Decision Tracker
General User Guide for the Center for Veterinary Biologics

User Guide #1 v.1

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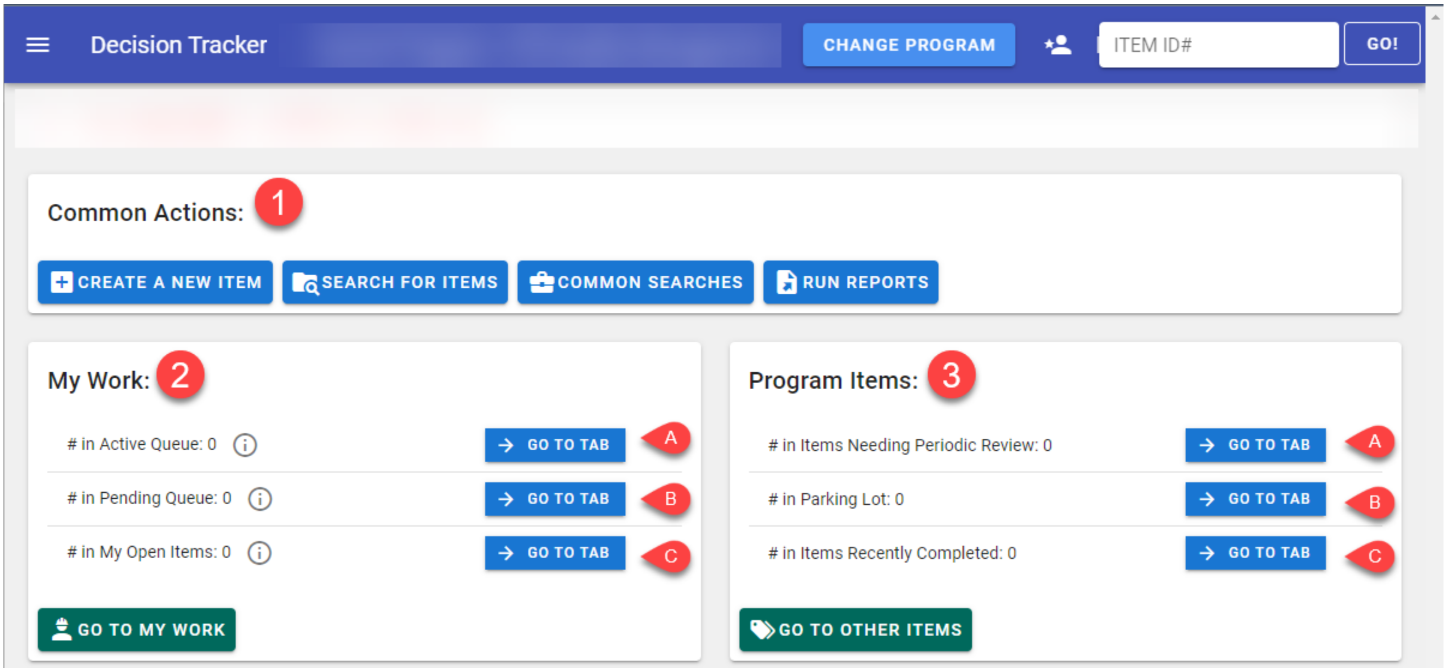
I. Home Page

The home page of Decision Tracker (DT) has many quick links for users. Below is a description of each area on the home page.



Clicking on the GO TO TAB button by a queue will take you directly to that queue to see a detailed list of those items with links.

1 **Common Actions:** this section provides links to the most common activities performed in the system.

2 **My Work:** this section provides links to the number of items associated with you. These include:

- A **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.

- B **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.

- C **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.

3 **Program Items:** this section provides links to items that are out for program comment and can be accessed by all users in the program.

