Change alpha dept. codes to numeric on Recall web Request.	C	T	Brunman, S	12/1/08		1/16/08	1/15/08	Recall corrected d
18		"Out" status cartons	C	T	Brunman, S	12/1/08		1/25/08		1/15/08: Recall cor status cartons.
19	**LL Portal Administration**	Assist Inspections & Landlord Liaisons with LL Portal.	IP	T	Hall, M	N/A		Ongoing		Request to route e
20	**Next Gen 3**	Daily QA Management Tasks	IP	P	Thomas, J	Daily		8/8/08		
21	**Next Gen 3**	Mechanize HC processes in Oracle	IP	P	Thomas, J	6/26/06		8/8/08		
22	**QLI - Property List**	Comprehensive List of all properties and when the last review/clean-up was completed.	IP	T	Brunman, S	9/28/07				ongoing
23		Leila Valley	C	T	Brunman, S	2/1/07		12/28/07	12/31/07	Final pick-up of file 1/3/08; Property
24		Jonesboro N/S	C	T	Brunman, S	5/1/07		2/15/08	1/31/08	1/7/08: Revisited 1/14/08: Visited pr revisit site w/e 1 1/24/08 - Index re
25		North Ave. Warehouse	C	T	Brunman, S	1/1/08		2/15/08	1/31/08	N/A - There are no
26		U-Rescue/Cosby Spears	C	T	Brunman, S	5/1/07		2/15/08	1/31/08	Revisited on 1/7/0

Open Projects and Tasks / Completed Projects and Tasks / Lists and Legend

Enhancement Management

In this section, we provide an overview of our Enhancement Policy. Refer to the Enhancement Request Policy document for in-depth information.

Definition

An enhancement is a change to the software baseline that improves our software applications.

Enhancement Requests

Use the FootPrint process to request any type of enhancement. You must state the purpose for the enhancement and describe how the enhancement will benefit the Atlanta Housing Authority.

Before we implement enhancements, we evaluate the business need, benefit, and impact to the product or client.

Enhancement Guidelines

We evaluate enhancement requests based on benefit and impact before they are implemented. They generally require cost estimates, impact analysis, functional and technical documentation, and approval before they are implemented.

Enhancement requests are not subject to the Service Level Agreements that are defined for fixing defects.

Requesting Enhancements

Use FootPrints to open an Enhancement Request. Include as much information as possible. Attach screen shots, if necessary.

Change Management

In this section, we provide an overview of our Change Management Policy. Refer to the Change Request Policy document for in-depth information.

Definition

Change Management is the process of tracking non-software alterations and modifications to project artifacts after a project is in process and the artifacts/documents for that project are under change control.

In regards to projects, we define a change as any activity that alters the scope, deliverables, cost, direction, or schedule of a project.

Change Categories

We categorize requests for changes as follows:

- A request by a stakeholder to alter approved requirements to incorporate new functionality or to deliver a new software product, which thereby changes the project schedule, direction, or cost.

- A request by the Project Team to alter the project baselines; therefore, changing the project schedule, direction, or cost.

Change Requests

We use Change Requests (CR) to capture and track changes to project document artifacts, such as Functional Specifications, Technical Specifications, Test Cases, Project Plans, and so on. Change Requests are submitted when document artifacts, which are already reviewed and approved, require changes.

Tracking

We use the FootPrints system to track and record change requests.

Records Management Department

The Records Management department provides instructions for the systematic and standard identification, maintenance, storage, transfer, retirement, and destruction of AHA records.

Processes for Record Management

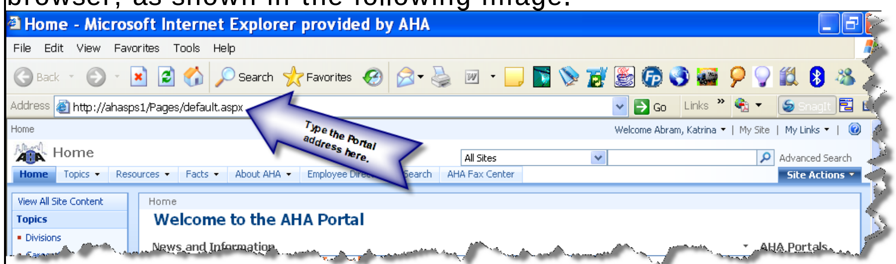
In this section, we provide common Records Management processes.

Requesting Record Delivery or Pickup

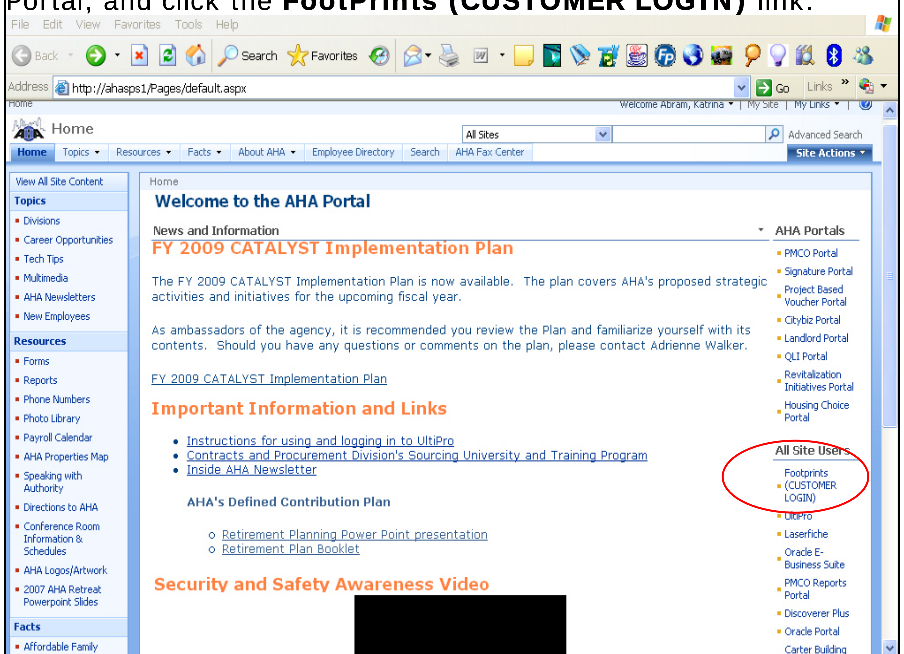
Use the following steps to request that records are delivered to you or picked up from you to be put in storage:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Access the AHA Portal by opening Internet Explorer.
We set up all AHA computers so that the AHA Portal is your home page; therefore, it is automatically displayed when you open Internet Explorer.

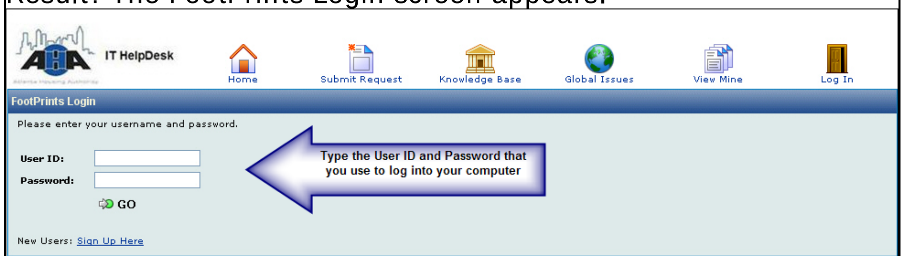
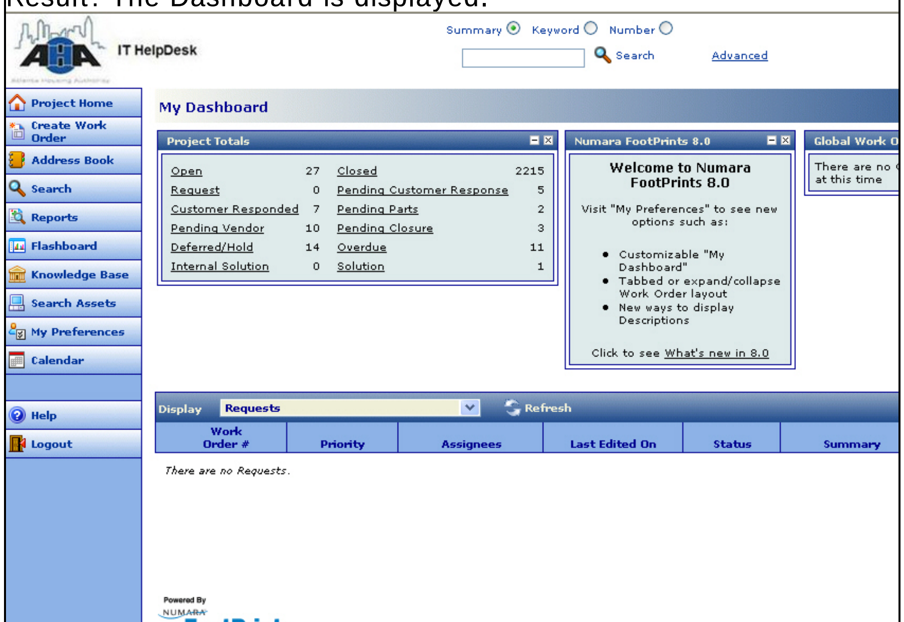
NOTE: If for some reason, the AHA Portal does not appear when you open Internet Explorer, type http://ahasps1/Pages/default.aspx into the address field of the browser, as shown in the following image.



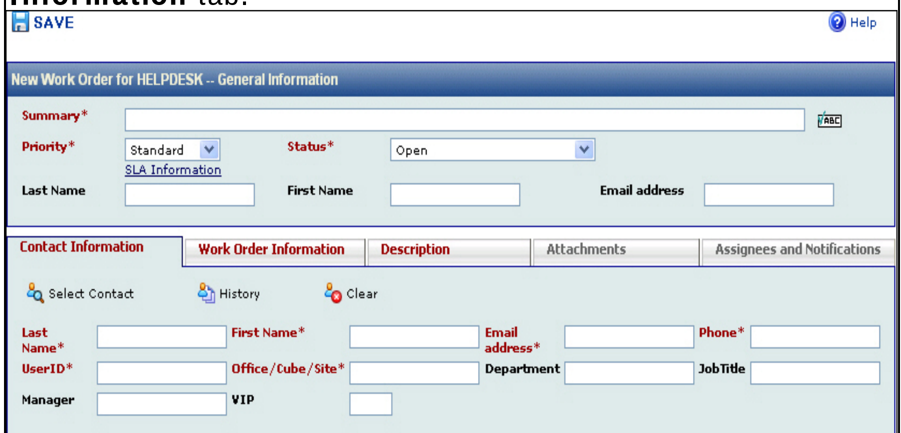
</td></tr>
<tr><td>2</td><td>Locate the All Site Users links in the lower-right corner of the Portal, and click the FootPrints (CUSTOMER LOGIN) link.



Results: The AHA IT Help Desk screen appears with icons from which you can choose.</td></tr>
</table>

Step	Action
3	Click the Log In icon.  Result: The FootPrints Login screen appears. 
4	Enter the User ID and Password that you use to log into your computer and onto the network, and click . Result: The Dashboard is displayed. 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>From the left-navigation menu, click the Create Work Order button.


.
Result: The New Work Order for HELP DESK screen appears in a separate browser. The screen opens, by default, to the Contact Information tab.


