Decision Tracker
General User Guide for the Center for Veterinary Biologics

User Guide #1
<table>
<thead>
<tr>
<th>Action</th>
<th>Date</th>
<th>By</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version 1</td>
<td>6/17/2020</td>
<td>Amber Peterson</td>
<td>New</td>
</tr>
</tbody>
</table>
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Home Page

The home page of Decision Tracker (DT) has many quick links for users. You can start actions from the buttons at the top and see a snapshot of the number of items associated with you (My Work); as well as items that you or someone else can do or act on (Other Items).

Active Queue – Items that are waiting for action by you. These are items that you have started or that have been moved to you by someone else.

Pending Queue – Items that you are waiting to be returned to you after you sent them down a child workflow. These are items that you initiated a child workflow for; they will stay in your Pending Queue so you can keep track of them until they are completed. Once the other person completes them the item will move back into your Active Queue.

My Open Items – Items that you created but are no longer with you for action. This is place for you to keep track of the items you created and where they are in the process. You will be able to quickly see what activity and who your items are sitting with.

Program Open Items – Items that are in Internal Program Review. These are items that are out for program comment and can be accessed by all users in the program.
My Account Information

On the home page, in the upper left corner you will find the My Account icon. This is where you’ll find information on your roles in Decision Tracker and the ability to opt in or out of notification emails.

Roles are requested for users by their Supervisors and approved or rejected by the DT System Owner via the User Management System (UMS). General account data like name, email address and phone number are populated in DT from UMS.
Setting Email Preferences

In the User Account there is a field called “Receive Application Emails” that displays your current setting.

When set to YES users will receive all notification emails from DT including any time:
1. an item has been moved into your Active Queue
2. an item requiring action by them has been inactive for more than 180 days
3. an item they are the author of has been deleted or removed from DT
4. an item they are the author of is up for periodic review

When set to NO the user will only receive emails from DT for these instances:
1. an item requiring action by them has been inactive for more than 180 days
2. an item they are the author of has been deleted or removed from DT
3. an item they are the author of is up for periodic review

Opening the Main Menu

The home screen in DT offers options for commonly used actions, but to access the full menu of options users need to open the main menu. This is done by clicking on the 3 horizontal lines icon in the upper right corner.
Searching for items in DT can be done in three different ways.

1. There is a quick search method in the upper right corner of the home screen if you know the Item ID. This will open the item directly.

2. There is a button on the home screen, “Search for Items”. This will open the search screen.
3. There is a “Search” option in the main menu. This will open the search screen.

Once in the Search screen, it is important to note the two tabs at the top of the screen, Item Search and Attachment Search. **Item search will result in items that meet your search criteria. Attachment search will result in a list of the documents attached to items that meet your search criteria.** In each of these there are a number of filters that you can use individually or in combination to customize your search and find the item, or items, you are looking for.

1. **Item Search**
   When using the Item Search, you will get search results for items in DT with data that match your search criteria. This section is going to be broken down into sections since there is quite a bit of information on this screen.

   a. **Action buttons**
b. Data Filters

<table>
<thead>
<tr>
<th>Data Filters</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Program</td>
<td>Item Type</td>
<td>Item Status</td>
<td>Final Decision</td>
<td></td>
</tr>
<tr>
<td>CVB</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Program – this will be auto populated to CVB
- Item Type – select from the drop down menu
- Item Status – this refers to whether or not the item is Active or Completed in DT, select from drop down menu
- Final Decision – this refers to whether or not an item was Approved or Rejected, select from drop down menu
- Working Title – this is a free text entry field but keep in mind that your entry needs to match what was entered by the author so it’s best to keep it simple
- Reference Number – this is the published number of the document, e.g. 800.53, 800.2, 19-01, 20-03, etc. It is usually not filled in until the item is nearly completed.
- Reason for Proposal - select from the drop down menu
- Author – select name from the drop down menu

c. Activity Filters

<table>
<thead>
<tr>
<th>Activity Filters</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity</td>
<td>User Assigned To</td>
<td>Entry Date From</td>
<td>Exit Date To</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Activity – this refers to main activities as well as child workflows, select an activity from the drop down menu
- User Assigned To – this refers to the user that the selected activity is/was assigned to
- Entry Date From & Exit Date To – these date fields refer to the date the item entered or exited the activity selected in the Activity field
- No Exit Date/Still in Activity? – this checkbox allows you to search for items that are currently in a selected activity, e.g. to find all the items currently in the CVB Director Approval activity
d. Actions Filters