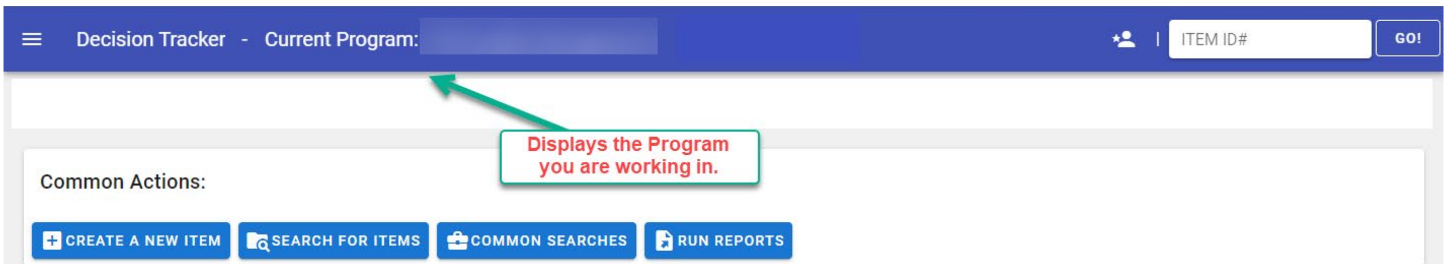
- A **Items Needing Periodic Review** = Items that need to be reviewed and/or updated on a periodic schedule. Examples include policy documents, decision memos, etc. that have a specified time for review / renewal.

B **Parking Lot** = Items that are not fully developed and need to be formalized into an official item. These are items that can be addressed later.

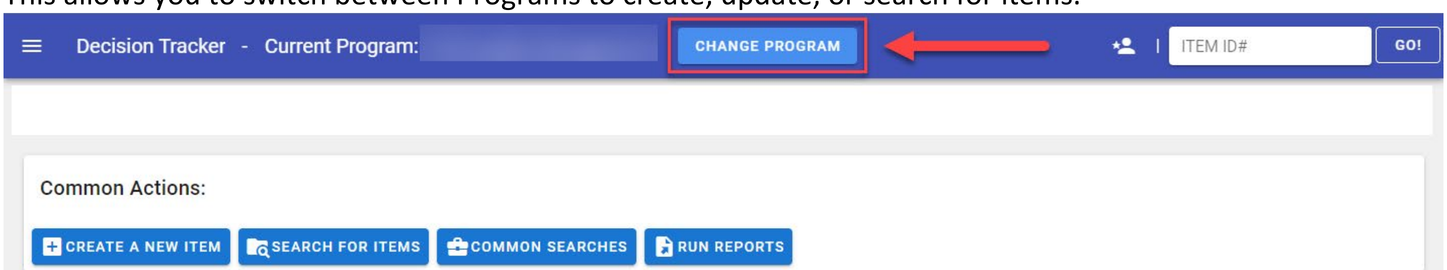
C **Items Recently Completed** = Shows some Program items that were completed within a certain number of days. This setting is variable based on the Program you are working in and is set by the Business Administrator for that Program. In general, most item types will show here for 14 days. For specific settings, you need to read the quality documents related to that Program.

A. Current Program and Change Program

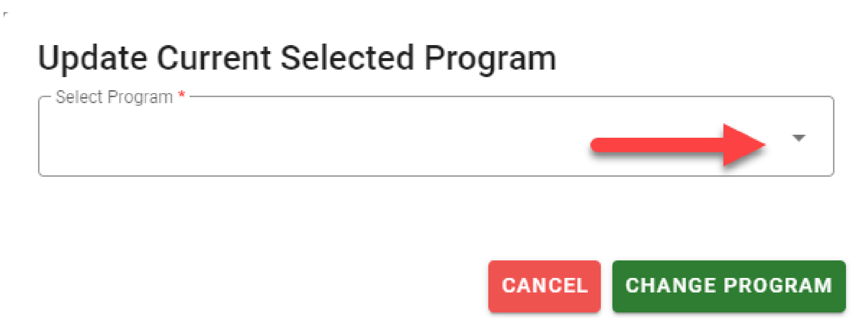
The top of the page automatically displays which Program you are working in.



If you have access to multiple Programs within Decision Tracker, you will see a button titled **Change Program**. This allows you to switch between Programs to create, update, or search for items.