</td></tr>
<tr><td>6</td><td>Complete the fields under the Contact Information tab. The information in this section identifies you. The fields that are red with an asterisk beside them are mandatory fields. You must complete them.</td></tr>
</table>

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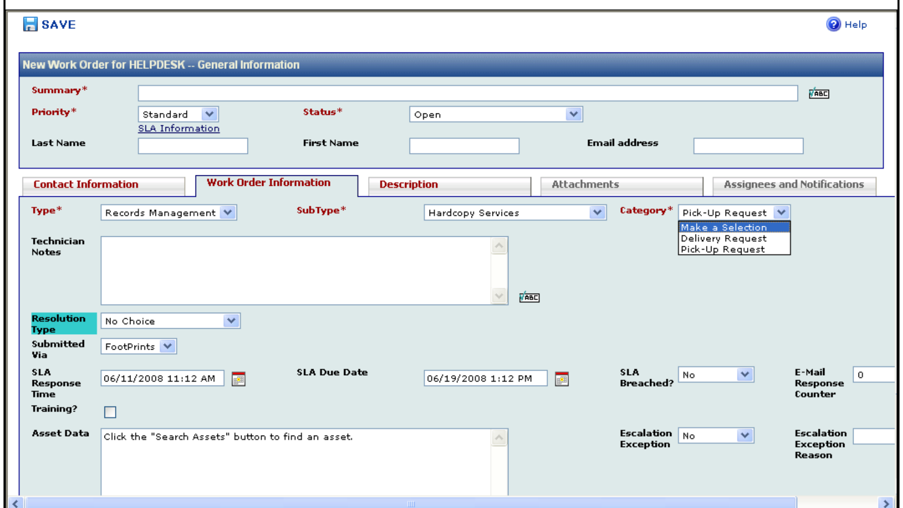
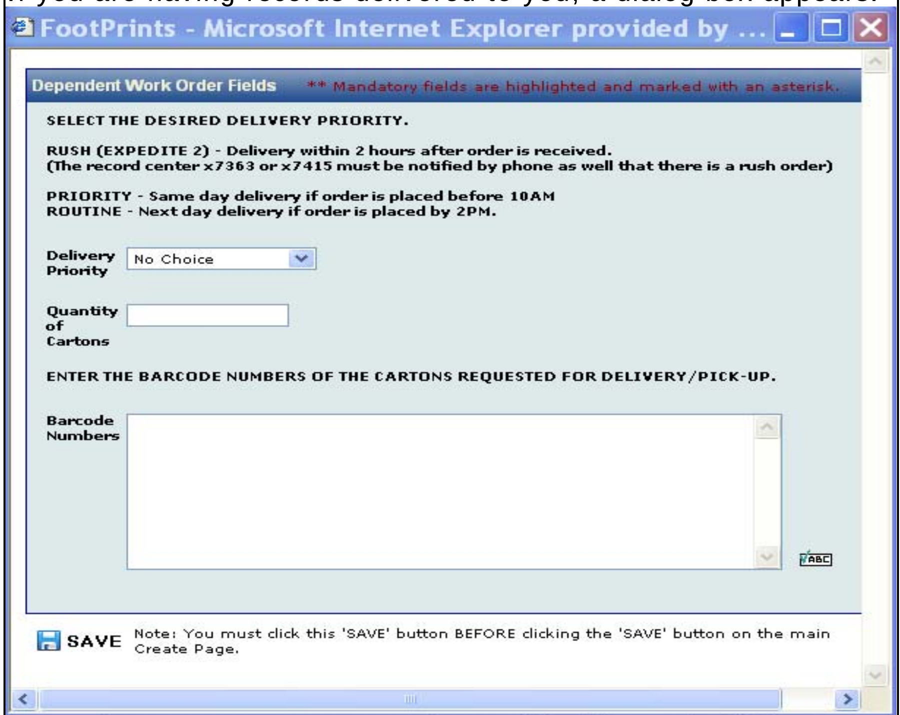
Step	Action
7	Click the **Work Order Information** tab. The information in this section pinpoints the area your problem. In the Type field, select **Records Management**.

To have records . . .	**In the SubType & Category fields, select . . .**
Delivered to you	Hardcopy Services and then Delivery Request
Picked up from you	Hardcopy Services and then Pick-up Request



Step	Action
7a	If you are having records delivered to you, a dialog box appears.



In this field . . .	Complete . . .
Delivery Priority	The priority of the delivery.
Quantity of Cartons	The number of boxes to be delivered.
Barcode Numbers	The *barcodes of the boxes that you are requesting.

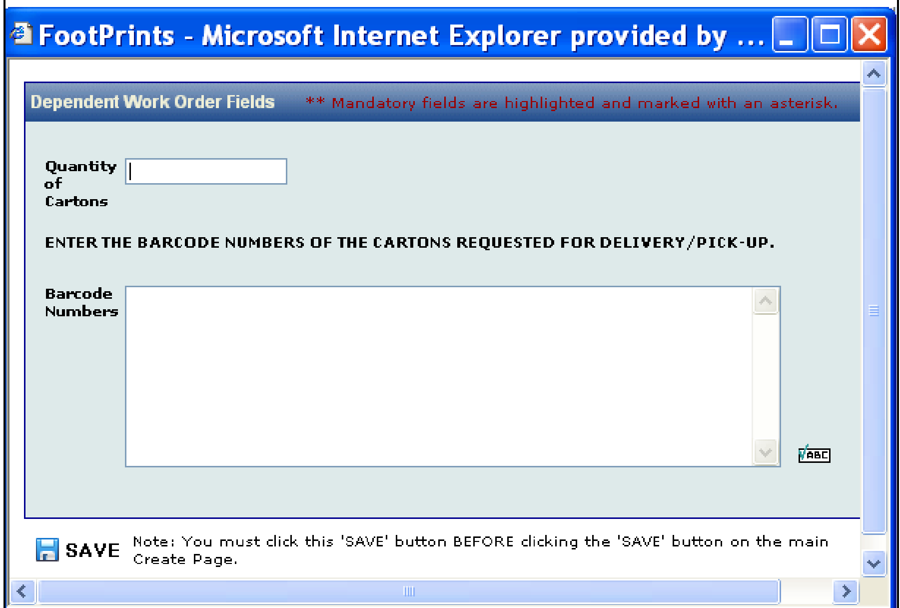
Click **Save** after you complete the fields.

*About barcodes

- RECALL barcodes are 10 characters long, and the letter C is a control character that is on all barcodes.
- The AHA Records Center (AHA RC) assigns barcode numbers to individual departments.
- There is only ONE barcode per carton.
- Order barcodes through FootPrints. In the SubType field, select **Records Management Supplies**.

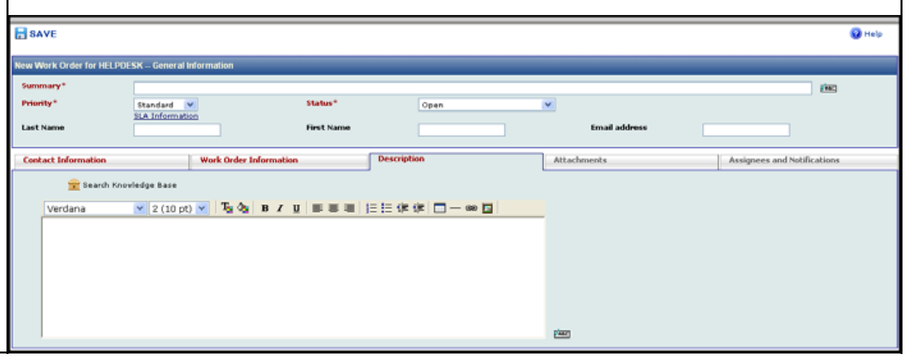
C0012345678

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>7b</td><td>If you are having records picked up from you, a dialog box appears.



<table>
<tr><th>In this field . . .</th><th>Complete . . .</th></tr>
<tr><td>Quantity of Cartons</td><td>The number of boxes to be picked up.</td></tr>
<tr><td>Barcode Numbers</td><td>The barcodes of the boxes that you want picked up.</td></tr>
</table>

Click Save after you complete the fields.</td></tr>
<tr><td>8</td><td>Click the Description tab. In the provided space, provide any additional information.


</td></tr>
</table>

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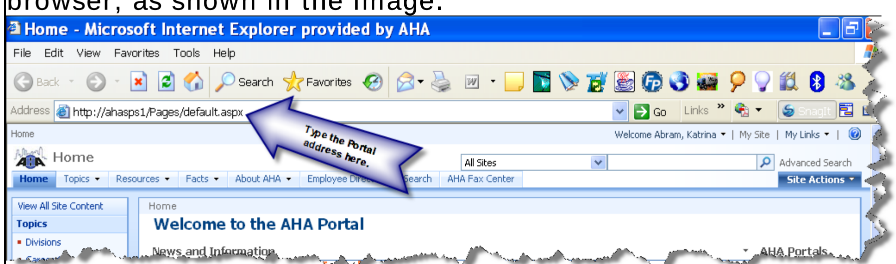
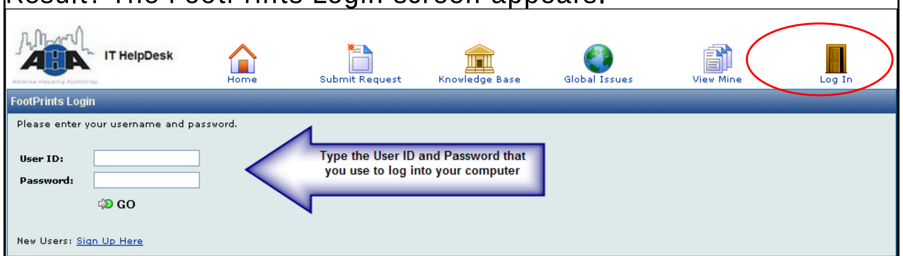
Step	Action
9	If you want to attach additional information, to this FootPrint ticket, click the **Attachments** tab, and then click Attach Files. Result: The Upload a File Attachment screen appears. Click the Browse button, and the Choose file screen is displayed for you to select the location of the file that you want to upload.
10	After you complete all of the necessary fields, click the **SAVE** button SAVE to save and send the FootPrint ticket to the Records Center.
11	The Records Center coordinates with Recall to pickup or to deliver the requested items.

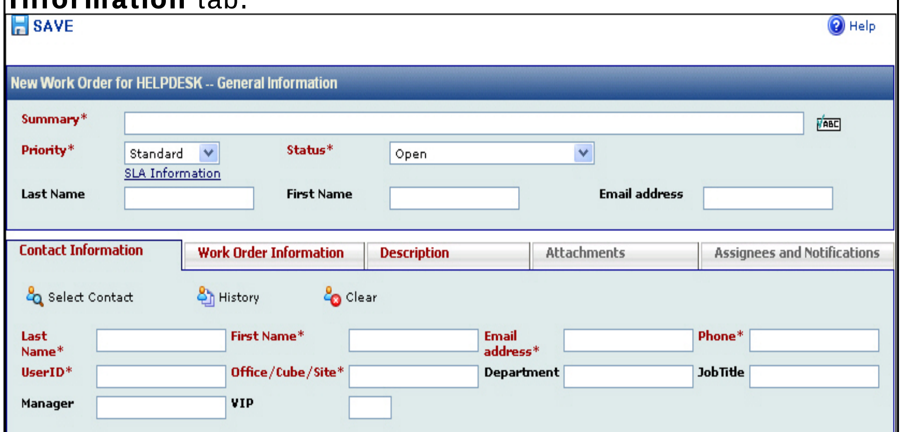
Requesting Scanning

Use the following steps to request scanning for your records.

Step	Action
1	Access the AHA Portal by opening Internet Explorer. We set up all AHA computers so that the AHA Portal is your home page; therefore, it is automatically displayed when you open Internet Explorer. NOTE: If for some reason, the AHA Portal does not appear when you open Internet Explorer, type http://ahasps1/Pages/default.aspx into the address field of the browser, as shown in the image. 
2	Locate the **All Site Users** section in the right navigation of the Portal, and click the **FootPrints (CUSTOMER LOGIN)** link. Result: The AHA IT Help Desk screen appears with icons from which you can choose.

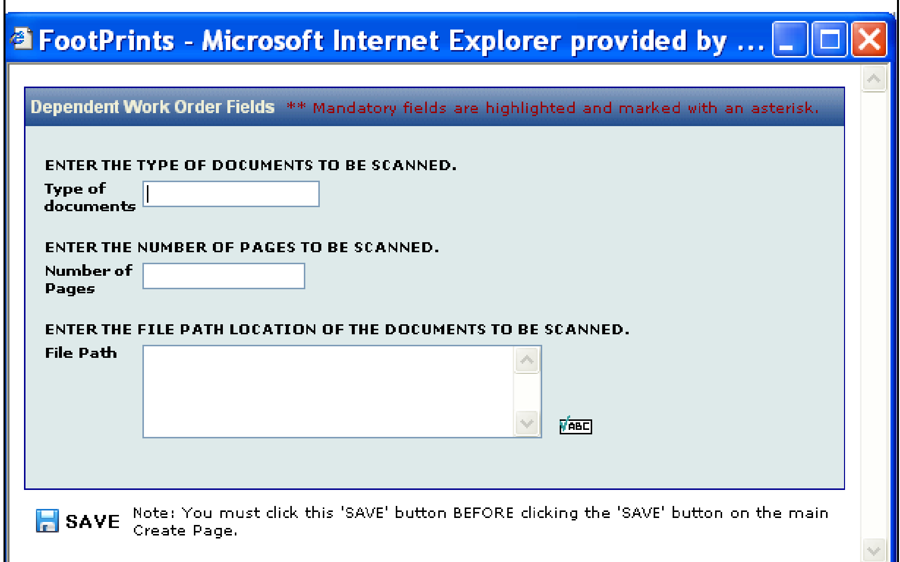
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>Click the Log In icon.


Result: The FootPrints Login screen appears.

</td></tr>
<tr><td>4</td><td>Enter the User ID and Password that you use to log into your computer and onto the network, and click 
.
Result: The Dashboard is displayed.</td></tr>
<tr><td>5</td><td>From the left-navigation menu, click the Create Work Order button.

.
Result: The New Work Order for HELP DESK screen appears in a separate browser. The screen opens, by default, to the Contact Information tab.

</td></tr>
<tr><td>6</td><td>Complete the fields under the Contact Information tab. The information in this section identifies you. The fields that are red with an asterisk beside them are mandatory fields. You must complete them.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>7</td><td>Click the Work Order Information tab.

In the Type field, select Records Management.
In the SubType field, select Document Imaging/Laserfiche.
In the Category field, select Laserfiche or Ecopy.