**Actions Filters**

- **Action** – this refers to an action performed on an item, select an action from the drop down menu
- **Action Performed By** – this refers to the user that performed the selected action
- **Action Date From & Action Date To** – these date fields refer to the date the selected action was done to an item

❗ **ITEM Search Example #1**

In this example, we’ll search for all items that have been rejected. “Rejected” was selected in the Final Decision field as highlighted. *Real data not used in examples*
ITEM Search Example #2

In this example, we’ll search for all CVB Notices that are completed. “CVB Public Notice” is selected for Item Type and “Completed” is selected for Item Status, as highlighted. *Real data not used in examples*

<table>
<thead>
<tr>
<th>Data Filters</th>
<th>Program</th>
<th>CVB</th>
<th>Item Type</th>
<th>CVB Public Notice</th>
<th>Item Status</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference Number</td>
<td>Reason for Proposal</td>
<td>Author</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity Filters</td>
<td>Activity</td>
<td>User Assigned To</td>
<td>Entry Date From</td>
<td>Exit Date To</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Actions Filters</td>
<td>Action</td>
<td>Action Performed By</td>
<td>Action Date From</td>
<td>Action Date To</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Search Results

<table>
<thead>
<tr>
<th>ID</th>
<th>Reference Number</th>
<th>Type</th>
<th>Author</th>
<th>Working Title</th>
<th>Reason</th>
<th>Current Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>10715</td>
<td>CVB Public Notice</td>
<td>Jeanette Watson</td>
<td>2nd parking lot idea</td>
<td>Change/Update Process</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10693</td>
<td>CVB Public Notice</td>
<td>Renee Schnurr</td>
<td>Parking Lot RMS Test</td>
<td>Change in guidance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10753</td>
<td>CVB Public Notice</td>
<td>Amber Paterson</td>
<td>testing new parking lot features 2/28/2020</td>
<td>Change in guidance</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Attachment Search

When using the Attachment Search, you will get search results for all attachments with data that match your search criteria. If there are multiple attachments within one item that match you will see that item listed multiple times; once for each attachment.
ATTACHMENT Search Example 1:

In this example, the word “test” was entered in the In-attachment Text to Search For field as highlighted. *Real data not used in examples*

ATTACHMENT Search Example 2:

In this example, the Item Type and Attachment Type fields were used as highlighted to get Search Results of Items with Final Signed PDF Versions of CVB Notices attached. *Real data not used in examples*
GENERAL INFORMATION

Item Information and Common Actions in Items in DT

Each item created in DT has a header with the Item ID, Type, Author and Working Title displayed at the top. There is also a section showing what activity the item is in and who it’s assigned to.

<table>
<thead>
<tr>
<th>Item Information</th>
<th>Type</th>
<th>Author</th>
<th>Working Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID 10954</td>
<td>CVB Public Notice</td>
<td>Amber Peterson</td>
<td>revising 123</td>
</tr>
</tbody>
</table>

This Item is currently assigned to Amber Peterson for Activity: Initial Entry

This section will always show where the item currently is in the process and who it’s assigned to

Each item has five tabs within it, users can perform different actions or view different information related to the item in each of these tabs.

1. Item Info Tab

General data describing the item is shown here such as the Working Title, Item Type, Reason for Proposal, Reference number and Synopsis of Proposal. Action buttons for the item are also located here allowing movement forward or initiation of child workflows.

**Edit Item Data** - *this should be done with caution as it could affect workflow depending on when it is done in the process*

- Click on the EDIT button
- Change data
- Click on the UPDATE button

**Move Forward** – used to move an item forward in the process

- Click on the MOVE FORWARD button
- Depending on what step of the process you are in the Activity field may auto populate; select the appropriate activity from the list or leave the suggested activity in place
- Some activities will require you to select a User; select the appropriate user for the activity you selected
- Enter text in the Comments field to describe why you are moving the item forward to the selected activity or what action is expected in the next step
- Click on the MOVE FORWARD button to complete the action

**Initiate Child Workflow** – used for requesting additional information before moving an item forward in the process

- Click on the INITIATE CHILD WORKFLOW button
- Select the appropriate activity in the Activity field
- Select the appropriate user for the activity you selected in the User field
- Enter text in the Comments field to describe the information needed or action expected from the user selected
- Click on the INITIATE CHILD WORKFLOW button to complete the action