Result: A dialog box opens that you must complete.</td></tr>
<tr><td>8</td><td>Complete the fields on the dialog box using the following information:
<table>
<tr><th>In this field . . .</th><th>Enter the . . .</th></tr>
<tr><td>Type of documents</td><td>Type of file that you want scanned, for example, invoice, contract, or closing document.</td></tr>
<tr><td>Number of Pages</td><td>Total number of pages in the document that you want scanned.</td></tr>
<tr><td>File Path</td><td>Navigation path to the file location of the document that you want scanned.</td></tr>
</table>


Click Save.</td></tr>
<tr><td>9</td><td>Click the Description tab. In the provided space, describe in detail the problem that you have. If possible, include any error messages that you encountered.</td></tr>
</table>

Step	Action
10	If you want to attach additional information to this FootPrint ticket, click the **Attachments** tab, and then click Attach Files. Result: The Upload a File Attachment screen appears. Click the Browse button, and the Choose file screen is displayed for you to select the location of the file that you want to upload.
11	After you complete all of the necessary fields, click the **SAVE** button SAVE, which is located in the top-left corner of the screen, to save and send the FootPrint ticket to the Records Center. **Your part of the request is complete.**
12	The Records Center picks up the scanning material from your department and scans the project.
13	The AHA RC returns the documents to your department.

Protocols for Records Management

In this section, we provide helpful guidelines about Records Management.

Service Cut-Off Times

The following table contains the cut off times for service requests for delivery and pick up of cartons from RECALL. Plan your record needs according to the following delivery schedules. The times are based on the times that we receive your FootPrint request.

If you want your delivery or pick up . . .	**Then . . .**
Next Day	Submit your request between 8:00 am and 2:00 pm. Your pick up or delivery occurs on the next day by 5:00 pm.
Priority/Same Day	Submit your request before 10:00 am for service by 5:00 pm on the same day.
2nd Day	Submit your request after 2:00 pm for service by 5:00 pm on the 2nd day.
Expedite 2	Submit your order by 3:00 pm for delivery in two hours.
Urgent	Submit your order by 2:00 pm for delivery in three hours.

File Storage

To ensure the proper storage of files, there are areas of the facility where you cannot store or stage files. These areas are labeled as 'hazardous' areas. If you store files in these hazardous areas, it could be a detriment to the condition of the records and a potentially dangerous situation for employees and occupants of the building. The following list contains the areas that are defined as potentially hazardous and critical:

Fire water sprinkler main valves	Flammable containment areas/cabinets
Fire detection system and alarm panels	Less than 18' below sprinkler heads
Furnace, AC units	If the carton's staged creates a dead end aisle
Emergency exits	Less than 3" above the floor
Doorways	Unlit or poorly illuminated areas
Drives	Main walkways
Staircases and staircase platforms	Un-braced and over weight capacity shelving
Window ledges	Unsecured material stacked on shelving above 6'

Saving Documents

When you save your documents, make sure that you use the correct drives. The following list discusses the drives.

Drive Descriptions	
C: Drive	
	Located on desktop or laptop
	Do not store files on the C: Drive
	A high security risk if desktop or laptop are lost or stolen
	Is not backed up, which causes information loss if a system failure occurs
U: Drive	
	Located on the AHA network
	All employees have access to their own storage area
	Is only accessible when you are logged onto the network

Drive Descriptions	
	Do not store files on the U: Drive that others need to share
T: Drive	
	Shared network drive that we set up by AHA department
	Access is based on AHA department and/or function
	AHA department employees have access
S: Drive	
	Shared network file storage area
	Access is open to all departments and users
	Low security

Chapter 6

System Development

Lynda Greene, Director of System Development
404-817-7396 lynda.greene@atlantahousing.org

Department Overview

In this section, we provide information about the System Development department and the services that we provide.

Overview

The System Development department provides support and system administration for the following systems:

- Data Direction Inc. (DDI) legacy system:
  The Housing Choice module in DDI consists of the applications that are needed to manage the Waiting List and to process invoices for payment. The module consists of detailed family demographic information, eligibility, Utility Allowances, Rent Calculation, HAP and UAP payment processing to the generation of the HUD 50058 transmission.

- Housing and Urban Development Public and Indian Housing Information Center (HUD PIC):
  The HUDPIC system allows AHA users to submit information to and download information from HUD.

- Housing and Urban Development Enterprise Income Verification (EIV) system:
  The EIV system validates tenant reported income, which includes wages, unemployment, and social security benefits.

Available Services

DDI

In addition to support and system administrative duties for DDI, the System Development department also provides development, design, enhancement, testing, training, and implementation of all DDI-related applications.

HUDPIC

The System Development office provides access to the HUD PIC system. The PIC allows Housing Authorities (HA) to electronically submit information to HUD. The system contains the following modules:

Table 6-1: *HUD PIC System Modules*

HUD PIC Module	Description/Objective
PIC Maintenance	PIC Security Coordinators use this module to create, maintain, and assign users. This module contains User Profile, System Administration, and Security sub-modules.
PIH Information	Public Housing Authorities that manage Section 8 Housing use this system to electronically submit and verify their Section 8 Management Assessment Program (SEMAP) certifications.
Housing Inventory	Housing Authority stores all pertinent information in this module, such as, total number of developments, mailing and e-mail addresses, contact information, historical information, funding history, and HUD staff assignments. Users submit accurate building and unit information to HUD and apply to the Special Application Center (SAC) to remove buildings and units from its inventory. HUD Headquarters personnel can use this module to maintain simple code tables, two-way code tables, three-way code tables, the State table, the Senior Community Builder table, the Congressional District table, and the BOP Goals table. PIC Security Administrators can create, maintain, and assign users and roles to determine access levels and rights within the respective modules.
Executive Summary	You can locate the latest address, contact information, performance scores, funding data, and inventory statistics for a particular Public Housing Authority.

HUD PIC Module	Description/Objective
Form 50058 and Moving to Work (MTW)	Housing Authorities can collect and electronically submit information that is on the Form HUD 50058 to HUD, which provides HUD with a snap shot of the families who participate in the subsidized rental program. You can also inquire about tenant data that was previously reported and access reports that monitor portability data and moves between Housing Authorities. The MTW module allows you to access the Delinquency Report for monitoring the Housing Authority data reporting rates.
PIC Downloads – Building & Unit Data	Enables you to download building and unit data for analysis.

EIV System

The System Development office provides support and system administration for the EIV system. The EIV System:

- Provides new hire, wage, unemployment compensation, and Social Security (SS) benefit information through a data matching process for households that are covered by a HUD-Form 50058.
- Allows Public Housing Authorities (PHAs) to view information, such as: monthly new-hire information, quarterly wage, employer information, quarterly unemployment benefit payments, monthly Social Security and Supplemental Security Income (SSI) benefits, and Medicare deductions and buy-ins for tenants within the PHA’s jurisdiction.
- Provides income discrepancy reports that identify families who might have substantially underreported household income.
- Helps to deter housing fraud.

Hours of Operation

The System Development department maintains standard business hours. All IT managers and directors are available after hours via I-pager. Their AHA e-mail address is their I-pager number; therefore, to contact a manager or director after hours, simply send an e-mail.

Roles and Contacts

In this section, we provide information about the Director of System Development.

Roles and Responsibilities

The System Development department is responsible for developing, maintaining, and enhancing business applications that enable AHA, its employees, and its customers to accomplish their daily tasks.

Contacts

Lynda Greene is the Director of System Development and the only contact for the System Development department. Her telephone number is 404-817-7396, and her e-mail is Lynda.greene@atlantahousing.org.

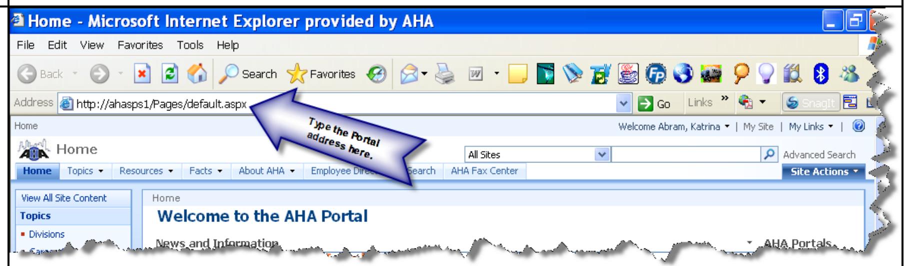
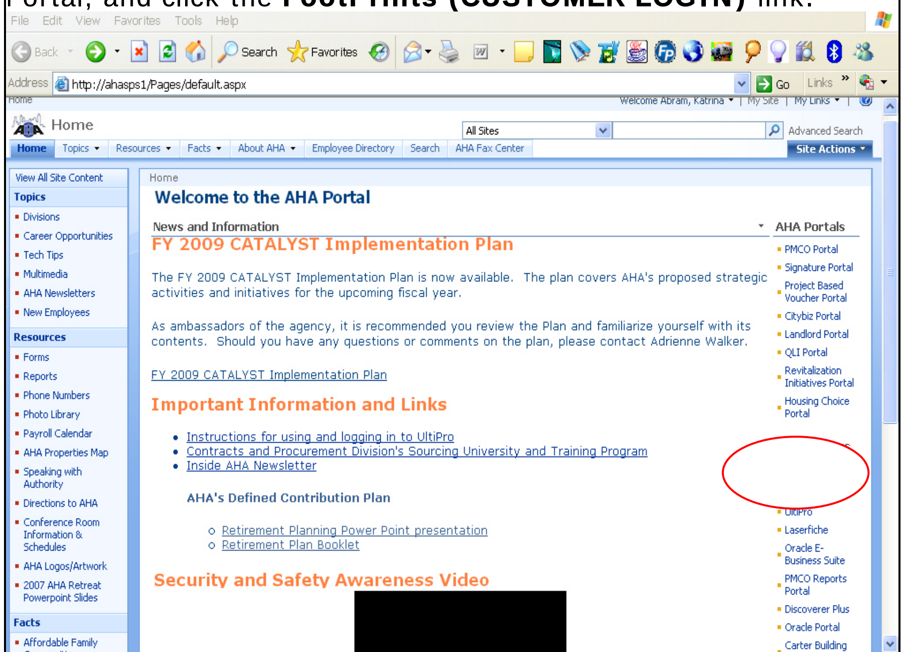
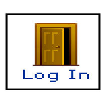
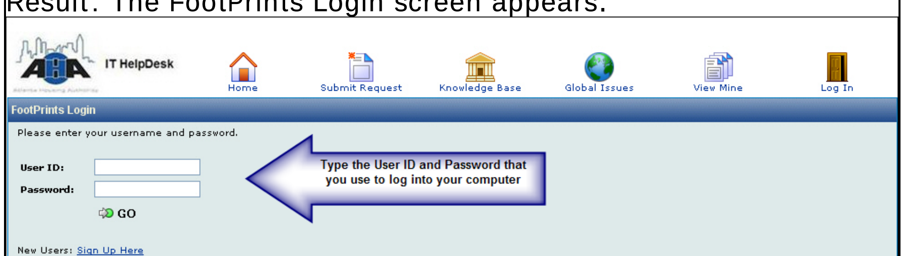
Processes

This section contains the most common processes that you might perform.

Reporting DDI Problems and Requesting DDI Access

Use the following steps to complete a FootPrint ticket to request access to DDI and to report problems with DDI.

Step	Action
1	Access the AHA Portal by opening Internet Explorer. We set up all AHA computers so that the AHA Portal is your home page; therefore, it is automatically displayed when you open Internet Explorer. NOTE: If for some reason, the AHA Portal does not appear when you open Internet Explorer, type http://ahasps1/Pages/default.aspx into the address field of the browser, as shown in the following image.

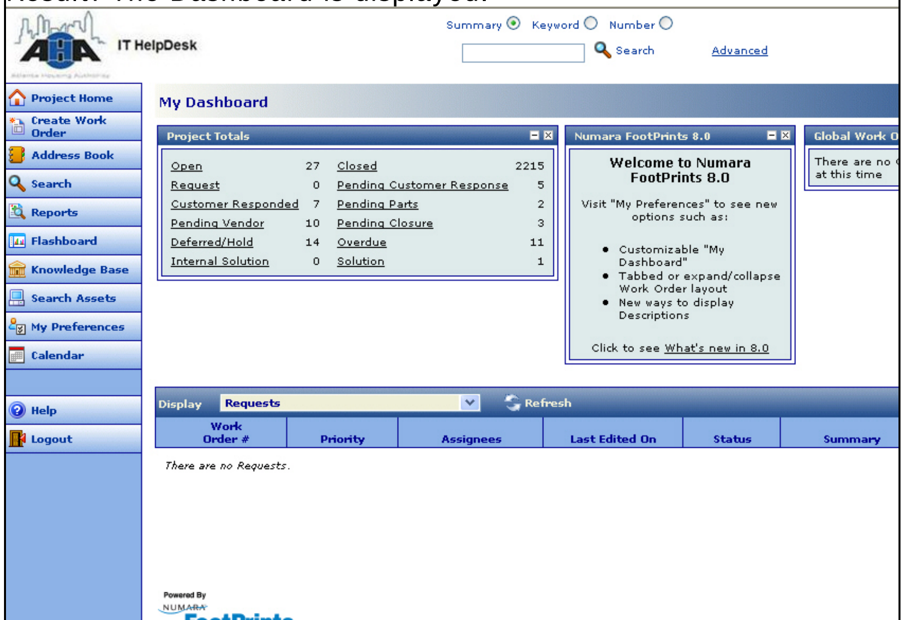
Step	Action
	
2	Locate the **All Site Users** links in the lower-right corner of the Portal, and click the **FootPrints (CUSTOMER LOGIN)** link.  Results: The AHA IT Help Desk screen appears with icons from which you can choose.
3	Click the Log In icon.  Result: The FootPrints Login screen appears. 

Atlanta Housing Authority

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>

Enter the User ID and Password that you use to log into your computer and onto the network, and click GO.

Result: The Dashboard is displayed.

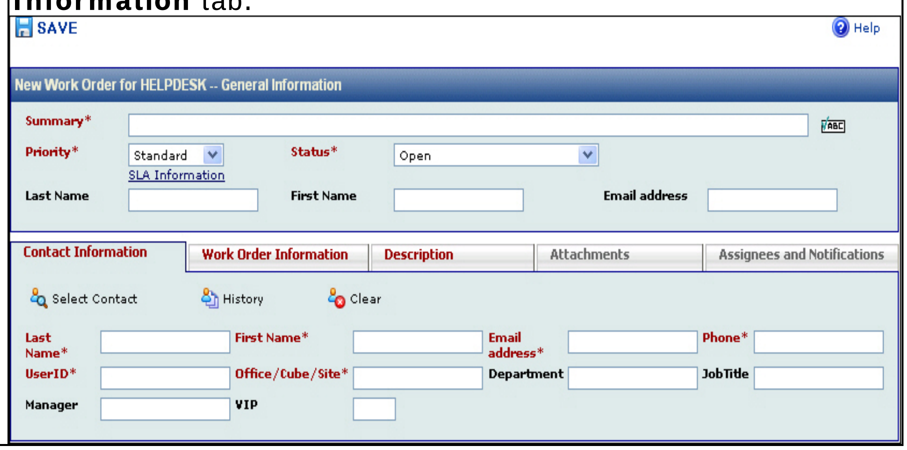


</td></tr>
<tr><td>5</td><td>

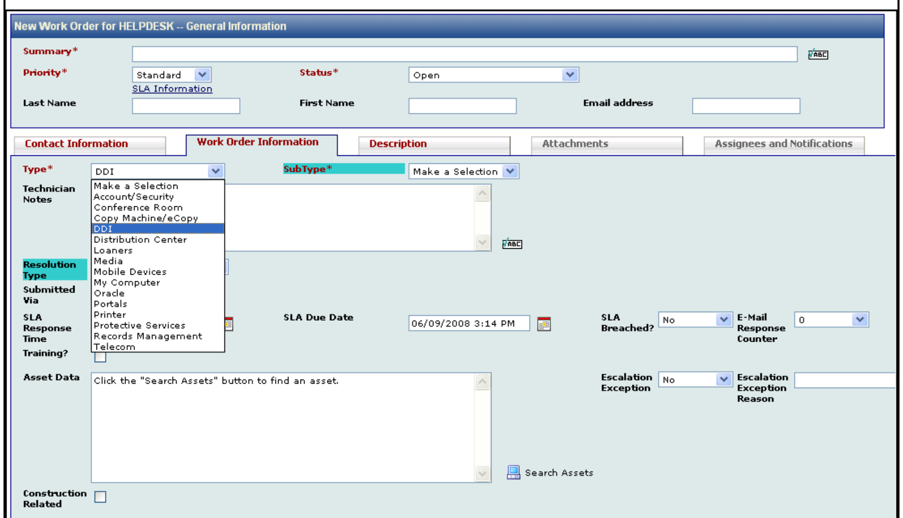
From the left-navigation menu, click the **Create Work Order** button.

.

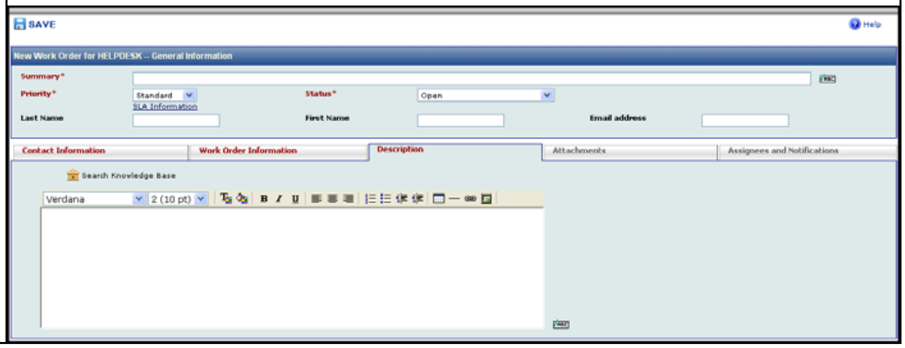
Result: The New Work Order for HELP DESK screen appears in a separate browser. The screen opens, by default, to the **Contact Information** tab.

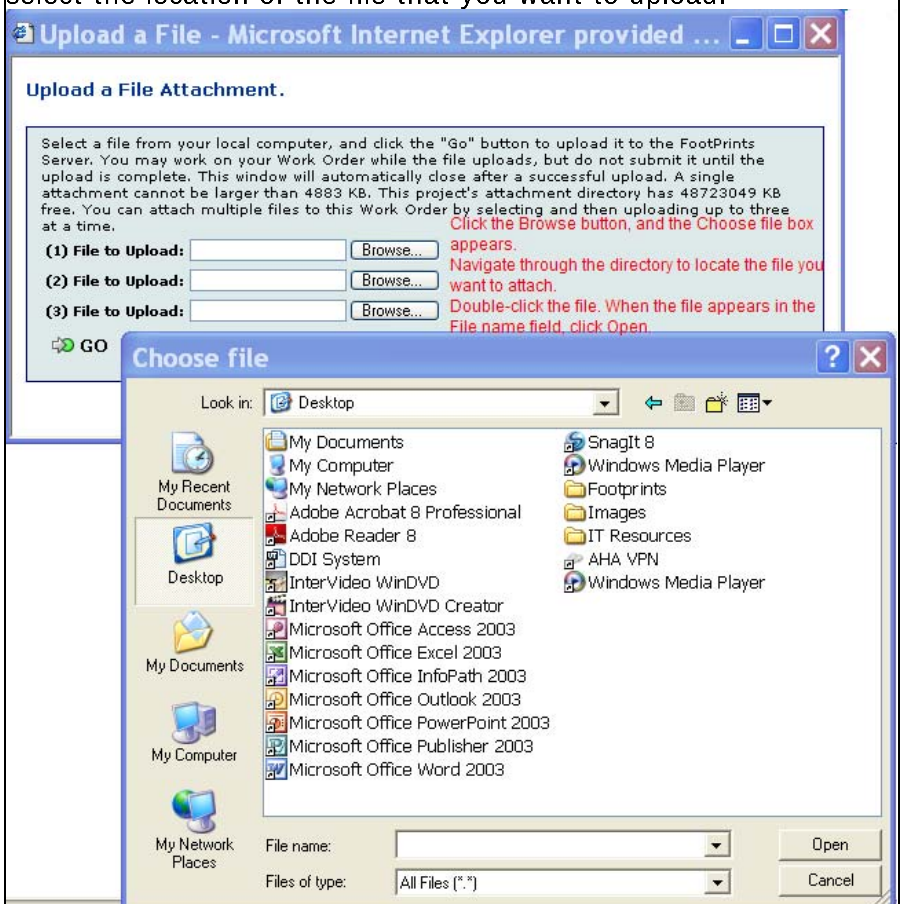


</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>6</td><td>Complete the fields under the Contact Information tab. The information in this section identifies you. The fields that are red with an asterisk beside them are mandatory fields. You must complete them.</td></tr>
<tr><td>7</td><td>Click the Work Order Information tab. The information in this section pinpoints the area of your problem. In the Type field, select DDI.
<table>
<tr><th>In the SubType field, if you select . . .</th><th>Then, in the Category field, you must select . . .</th></tr>
<tr><td>DDI (Other)</td><td>EIV/PIC</td></tr>
<tr><td>Extract</td><td>Either DDI to Oracle or Oracle to DDI</td></tr>
</table>


</td></tr>
</table>

Step	Action
8	Click the **Description** tab. In the provided space, describe the problem that you have. If possible, include any error messages that you encountered. If you are requesting access to the DDI system, then type that you need access to the DDI System in the Description field. 

Step	Action
9	If you are requesting access to DDI, complete a [DDI Access Assignment form]() (page A-11) and attach the form to this FootPrint ticket, click the **Attachments** tab, and then click [Attach Files]. Result: The Upload a File Attachment screen appears. Click the Browse button, and the Choose file screen is displayed for you to select the location of the file that you want to upload. 
10	After you complete all of the necessary fields, click the **SAVE** button [SAVE], which is located in the top-left corner of the screen, to save and send the FootPrint ticket to the Help Desk Tech. You will receive a summary of the ticket in your Inbox.

Atlanta Housing Authority

Protocols

In this section, we provide helpful guidelines and information.

DDI Login

Your DDI login is usually the first three letters of your first name and the last four letters of your last name.

HUDPIC Login

A User ID is required to establish a 'secure connection' to HUD's secure systems from the Internet. HUD's secure systems provide a way for trusted business partners to submit and retrieve required program information.

If you do not have a User ID, but you require access to one or more of HUD's secure systems, you must register for a User ID by completing the Secure Systems online registration form. You can get the form from the following Web location:

http://www.hud.gov/offices/reac/online/online_registration.cfm

The Atlanta Housing Authority's Organization ID is GA006. On the online registration form, type GA006 in the Organization ID field.

Coordinators retrieve the User IDs from the system. Wait three-to-five days after you submit the form to Contact your Coordinator about your User ID.

Enhancements

Use FootPrints to request enhancements. Bob Latty must approve all Housing Choice-related enhancement requests for the DDI system.

EIV User Rights

If you want to apply for EIV User access authorization rights, you must complete the EIV User Access Authorization form (UAAF). Submit the form to your EIV Coordinator who will approve your form and grant your EIV access rights. You can get the form from the following Web location:

http://www.hud.gov/utilities/intercept.cfm?/offices/hsg/mfh/rhiip/eiv/useraccess.pdf

EIV User Certification

Coordinators must recertify their EIV Users through the User Certification feature in the EIV System, no later than the 30-day grace period of each calendar quarter. Schedule for User certifications in EIV:

Quarter 1 Jan. 1 – March 31 (30-day grace period between 04/01 through 04/29)

Quarter 2	April 1 – June 30 (30-day grace period between 07/01 through 07/30)
Quarter 3	July 1 – Sep. 30 (30-day grace period between 10/01 through 10/30)
Quarter 4	Oct. 1 – Dec. 31 (30-day grace period between 01/01 through 01/30)

Chapter 7

Distribution Center

Eldeen Johnson, Distribution Center Director
404-817-7419 eldeen.johnson@atlantahousing.org

Department Overview

The Distribution Center offers a variety of services. Our mail-related services include internal and external mail distribution, courier services, packaging, folding, document lamination, and inserting documents. We sale postage stamps and do bulk mail-outs. We postmark official AHA mail. In addition, we offer reproduction services. Daily, we reproduce documents of all sizes and formats: binding books, forms, and other documents. We maintain maintenance agreements on all copier machines, and we coordinate copier machine repairs. You can also order your business cards through us.

Available Services

Mail Services

Our mail-related services include internal and external mail distribution and courier services. We sale postage stamps and do bulk mail-outs, such as utility letters, newsletters, and so on. We postmark official AHA mail with a weight that is up to 75 pounds.

Document Services

We bind documents from ¼ inches to 2 inches in thickness using binding combs and heat binding materials. We can fold 8½ X 11 paper in halves and triples. We can fold up to four pages at one time. We provide automatic sealing of standard sized-gummed envelopes and insert documents into window or regular envelopes. We also order business cards.

Reproduction

Daily, we reproduce (copy) documents of all sizes, including bound books, forms, and other documents. We can also reproduce and print blueprints. We maintain maintenance agreements on all copier machines, and we coordinate copier machine repairs.

Staples Ordering

We also take care of Staples online ordering for supplies. There is a dedicated person in each group who logs into the Staples Web site and orders supplies. Call the Distribution Center to find out who the dedicated person is for your group.

Staff Job Assignments

It is crucial that Distribution Center personnel are cross-trained and have a thorough understanding of all job functions. In most instances, any Distribution Clerk can assist you. When you require special coordination, contact the Distribution Manager, Eldeen Johnson, or the Lead Clerk.

Hours of Operation

The Central Office Distribution Center is open from 8:00 am to 6:00 pm, Monday through Friday.

All IT managers and directors are available after hours via I-pager. Their AHA e-mail address is their I-pager number; therefore, to contact a manager or director after hours, simply send an e-mail.

Contacts

Table 7-3 lists your contacts in the Distribution Center.

Table 7-3: *Distribution Center Contacts*

Name	Office Hours
Eldeen Johnson, Distribution Center Manager	404-817-7423
Fabius Grant, Distribution Center Lead	404-817-7419

Mail Services

In this section, we provide information about using the Distribution Center's mail services.