**Export Report** – used to generate a PDF of all data related to the item
2. Related Items Tab

If there are other items in DT with information related to the item being considered they are found here. Items can be viewed, added or removed.

a. View a related item
   - Click on the Item ID and review information

b. Add a related item
   - Click on the ADD/REMOVE RELATED ITEMS button
   - Use search to find related items, can click on item ID to review
   - Click in the [Add?] checkbox in the row of the item you want to add
   - Click on the UPDATE button to complete the action

c. Remove a related item
   - Click on the ADD/REMOVE RELATED ITEMS button
   - In the Current Related Items section, click in the [Remove?] checkbox in the row of the item you want to remove
   - Click on the UPDATE button to complete the action

d. If you click the ADD/REMOVE RELATED ITEMS button and don’t want to proceed with the action, click on the CANCEL button. You will be returned to the Item Info tab.

3. Attachments Tab

This is where all documents will be found for the item including previous drafts, working versions, final versions, supporting information, etc.

a. View an Attachment
   - Click on the document name to open it

b. Add a document as an attachment
   - Click on the ADD ATTACHMENT button
   - Click on the paper clip icon next to the File input field, select the appropriate file and click on the Open button
   - Select the applicable option from the drop down list in the Attachment Type field
   - Enter Comments, if needed
   - Click on the SAVE button to complete the action

c. Delete an attached document from the item
   - This is only available at certain points in the lifecycle of an item and only by certain users at those points. If the option is available to you, there will be a DELETE button when you click on the MORE INFO button by an attachment. If you don’t see the button and still believe the attachment should be deleted, contact an Administrator.

d. If you click the ADD ATTACHMENT button and don’t want to proceed with the action, click on the CANCEL button. You will be returned to the Item Info tab.
4. Item Workflow Tab

This tab shows the activities the item has been in, who they are assigned to, whether or not they’ve been completed and times/dates for the workflow steps. No actions can be done in this tab.

5. Actions Tab

This tab shows the log of all the actions that have happened throughout the lifecycle of the item including movement, changes made, attachments added, etc. No actions can be done in this tab.

Creating New Items

Users will create new items when they have a proposal for a new policy document. You do NOT need a draft of the document prepared at this point. Your proposal for a new policy document will go through approval steps prior to requiring a draft. To create a new item in DT, follow these steps.

1. From the home screen or the main menu, click on the “Create Item” option

2. Complete the fields in the Create Item screen. More information on each field follows the screen shot.
Make sure that NEW PROPOSAL is selected
Program – this field will be auto populated to Center for Veterinary Biologics
Working Title – enter a title for your proposed document
Item Type – select the applicable type from the drop down menu, e.g. VS Memo, CVB Notice, SAM, etc.
Reason for Proposal – select a reason from the drop down menu
Synopsis of Proposal – enter the full reason and description of your proposed policy document
Click on the SAVE button

Your item has been created! Go to the Item Information section of this document for details on what you can do from here.
Revising/Updating an Existing Document

When you need to revise or update an existing document **you will still create a new item in DT** because the item you create will contain all the data related to your version. You do NOT need a draft of the revised document prepared at this point. Your proposal for revising or updating an existing policy document will go through approval steps prior to requiring a draft. To revise or update an existing document in DT, follow these steps.

1. From the home screen or the main menu, click on the “Create Item” option

   ![From the home screen.]

2. In the Create Item screen...
   1. Select REVISE/UPDATE at the top
   2. The program will be autopopulated for you but make sure it’s correct before moving on (this is important because some users may have roles for multiple programs)
   3. Click on the SEARCH button by the Document to Revise field. This is where you will find and select the item you are revising/updating
3. The Find Document to Revise screen will open. Use at least one search field to enter criteria. You may use as many of the fields as you want keeping in mind that you are narrowing your scope with each additional criteria. **Click the SEARCH button to see the results.**

<table>
<thead>
<tr>
<th>Item ID</th>
<th>Item Type</th>
<th>Reason for Proposal</th>
<th>Working Title</th>
<th>Reference Number</th>
<th>Final Decision</th>
</tr>
</thead>
</table>

**Search Results**

**Things to keep in mind when searching:**

- **Item ID** = this is the Decision Tracker number assigned to the Item (generally it is a six digit number)
- **Item Type** = pick from the drop down menu
- **Reason for Proposal** = pick from the drop down menu
- **Working Title** = enter text here, if you enter one word you will find any item that has that word anywhere in the Working Title
- **Reference Number** = enter the public reference number of the document here, this is the Notice number (e.g. 20-02), VS Memo number (e.g. 800.53), or Supplemental Assay Number (e.g. 102)
- **Final Decision** = pick from the drop down menu, “Approved” means the item was published, “Rejected” means the item was rejected at some point in its lifecycle and was not published.