Protocols for Mail Services

This section contains guidelines for the Distribution Center's mail services.

Personal Mail

We discourage employees from having personal mail sent to the Authority's address. The Distribution Center staff does not deliver personal mail.

Department Changes

Promptly let the Distribution Center know if you change your internal location. We must know where to route your mail.

If an individual no longer works here, all personal mail is marked "Return to Sender".

Types of mail

In this section, we describe items that are non-mailable and accountable items.

Non-Mailable Items

Items, such as metal pieces, glass parts, product samples, chemicals, and so on, cannot be mailed in envelopes. These items require special packaging before we mail or ship them. We can assist you in the most appropriate handling method.

Accountable Mail

Accountable mail includes all Certified, Registered, Insured, and Overnight Courier mail. Do not put critical mail for these categories with regular internal mail; instead, hand-deliver this mail to the Distribution Center.

Envelope Preparation and Use

Enclosures determine the appropriate envelope to be used, meaning the envelope will be one of the right size and strength.

Size and Strength of the Envelope

The size should properly accommodate the insert(s). Excessively large envelopes do not keep the inserts firm. The inserts, in envelopes that are too large, slide and create an imbalance of the envelope, which risks ripping and loss of contents. A snug fit keeps the enclosure firm in the envelope. Likewise, when an envelope is overstuffed, it can burst at the seams. The result can be a total loss of the mailing.

The strength of the envelope should withstand the weight of its contents. A snug fit keeps the enclosure firm in the envelope; likewise, if there is stress at the seams or sharp edges, the envelope is overloaded and can burst and lose its contents.

Use sizes 10, 10 x 13 (standard envelope), or 10 x 15 (inter-office) envelopes for all regular mail. You can also use these envelopes for internal (in-house, inter-office) mail. You can get the sizes 10 and 10 x 15 envelopes from the Distribution Center. You can order the 10 x 13 envelopes from Staples.

For inter-office mail, use a one-line address when you address in house mail. Avoid using the complete mailing address because it can get mistaken and post marked as U.S. mail pieces.

Addressing Mail

In this section, we provide the proper way to address U.S. Postal System mail and inter-office mail.

U.S. Postal Mail

Mail that is delivered through the United States (U.S.) Postal System must have a return and destination address:

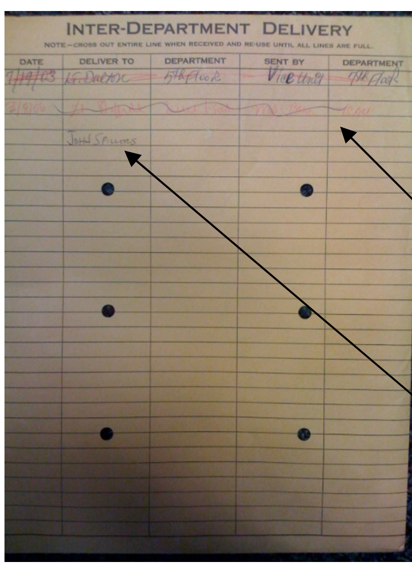
- The return address includes the sender's full name, address, city, state, and zip code + 4 code.
- The destination address includes the receiver's full name, address, city, state, and zip code + 4 code.

If you are using an envelope with a window, make sure that the complete address is displayed in the window.

When you use envelopes that have pre-printed return addresses, make sure that you include the cost center number or department name with the return address.

Inter-office Mail

Use an inter-office envelope for correspondence from one AHA department to another or to a community. Do not use inter-office envelopes for mail that is delivered through the U.S. Post Office.



When you address parcels and packages for internal distribution, use one line, and write the full name of the receiver or the department's name and the complete mailing address.

Completely mark through all previous addresses and properly use the appropriate address for the intended recipient. We deliver inter-office envelopes to the last person whose name appears (not marked-through). We continuously circulate the envelope until all lines for recipient names are used.

Tips for Addressing Mail

You will get the best service possible if you:

- Capitalize everything in the address.
- Use common abbreviations.
- Eliminate all punctuation.
- Use two-letter state abbreviations, for example, Ga for Georgia.
- Use zip code + 4 code, for example, 30303-2429.

Classes of U.S. Postal Mail

Mail is processed under a variety of classifications. The classifications that AHA uses the most are: Express Mail, Priority Mail, First Class Mail, Second Class Mail, Third Class Mail, Bulk Third Class Mail, Fourth Class Mail, and Business Reply Mail.

AHA has mail permits for First Class Pre-Sort (Bulk), Bulk Third Class, and Business Reply mailings.

Express Mail

Express Mail provides guaranteed overnight delivery of your urgent domestic letters and packages, in most cases by 12:00 pm (noon) the next day. The Post Office accepts mail for next day delivery until 5:00 pm. It is also delivered on Saturdays, Sundays, and holidays at no additional cost. You must request Express mail services through the Distribution Center. We will assist you with the proper addressing of envelopes and applying proper postage. We will charge the postal cost back to your account.

The Crown Road Post Office location at 3900 Crown Road (Hapeville) accepts Express Mail up to 6:00 pm for next day delivery.

Priority Mail

Priority Mail offers expedited delivery of First Class Mail when the speed of Express Mail is not needed. Priority Mail between major business centers is generally delivered in two days at a price substantially below overnight delivery prices. You can send all First Class mail that weighs at least 11 ounces and not more than 70 pounds by Priority Mail provided that the postage is paid.

The Distribution Center has packaging materials, such as stickers, labels, envelopes, boxes, and tape.

Make sure that you clearly identify all Priority Mail by using the Priority Mail stickers or tape.

First Class Mail

Use First Class Mail when you send correspondence, postcards, bills, statements of account, money orders, and checks that weigh less than 11 ounces. You must pay for Single-piece First Class postage using stamps or a postage meter imprint. Discounts are available for properly prepared pre-sorted First Class mailings of 500 or more pieces that meet the following criteria:

- All pieces must be in the same category (all letters or all magazines).
- The correct Zip Code must be on each piece.

Second Class Mail

Second Class mail is for publishers of newspapers, magazines, and other periodicals that are sold on a subscription basis who were approved for second-class mailing privileges.

Third Class Mail

While Third Class Mail can be sent to anyone, it is most commonly used by businesses and community organizations that take advantage of significant discounts when they mail at least 200 addressed pieces or 50 pounds of addressed pieces at a time. Third-class mail includes advertising mail, printed matter, and merchandise that weighs less than one pound.

Bulk Third Class Mail

Bulk Third Class Mail requires an annual permit or pre-sort fee. The permit number is imprinted on all Bulk Third Class Mail. To qualify for Bulk Third Class Mail discount rates, the amount of mail must be at least 200 addressed pieces (or 50 pounds) and meet the following requirements:

- All pieces must be in the same category (all letters or all magazines).
- The correct Zip Code must be on each piece.
- The mail must be pre-sorted and batched by zip code.

Fourth Class Mail

Fourth Class Mail, which includes parcel post, is for sending packages, merchandise, and printed matter that weighs more than one pound. The average delivery time for Fourth Class Mail to arrive at its intended destination is two-to-seven days, depending on distance.

Make sure that you securely seal the package with packing tape with the contents protected and stabilized within the package.

You can pay for postage with stamps or meter imprint. For large mailings of identical pieces that are sorted by zone, you can use a permit imprint.

Business Reply Mail

Business Reply Mail services allow you to receive First Class Mail from customers by paying postage only on the mail that the customer actually returns. The customer is provided with specifically designed business reply envelopes to return information, such as payments, surveys, and so on, quickly and easily.

Business Reply envelopes are pre-addressed and pre-barcoded and we stock them in the Distribution Center.

Mail Schedules and Drop Location

Mail Drop

A U.S. Mail drop is located on the first floor in the building of 230 John Wesley Dobbs Avenue for your personal letters.

Mail Schedules

The U.S. Post Office (Central City Avenue Station) delivers mail to AHA by 1:15 pm, Monday through Friday. We then sort the mail and put it in the appropriate department and mail box.

The U.S. Post Office picks up the mail at 1:00 pm and 4:00 pm daily.

Other Mail Schedules

For Express Mail Delivery (Next Day), we MUST receive the mail by 1:00 pm to ensure next day delivery.

Certified and Priority Mail 8:00 am to 4:00 pm daily

Federal Express 8:00 am to 4:00 pm daily

The more we know of your needs and concerns, the better we can serve you. Let us know in advance of a large reproduction request, a special mailing service, or if you are expecting an important mailing or package.

Processes for Mail Services

This section contains common processes.

Using Federal Express

Packages that you want shipped using Federal Express must reach the Distribution Center by 3:00 pm.

You can hand deliver your Federal Express package directly to a Federal Express office after hours (6:00 pm). Call 1-800-GO-FEDEX (1-800-463-3339) for the nearest Federal Express office.

Use the following steps to send a package using Federal Express.

Step	Action
1	From the Distribution Center, request the appropriate mailing form and fill it out completely.
2	Take the form to the Distribution Center, and sign the Federal Express shipping log. The Distribution Center contacts Federal Express for the pick-up.

Using Courier Services

Courier services are available for same day and next day delivery. If you want to send a parcel or letter by courier:

Step	Action
1	Prepare the item(s) that you want to ship using the required form or documentation from the courier company. The Distribution Center has packing and wrapping supplies if you need them.
2	Leave the item(s) with a Distribution Center clerk, and we contact the courier to pick-up and deliver the directed item(s).

Handling Suspicious Mail/ Packages

You can identify suspicious mail and packages by one or more of the following characteristics:

No return address or one that cannot be verified as legitimate	Oily stains, discolorations, or crystallization on wrapper
Marked with restrictions, such as, “Personal”, “Confidential”, or “Do Not X-Ray”	Addressed to someone no longer here or not addressed to a specific person
Sealed with excessive tape	Rigid or bulky
Hand written or poorly typed address	Lopsided or uneven
Incorrect titles or titles with no name or misspellings of common words	Strange odor
Badly typed or written	

If you encounter mail or a package that you think is suspicious:

Step	Action
1	DO NOT PANIC.
2	Immediately isolate the item.
3	Handle the item with care; do not shake, bump, or walk around with the item.
4	Do not open, smell, or taste anything on, around, or inside the item.
5	Do not discard the letter or package.
6	Immediately notify your supervisor.

Suspicious Package Notification Order

If you suspect that a mail item is suspicious, follow the steps in the previous section, and use the following notification order:

- Eldeen Johnson, Distribution Manager, 404-817-7423
- Fabius Grant, Distribution Lead, 404-817-7419
- Kenneth Mitchell, Director of Protective Services, 404-817-7378
- Christine Bailey, Building Manager, 404-817-7364
- Atlanta Police, 911 (they will contact the authorities)

Requesting Mail Merge

Use the FootPrints ticketing system to request a Mail Merge. Attach your document and your spreadsheet to the FootPrint ticket.

Document Services

The Distribution Center binds, folds, seals, and inserts documents for you as part of our services. You hand-deliver your documents to us, or you can send documents to us using e-mail. Make sure that you save your document as one of the following: Adobe Acrobat (.PDF), Word (.doc), Excel (.xls), or PowerPoint.

Protocols for Document Services

In this section, we provide guidelines for the Distribution Center's document services.

Binding Documents

We can bind documents from ¼ inches to 2 inches in thickness using binding combs and heat binding materials. Depending on the size and number of copies that you request, it normally takes one-to-three days to complete a project. Documents fastened with staples have a shorter return time.

Folding Documents

We can fold 8 ½ X 11 paper only in halves and triple. We can fold up to four pages at one time.

Envelope Sealing

We provide automatic sealing of standard sized-gummed envelopes. When you submit pre-stuffed envelopes for sealing, leave the flap down to allow us to seal the envelopes quicker.

Inserting Documents

We can insert your documents into a regular envelope or an envelope with a window. Determine in advance if the Distribution Center's equipment can accommodate the material that you want inserted. Coordinate this request with the Distribution Center Clerk by calling 404-817-7419 or 7258.

Reproduction Services

The Distribution Center reproduces documents of all sizes and formats daily. We also maintain maintenance agreements on all copier machines and coordinate copier machine repairs.

Protocols for Reproduction Services

In this section, we provide guidelines for the Distribution Center's reproduction services.

Copier Locations

A copier machine is located on each floor of the AHA Central Office. The usage of these machines is established by department and location. Each department has access to all copier machines.

Copier Code

Each department has a four-digit copier code, which consists of the number 1 plus your department's call center number. You must enter this four-digit number into the copier machine in order to use it. If you do not know this number, you can contact your department Administrative Assistant, or you can call the Distribution Center at 404-817-7419 or 7258.

Reproduction Request Form

You must submit a Reproduction Request form with all reproduction requests. Submit a separate form for each document that you want reproduced. Correct preparation of the form is essential. Refer to the Processes section on page for instructions for completing the form. There is an example of this form in Appendix B on page 6.

Large Projects

A large reproduction project is defined as two or more original documents that total more than 75 pages each. You can reproduce a single document that totals less than 75 pages at your assigned copier machine.

Reproduction Processing Times

We process all routine, straight reproduction requests within one and a half workdays. Additional time is necessary if your request includes tabbing, binding, or any other special packaging.

Requests that we receive after 12:00 pm Noon will be ready for pick-up the following business day. We notify you by telephone when your project is ready for pick-up.

Emergency Requests

Emergency requests, as defined by Vice Presidents and Directors, are processed and ready for pick-up on the same day that we receive the request or by 12:00 pm Noon.

Copier Maintenance

All AHA copy machines have a maintenance service agreement that covers all major parts and labor. When a copier machine needs repair, do not attempt to contact the vendor yourself; instead, contact the Distribution Center immediately with the following information:

- Type of copier to be repaired
- Copier model number
- Copier problem (for example, poor copies, jamming)
- Contact person and phone number, which should be your floor or department's Administrative Assistant.

Copier Machine Supplies

Copier machine supplies most often refer to toner and paper. The Distribution Center only provides staples for the Central Office copiers. Staples for other copiers must be purchased by the respective department through the normal procurement process.

- The maintenance agreement on all Canon copiers allows for the periodic distribution of toner. Contact the Distribution Center at (404) 817-7419 or 7258, if you need toner for your copier.

- Regular bond paper (8½ x 11 and 8½ x 14) is available for all AHA departments that are located in the Central Office and is issued upon request. All other communities must purchase their paper through the normal procurement process. We also have available paper of various colors and three-hole bond paper.

Business Cards

You can order horizontal (page A-19) or vertical (page A-20) business cards. Complete the Business Card form, get your Manager's approval, and hand-deliver the form to the Distribution Center. The turn-around time is five business days.

You can get the business card form from the Portal. Click **Divisions**, and then click **Distribution Center**.

Processes for Reproduction Services

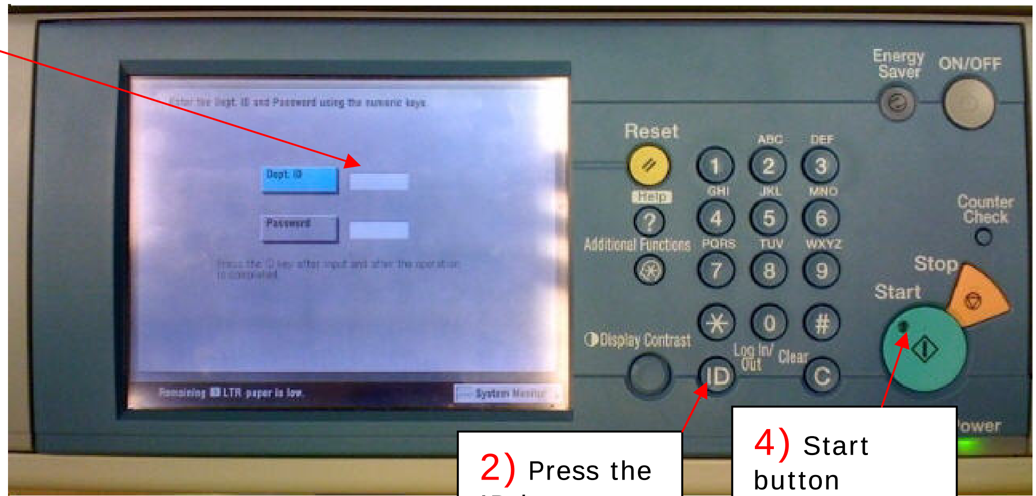
In this section, we provide instructions for common document services tasks.

Using Copier Machines

Use the following instructions to use any of the copier machines in the AHA Central Office. You must have your department's four-digit code to access the machine.

Step	Action
1	Using the keypad, enter your department's four-digit copier code into the Dept ID field.
2	Click the ID button.
3	Set your selections (paper size, number of copies, and so on).
4	Press the Start button to begin copying.
5	When you finish, press the ID button to reset the copier for the next person to use.

1) Using the key pad, type your department's 4-digit code into the Dept ID field.



2) Press the ID key.

4) Start button initiates the copy process.

Requesting Mail Merges

Request a mail merge from the Distribution Center using the FootPrints system. Ensure that your addresses are correct. Attach your document and excel spreadsheet to the FootPrint ticket.

Requesting Reproduction Services

Use AHA Form 179, the Reproduction Request form (page A-18), to request reproduction services. An example of the form is on page 18. Submit a separate form for each document that you want copied. ALL requests MUST have an accompanying Reproduction Request form, which you can get from the Portal.

It is essential that you correctly prepare the form. Use Table 7-1 on page 111 to help you complete the form.

REPRODUCTION REQUEST

☐ ROUTINE ☐ EMERGENCY

DEPARTMENT ____________ REQUISITION DATE ____________

COST CENTER # ____________ DATE DESIRED: ____________

TYPE OF WORK: ☐ MEMO ☐ LETTER ☐ REPORT ☐ FORM

☐ OTHER: ____________

FORM NO. ____________ REVISION DATE: ____________

NUMBER OF ORIGINAL PAGES: _____ REQUESTED BY: ____________

NUMBER OF COPIES REQUESTED: _____ (TOTAL NUMBER OF COPIES TO BE MADE)

APPROVED BY: ______________________
COST CENTER MANAGER

☐ STAPLE ☐ COLLATE ☐ BIND

ADDITIONAL INSTRUCTIONS: ______________________

FOR DISTRIBUTION CENTER USE ONLY

COMPLETED BY:

Table 7-1 *Field/Description for Reproduction Request Form*

In this field . . .	You put . . .
Is the request an emergency?	An X in the box next to EMERGENCY if it is a rush job. Put an X in the box next to ROUTINE if it is not an emergency.
Department	The department name of the requestor.
Requisition Date	Today's date.
Cost Center #	Your cost center number.
Date Desired	The date you need the copies back by.

In this field . . .	You put . . .
What type of document do you want copied?	An X next to the appropriate box. If your document does not fit any of the options, put an X next to Other, and provide the type of document.
Form No.	The number of the AHA form in this field, if you indicated that the document you want copied is a form.
Revision Date	The date that you need the revision returned.
Number of Original Pages	Number of pages if the original has multiple pages.
Requested By	The name of the person making the request
Number of Copies Requested	The number of pages that you want copied.
Total Pages	Total number of copies that you want made.
Approved By	Requestor's name.
Remarks	Any additional information.
Do you want the completed work stapled, collated, or bound?	An X next stapled, collated, or bound, if you want your completed copies delivered that way.

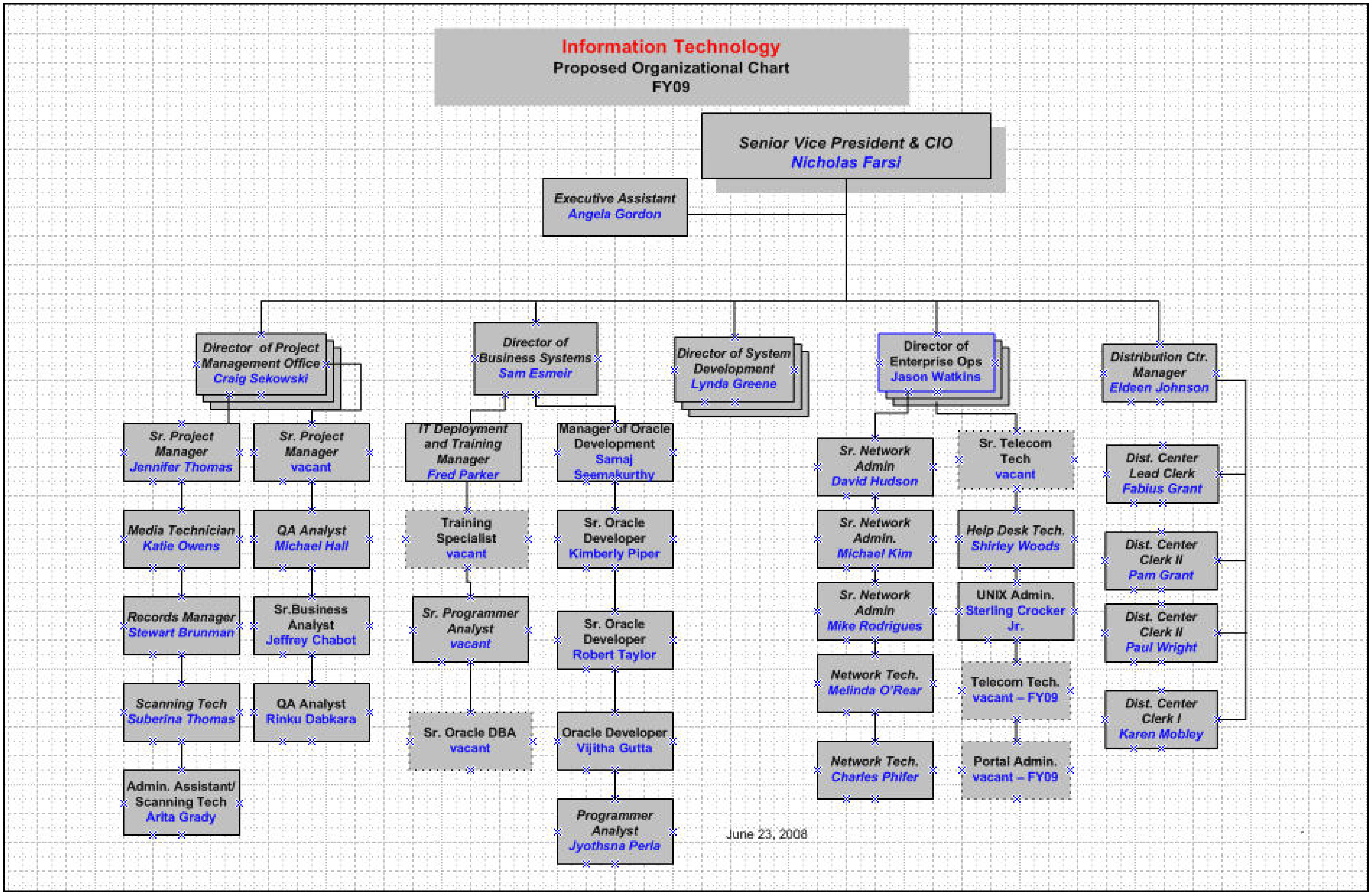
After you complete the form, hand-deliver it to the Distribution Center clerk.

APPENDIXES

The Appendix for the IT Operating Procedures Manual contains the following items:

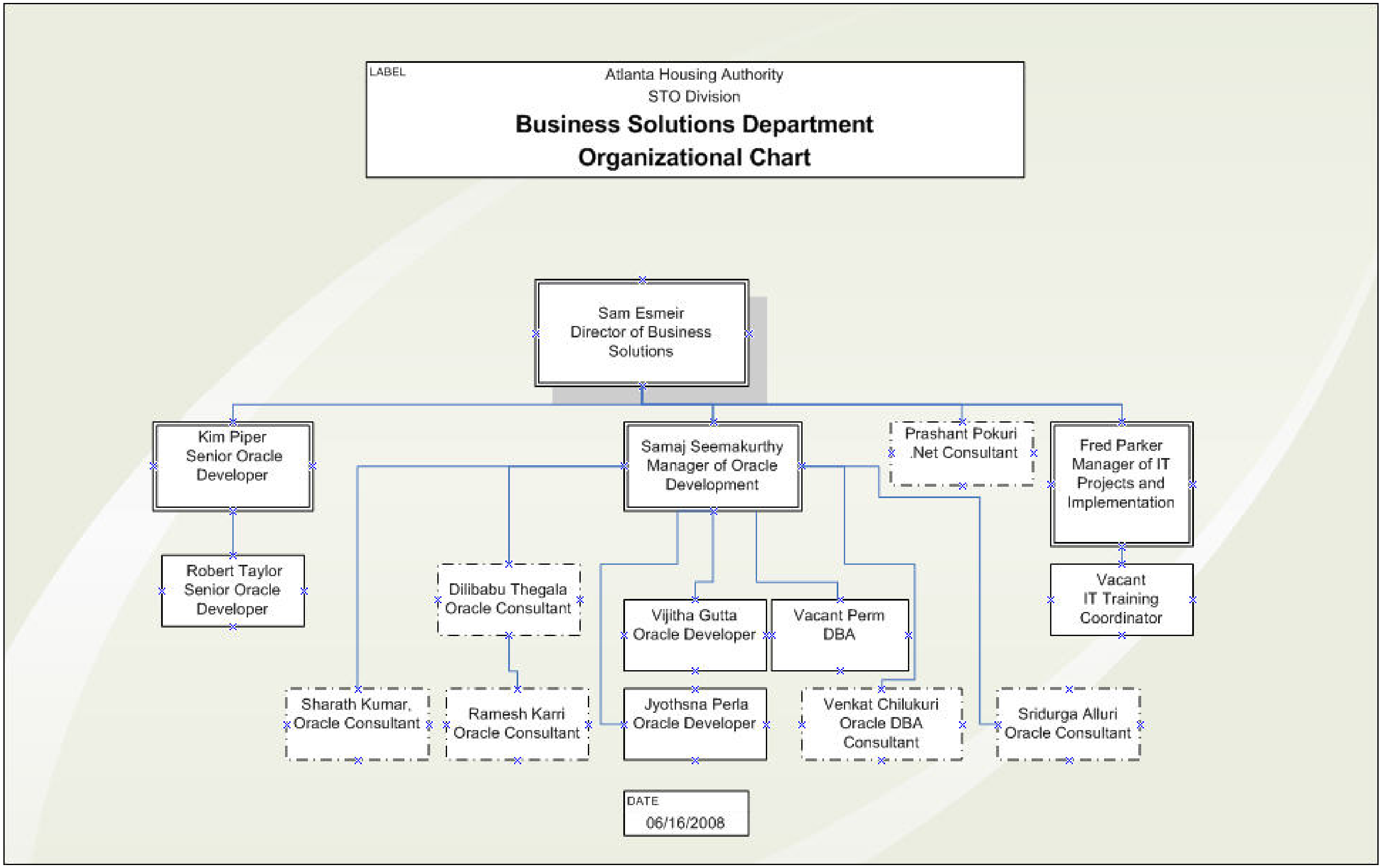
APPENDIX A
Organization Chart

Information Technology Organization Chart



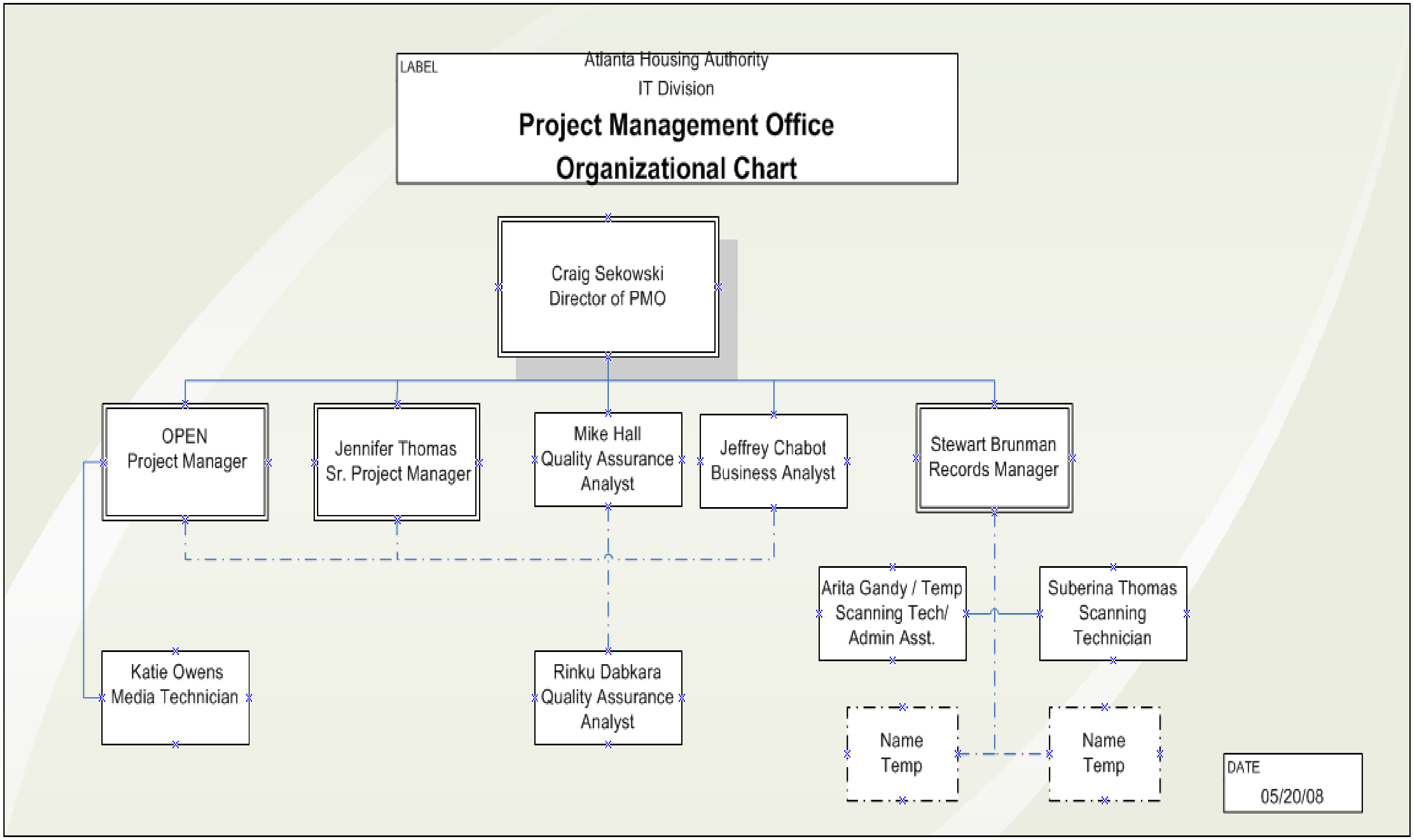
Atlanta Housing Authority

Business Solutions Department Organization Chart



Atlanta Housing Authority

Project Management Office Organization Chart



Appendix

B

Appendix B Forms for IT Services

Atlanta Housing Authority

Equipment Request Form

Use this form to order computer equipment and peripherals.

Information Technology
Equipment Request Form

EMPLOYEE INFORMATION

Requestor's Name:		Date:	
Department :		Location:	
Contact Number:		Prepared by:	

Request: ☐ Laptop ☐ Pager ☐ PC ☐ Printer ☐ Telephone ☐ Other

Quantity: ______ **Describe Other:** ____

JUSTIFICATION

Detailed Justification:

**NOTE – Attach all supporting documentation

SIGNATURES

Prepared by:		Date:	
SVP Approval:		Date:	

**NOTE – Must have SVP Approval

☐ Approved ☐ Rejected Signature____ Date __________

Nick Farsi, Senior Vice President & CIO

The Atlanta Housing Authority 230 John Wesley Dobbs Avenue Atlanta, Georgia 30303-2421

Please return this completed form to Angela Gordon at x7285.

Atlanta Housing Authority

Software Request Form

Use this form to order new software and to request software installation on your computer.

Information Technology
Software Request Form

EMPLOYEE INFORMATION

Requestor's Name:		Date:	
Department :		Location:	
Contact Number:		Prepared by:	

Request : ☐ Order New Software ☐ Install Software

Quantity: _____ **Describe Other:** ____

JUSTIFICATION

Detailed Justification:

**NOTE - Attach all supporting documentation

SIGNATURES

Prepared by:		Date:	
SVP Approval:		Date:	

**NOTE - Must have SVP Approval

☐ Approved ☐ Rejected Signature_______________________________________ Date __________

Nick Farsi, Senior Vice President & CIO

The Atlanta Housing Authority 230 John Wesley Dobbs Avenue Atlanta, Georgia 30303-2421

Please return this completed form to Angela Gordon at x7285.

Atlanta Housing Authority

Oracle Access Assignment Form

Use this form to request access to E-Business Suite.

Atlanta Housing Authority Oracle Access Assignment Form

INSTRUCTIONS: Please provide all information (typed or printed) as requested in the spaces provided. Fax or email form to the Business Solutions Department – Oracle,Help.

Business Solutions Department
Phone: 404-817-7580
Fax: 404-332-0105

☐ New Logon ID ☐ Access Change ☐ Delete Logon ☐ Temporary ID Start Date: End Date:

Employee Name :		Phone:	
Department :		Date :	
Supervisor's Signature :		Date :	
Current Oracle ID:		Contact Name :	Ext:

Purchasing User Only

Indicate the cost center(s) you can enter/approve requisitions for :	
Indicate your approval dollar limit :	
Indicate your next approval name :	
Authorized Signature :	Date :

Oracle Responsibilities

Add	Delete	Responsibility	Add	Delete	Responsibility
☐	☐	Accounts Payable AHA	☐	☐	Grant Management Setup Superuser AHA
☐	☐	Accounts Payable Inquiry AHA	☐	☐	Grant Management Superuser AHA
☐	☐	Accounts Payable Invoice Validate AHA	☐	☐	Human Resource Setup Superuser AHA
☐	☐	Accounts Payable Setup Superuser AHA	☐	☐	Human Resource Budget AHA
☐	☐	Accounts Payable Superuser AHA	☐	☐	Inventory Setup AHA
☐	☐	Accounts Receivable AHA	☐	☐	Labor Distribution AHA
☐	☐	Accounts Receivable Setup Superuser AHA	☐	☐	Labor Distribution Budget AHA
☐	☐	Accounts Receivable Superuser AHA	☐	☐	Labor Distribution Setup Superuser AHA
☐	☐	Cash Management AHA	☐	☐	Print PO AHA
☐	☐	Cash Management Inquiry AHA	☐	☐	Project Superuser AHA
☐	☐	Cash Management Setup Superuser AHA	☐	☐	Public Sector Budget Setup Superuser AHA
☐	☐	Fixed Asset Setup Superuser AHA	☐	☐	Public Sector Budget Superuser AHA
☐	☐	GL&GMS Inquiry AHA	☐	☐	Purchasing Approver AHA
☐	☐	General Ledger AHA	☐	☐	Purchasing Contracts & Procurement Department AHA
☐	☐	General Ledger Budget AHA	☐	☐	Purchasing PO Inquiry AHA
☐	☐	General Ledger Inquiry AHA	☐	☐	Purchase Requestor AHA
☐	☐	General Ledger Posting AHA	☐	☐	Purchasing Setup Superuser AHA
☐	☐	General Ledger Setup Superuser AHA	☐	☐	Purchasing Superuser AHA
☐	☐	General Ledger Superuser AHA	☐	☐	Receivables Superuser AHA
☐	☐	Grant Management AHA	☐	☐	Supplier Management AHA
☐	☐	Grant Management Award Manager AHA	☐	☐	
☐	☐	Grant Management Budget AHA	☐	☐	
☐	☐	Grant Management Manager AHA	☐	☐	

Atlanta Housing Authority

Oracle Access Assignment Form Next-Generation

Use this form to request access to the Housing Choice Oracle System.

Atlanta Housing Authority Oracle Access Assignment Form Next-Generation

INSTRUCTIONS: Please provide all information (typed or printed) as requested in the spaces provided. Please attach to Track-IT work order request.

Business Solutions Department
Phone: 404-817-7282
Fax: 404-332-0103

☐ New Logon ID ☐ Add Responsibility ☐ ☐ Temporary ID Start Date: End Date:

Employee Name :		Phone:			
Department :		Date :			
Supervisor's Signature :		Date :			
Current Oracle ID:		Contact Name :		Ext:	
Authorized Signature :		Date :			

Next-Generation Responsibilities

Add	Disable	Responsibility	Add	Disable	Responsibility
☐	☐	HC CRM Administrator	☐	☐	
☐	☐	HC CRM HTML Administration	☐	☐	
☐	☐	HC Customer Service	☐	☐	
☐	☐	HC Field Service Manager	☐	☐	
☐	☐	HC JTF HTML Calendar User	☐	☐	
☐	☐	HC Work Queue Administrator - HTML	☐	☐	
☐	☐	HC Client Temp	☐	☐	
☐	☐	HC Management	☐	☐	
☐	☐	HC Senior Advisor	☐	☐	
☐	☐	HC Operations Specialists	☐	☐	
☐	☐	HC Intake Specialist	☐	☐	
☐	☐	HC Counselor	☐	☐	
☐	☐	HC Customer Service	☐	☐	
☐	☐	HC Reporting	☐	☐	
☐	☐	HC Compliance	☐	☐	
☐	☐	HC KDHAP Superuser	☐	☐	
☐	☐	HC Inspection Administration	☐	☐	
☐	☐	HC Inspectors	☐	☐	
☐	☐		☐	☐	
☐	☐	Oracle Portal	☐	☐	
☐	☐		☐	☐	
☐	☐	Discoverer Plus	☐	☐	
☐	☐		☐	☐	

SET UP LIKE: ______________________________

Atlanta Housing Authority

DDI Access Assignment Form Next-Generation

Use this form to request access to the Data Direction Inc. (DDI) legacy system.

Atlanta Housing Authority DDI Access Assignment Form Next-Generation

INSTRUCTIONS: Please provide all information (typed or printed) as requested in the spaces provided. Please attach to Track-IT work order request.

Business Solutions Department
Phone: 404-817-7282
Fax: 404-332-0103

☐ New Logon ID ☐ Add Responsibility ☐ ☐ Temporary ID Start Date: End Date:

Employee Name :		Phone:	
Department :		Date :	
Supervisor's Signature :		Date :	
Current Oracle ID:		Contact Name :	Ext:
Authorized Signature :		Date :	

DDI Responsibilities

Add	Disable	Responsibility	Add	Disable	Responsibility
☐	☐	DDI	☐	☐	
☐	☐	Request for Tenancy Approval (RTA)	☐	☐	
☐	☐	Codes	☐	☐	
☐	☐	HAP Processing	☐	☐	
☐	☐	Certification Processing	☐	☐	
☐	☐	Interview Eligibility Application Processing	☐	☐	
☐	☐	Waiting List	☐	☐	
☐	☐	Payments	☐	☐	
☐	☐	Annual Re-Exams	☐	☐	
☐	☐	Rent Roll Processing	☐	☐	
☐	☐		☐	☐	
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☐	☐		☐	☐	
☐	☐		☐	☐	

SET UP LIKE: ______________________________

Atlanta Housing Authority

VPN Request Form

Use this form to request VPN access to remotely access AHA systems.