4. When you see the item that contains the document you are revising/updating in the Search Results, click on the **SELECT link in that row**

5. You will be returned to the Create Item screen to finish filling out the fields. The item you select to revise or update will be put in the Document to Revise field. Details on the other fields are found below the screenshot.
1. Enter a Working Title for the item. *For policy documents, this is generally the text in the Subject: line.*

2. Choose the appropriate Item Type from the drop down menu.

3. Choose the appropriate Reason for Proposal from the drop down menu.

4. Enter a Synopsis of Proposal describing the revision or update you want to make and why.

5. Click the SAVE button to complete the action.

6. You will see a message at the top indicating your success in creating a new item. You will see the data you entered while creating the item in the Item Info tab. Notice that the Document to Revise field has a link to the item you’re revising so you, or others throughout the process, can quickly reference that item if needed.

The item that you selected to revise or update is considered the final approved version of that document and will remain as such while you work through the revision process in DT.

*If your revision is approved and completed then the item that is being superseded will be archived automatically and your revised item will become the final approved version of that document.

*If your revision is rejected or moved to the parking lot at any point in the process, the item you selected to revise will remain the final approved version of that document.

Now you can do all the same actions on this item that you would be able to do on any other item you created in Decision Tracker. Go to the Item Information section of this document for details on what you can do from here.
Child Workflows

A child workflow, also known as a child loop, is used when the person that the item was moved forward to needs input from someone else before they can further move the item forward. It is a sub-activity that when completed will automatically return the item to the user who initiated the child workflow.

An example of when a child workflow may be used would be when an item has been sent to the Section Leader for Approval and that Section Leader has a question for the Author about the item. The Section Leader would initiate a child workflow requesting input from the author. The author would be notified that the item requires action from them, they would answer the question via the comment field in the child workflow and complete the child workflow. The item would be returned to the Section Leader for Approval with the answer so they can make their assessment and move the item forward accordingly. *Throughout the process the item remains assigned to the Section Leader because they own the main activity and the author is functioning in the sub-activity.*

Initiating a child workflow

There are multiple options for requesting input in DT; when initiating a child workflow select the most applicable option.

- Go to the Item Info tab.
- Click on the Initiate Child Workflow button.
- Select the appropriate activity in the Activity field.
- Select the appropriate user for the activity you selected in the User field.
- Enter text in the Comments field to describe the information needed or action expected from the user selected.
- Click on the INITIATE CHILD WORKFLOW button to complete the action.

Completing a child workflow

If a child workflow has been assigned to you it will show in your Current Queue in My Work and you will receive an email (if you have opted in to email notifications). To complete it, follow these steps:

- Open the item.
- Look at the section in the item directly underneath the header – this is where you’ll find the comments from the user who sent the item to you that tell you what they are wanting you to do. *This information can also be found in the Item Workflow tab.*

- At this point you have few options depending on what the sender is asking for and how you want to respond; feedback only, review with comments on a doc, review without comments on a doc. Scroll down to see how to work through each of these three options:
  
  - Were you asked a question that you need to provide an answer for?
Review the information in the item, including any attached documents
When you are ready to provide your answer, click on the CLOSE CHILD ACTIVITY button

Enter your answer in the Return Comment field
Click SAVE button

The child workflow will be closed and returned to the user who sent it to you – you’ll see this message at the top of the screen

Were you asked to review an attached document and you will be providing comments, edits, etc.?

Go to the ATTACHMENTS tab
Open the document you were asked to review by clicking on the filename link
You may need to click on the Enable Editing button at the top
If you will be providing comments, edits, etc. use Track Changes
Save the document with the same filename to someplace on your computer
Close the document
Go back to the item in DT and click on the ATTACHMENTS tab
Click on the ADD ATTACHMENT button
Click on the paper clip icon to upload your file, select the file with your tracked changes, click the Open button
Select “Response to request for input” as the ATTACHMENT TYPE
- Enter any comments you may have related to the attachment in the COMMENTS field
- Click on the SAVE button
- You will be returned to the item page, click on the CLOSE CHILD ACTIVITY button
- Enter comments in the RETURN COMMENTS field
- Click on the SAVE button
- The child workflow will be closed and returned to the user who sent it to you – you’ll see a message confirming this at the top of the screen

o Were you asked to review an attached document and you will NOT be providing comments, edits, etc.?
  - Go to the ATTACHMENTS tab
  - Open the document you were asked to review by clicking on the filename link
  - You may need to click on the Enable Editing button at the top
  - When you are done reviewing, close the document
  - Go back to the item in DT
  - Click on the CLOSE CHILD ACTIVITY button
  - Enter comments in the RETURN COMMENTS field
  - Click on the SAVE button
  - The child workflow will be closed and returned to the user who sent it to you – you’ll see a message confirming this at the top of the screen

Moving Items Forward

When you move an item forward in DT you are essentially passing it on to someone else; unlike a child workflow where you still hold the item and wait for a response from someone else. The specific activity and user you move an item forward to will depend on where you are in the process and the item type. See your program specific work instructions for more information on activity workflows.

- Open the item
- From the Item Info tab, click on the MOVE FORWARD button

  ![Item Information](image)

- Complete the fields on the Move Forward screen

  ![Item Information](image)
Depending on what step of the process you are in the Activity field may auto populate; select the appropriate activity from the list or leave the suggested activity in place.

Some activities will require you to select a User; select the appropriate user for the activity you selected.

Enter text in the Comments field to describe why you are moving the item forward to the selected activity or what action is expected in the next step.

Click on the MOVE FORWARD button to complete the action.

You will see a message at the top of the screen that the item was moved successfully.

**Internal Program Comments**

When the Policy, Evaluation and Licensing Management Team (PELMT) determines that an item is ready for internal program review it is moved into that activity by the PELMT designee and a notification email is sent to CVB Program staff. In DT the item will be found in the PROGRAM OPEN ITEMS tab in My Work for every user. The item is available for comment until the closing date at which point it is returned to the PELMT designee and moved on to the author for further processing. Every user who reviews the document will be documented in the action log of the item, *even if you don’t leave any comments or edits.*

**How do I comment on items in Program Review?**

1. Go to My Work
2. Click on the Program Open Items tab
3. Click on the Item ID to open it
4. In the Attachments tab you will see an Internal Program Comments file in a row. If it is available for comment, there will be a CHECK OUT button displayed in that row.

5. Click on the CHECK OUT button

6. A warning window will pop up notifying you that if you fail to check the document back in by midnight any changes or comments you have made will be lost because the document will automatically be checked back by the application. This is to prevent the process from stalling if someone forgets to check the document back in. You can always review more than once if you find that you have to check the doc back in before you have completed your review.

7. Click on the CHECK-OUT DOCUMENT button

8. Click on the filename for the document type “Internal Program Comments” to open the document

9. You may need to click the Enable Editing button at the top of the screen

10. Check to make sure that Track Changes is turned on, if it isn’t click on the Track Changes icon to turn it on

11. Review the document and make any comments or edits (If you don’t have any comments or edits, skip down to the section “What if I don’t have any comments or edits on items after I’ve reviewed them in Program Review?”)

12. Save the document (don’t change the filename) to someplace on your computer

13. Close the document

14. Go back to the item in DT

15. Click on the CHECK-IN button in the Attachments tab

16. Click on the UPLOAD FILE button

17. Select your document and click the Open button

18. Enter any additional comments you may have in the Comments field

19. Click on the SAVE button

20. You have completed the Program Review!

What if I don’t have any comments or edits on items after I’ve reviewed them in Program Review?

1. Follow steps 1-11 in the section above, when you are done reviewing you don’t need to save since you didn’t change anything

2. Close the document

3. Go back to the item in DT

4. Click on the CHECK-IN button in the Attachments tab

5. Click in the check box next to “No Comments” – this means you had no comments or edits on the document

6. You may enter any comments back to the Author in the Comments field

7. Click on the SAVE button

8. You have completed the Program Review!