Information Technology
VPN Request Form

EMPLOYEE INFORMATION

Requestor's Name:		Date:	
Department:		Location:	
Contact Number:		Prepared by:	

Will employee be using an AHA owned laptop / computer for access: YES ☐ NO ☐

If No, what computer will be used? ____

JUSTIFICATION

Detailed Justification (include what systems you will be accessing remotely):

***NOTE* – Attach all supporting documentation

SIGNATURES

Prepared by:		Date:	
Supervisor's Signature:		Date:	

☐ Approved ☐ Rejected Signature____ Date __________

Jason Watkins, IT Operations Manager

The Atlanta Housing Authority 230 John Wesley Dobbs Avenue Atlanta, Georgia 30303-2421

Provided By Information Technology

Atlanta Housing Authority

Technology Training Proposal Worksheet (Page 1)

Use this form to request technology training.

Created: 6/19/2007

AHA Technology Training Proposal Worksheet

____
Name of Proposed Training Need

A. Describe the training being proposed!

B. Why is this training needed?

C. Who needs this training?
(Example: All Employees, Relocation Specialists, QA Inspectors, etc.)

D. List 3 or 4 objectives of this training.
(Example: Upon completion of this training, employees will be able to navigate and have a better understanding of the basic functionalities in Oracle.)

Upon completion of this training, employees will be able to:

1.

2.

3.

Technology Training Proposal Worksheet (Page 2)

Created: 6/19/2007

E. **Explain how this training need ties to AHA priorities and strategic plan.**

F. **Which business applications, software or databases will be accessed during this training and thereafter?**
(Example: Internet Explorer, Oracle E-Business Suite, CRMS, etc.)

Submitted By:

Signature ________________________________ Date ________
Name (Print) ____
Title ____
Location ____
Phone No. ____

When completed please deliver to the STO Training Office (Fred Parker or Sha Forgacs).

Within 48 hours of receipt a representative of the STO Training Office will be in contact with you to validate your training request and to assist with, or recommend modifications.

Training methodology of the AHA STO Training Office:

3 Key Segments: An introduction, a Learning Component, and a wrap-up and evaluation segment.

Introduction. The introduction establishes a positive learning environment and will stimulate interest and enthusiasm about the training and the development of group rapport.

Learning component. During this part of the training session, participants engage in activities designed to accomplish the training objectives. Concepts and ideas are taught and explored, attitudes are examined, resources are shared, and teaching strategies and skills are demonstrated, practiced, and discussed.

Wrap-up and evaluation segment. This segment will help bridge the gap between training and implementation. The facilitator will highlight essential learning, summarize central concepts and themes, and describe the next steps. Participants will have the opportunity to ask questions, discuss concerns, and provide feedback to the trainers.

Atlanta Housing Authority

IT Training Evaluation Form

At the end of any training class/session that you have, complete this form.

Atlanta Housing Authority

SEMINAR/TRAINING EVALUATION FORM

Name: ____________________ Date: ___/___/____

Job Title: ____________________ Department: ____________________

Course/Training Title: ____________________
(Be specific include catalog/course number)

Course/Training offered by: AHA IT Dept. Instructor: Fred Parker____________________
(Name of school or institution)

Dates attended: From: ___/___/____ To: ___/___/____

For each of the following areas of the seminar/training presentation, please indicate your reaction:

	Exceeded Expectations	Met Expectations	Needs Improvement
SEMINAR CONTENT			
Material well organized	☐	☐	☐
Presented at the right level	☐	☐	☐
Practicality of material to my job	☐	☐	☐
Notebook/handout material	☐	☐	☐
Effective small group activities	☐	☐	☐
Effective visual aids	☐	☐	☐

	Exceeded Expectations	Met Expectations	Needs Improvement
PRESENTATION			
Effective presentation style	☐	☐	☐
Speaker's knowledge of subject	☐	☐	☐
Speaker covered the material clearly	☐	☐	☐
Speaker responded well to questions	☐	☐	☐

Did the training meet your objectives?	☐ Yes	☐ No

OTHER COMMENTS: ____________________

Please indicate the rating that best reflects your overall evaluation of this session

☐ Excellent ☐ Good ☐ Fair ☐ Poor

Upon completion, please return evaluation to the Human Resources Division, 4th Floor

Revised: 06/04/08 • PLEASE DO NOT MODIFY

Atlanta Housing Authority

Purchasing System Hierarchy Request Form

Complete and submit this form if you are a purchaser, and you need to give us the path of travel for getting your purchase orders approved in the Purchasing system of the E-Business Suite.

PURCHASING SYSTEM HIERARCHY REQUEST FORM

Please confirm the Purchasing Hierarchy for the ______________________________ Department/Division:

RESPONSIBILITY	DESIGNATED RESOURCE
PRIMARY REQUESTOR	
SECONDARY REQUESTOR	
BUDGET MANAGER	
DIRECTOR	
SENIOR VICE PRESIDENT/ CONTRACTING OFFICER REPRESENTATIVE	

______________________________________ Signature of Senior Vice President

____________________ Date

NOTE: All users are required to attend and complete both the classroom and lab training prior to receiving access to Oracle.

Laserfiche Access Request Form

Use this form to request boxes of stored documents.

INFORMATION TECHNOLOGY
LASERFICHE ACCESS REQUEST FORM

EMPLOYEE INFORMATION

Requestor Name					Requestor Contact #	
Requestor Title						
Requestor Status	AHA Emplyee		or	Temporary or Contact		
Department						
Supervisor's Name					Supervisor Contact #	

FEATURE RIGHTS (check applicable boxes)

FEATURE RIGHTS

Scan		Process	
Search		Migrate	
Print		Delete	
Import		Move	
Export		Properties	
Edit Text		Workflow Edit	

Shaded areas are for management and IT use only

JUSTIFICATION / COMMENTS

Please Provide A Detailed Justification For Access

SIGNATURES

Requestor		Date:	
Supervisor		Date:	

IT CONFIRMATION (IT use)

	Approved		Rejected**		Hold**

***Explanation for rejection or hold

IT Signature		Date:	

FORWARD COMPLETED FORM TO AHA IT-RECORDS DEPARTMENT

Atlanta Housing Authority

Reproduction Request Form

Use this form to request copy services from the Distribution Center.

REPRODUCTION REQUEST

☐ ROUTINE ☐ EMERGENCY

DEPARTMENT ____________ REQUISITION DATE ____________

COST CENTER # ____________ DATE DESIRED: ____________

TYPE OF WORK: ☐ MEMO ☐ LETTER ☐ REPORT ☐ FORM

☐ OTHER: ________________________

FORM NO. ____________ REVISION DATE: ____________

NUMBER OF ORIGINAL PAGES: _____ REQUESTED BY: ____________

NUMBER OF COPIES REQUESTED: _____ (TOTAL NUMBER OF COPIES TO BE MADE)

APPROVED BY: ________________________

COST CENTER MANAGER

☐ STAPLE ☐ COLLATE ☐ BIND

ADDITIONAL INSTRUCTIONS: ________________________

____

____

____

FOR DISTRIBUTION CENTER USE ONLY

COMPLETED BY:

Horizontal Business Card Request Form

Use this form to order business cards in the horizontal format. Return the form to the Distribution Center Clerk.

The Housing Authority City of Atlanta Georgia
New Business Cards/Standard Information Form
Horizontal

Name_________________________________ (any specification-ex. Name, COS)

Title__________________________________

Department______________________________

Company the Housing Authority of the City of Atlanta, Georgia
230 John Wesley Dobbs Avenue, NE
Atlanta, Georgia 30303

Phone Number______________________________

Pager Number______________________________

Fax Number_______________________________

Email___________________________________
www.atlantahousing.org

Quantity requesting ____(1000/box) _____ box (es)

Approved By ______________________________Date______________
Cost Center Director

Please turn this form into the Distribution Center to place your order.

Vertical Business Card Request Form

Use this form to order business cards in the vertical format. Return the form to the Distribution Center Clerk.

The Housing Authority City of Atlanta Georgia
New Business Cards/Standard Information Form
Vertical

Name_________________________________ (any specification-ex. Name, COS)

Title__________________________________

Department_____________________________

Company the Housing Authority of the City of Atlanta, Georgia
230 John Wesley Dobbs Avenue, NE
Atlanta, Georgia 30303

Phone Number_______________________________

Pager Number_________________________________

Fax Number___________________________________

Email____
www.atlantahousing.org

Quantity Requesting ___ **(1000/box)** ___ box (es)

Approved By ________________________________Date_______________
Cost Center Director

Please turn this form into the Distribution Center to place your order.

Atlanta Housing Authority
Parker, Fred
IT Training and Implementation Manager
Fred.Parker@atlantahousing.org

Atlanta Housing Authority
230 John Wesley Dobbs Ave
Atlanta GA 30303
tel: (404) 817-7282
fax: (404) 332-0103

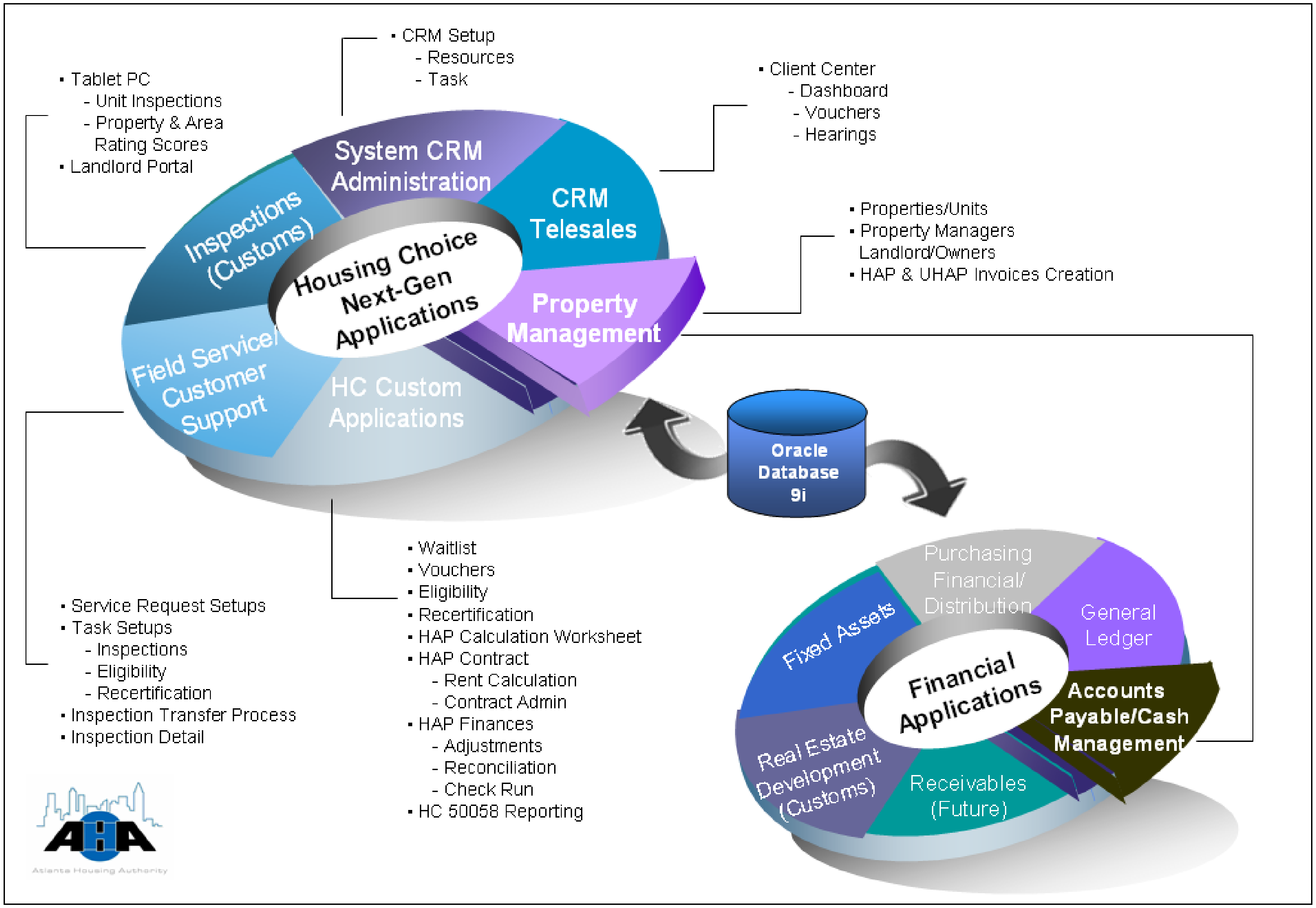
Appendix

C

APPENDIX C

Diagrams

Oracle E-Business Suite Graphical Representation



Atlanta Housing Authority

Development Life Cycle