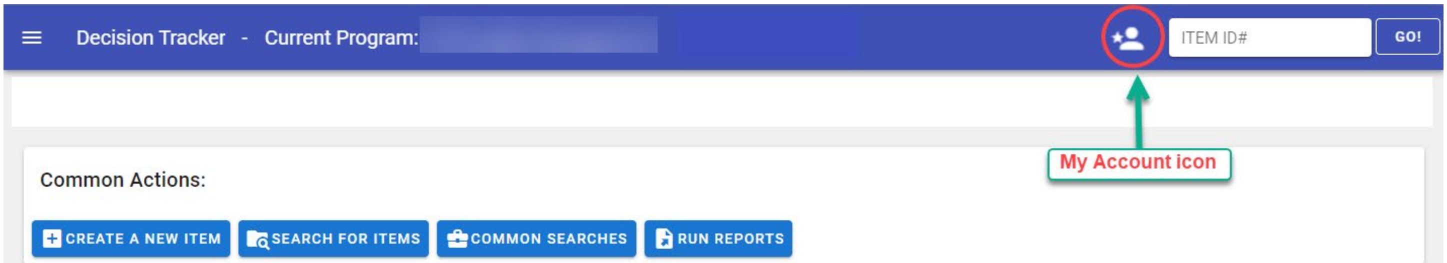


After clicking the **Change Program button**, you are presented with a dropdown list of Programs that you have access to.

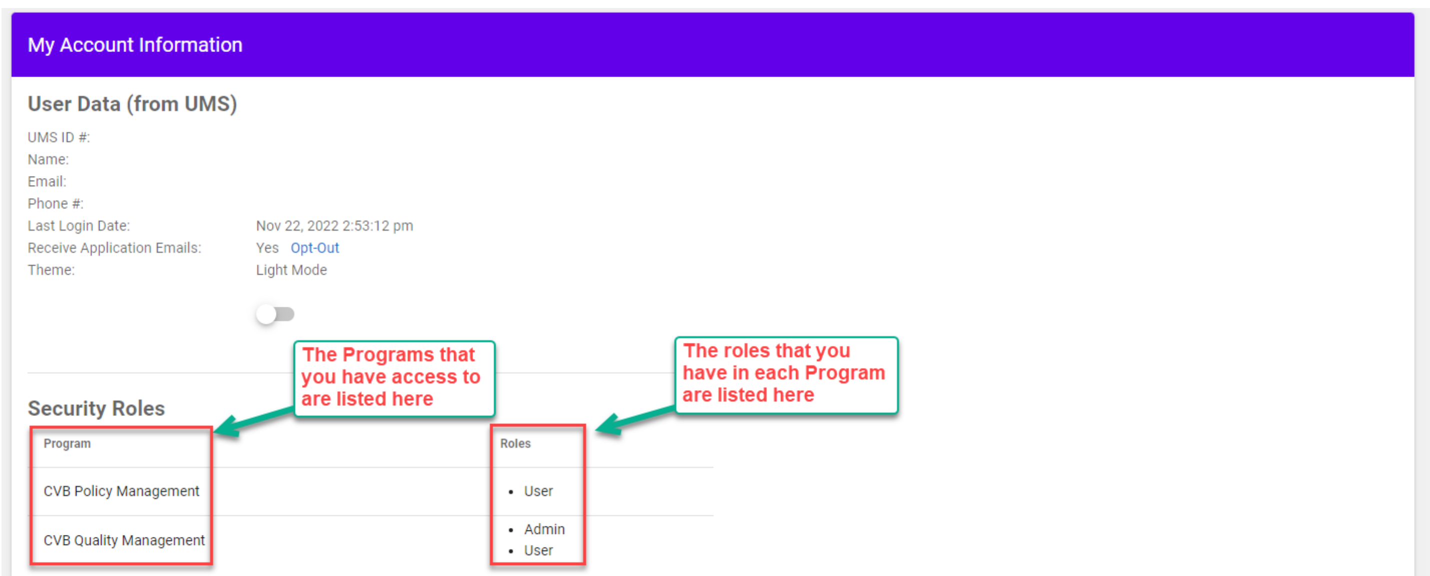


B. My Account Information

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.

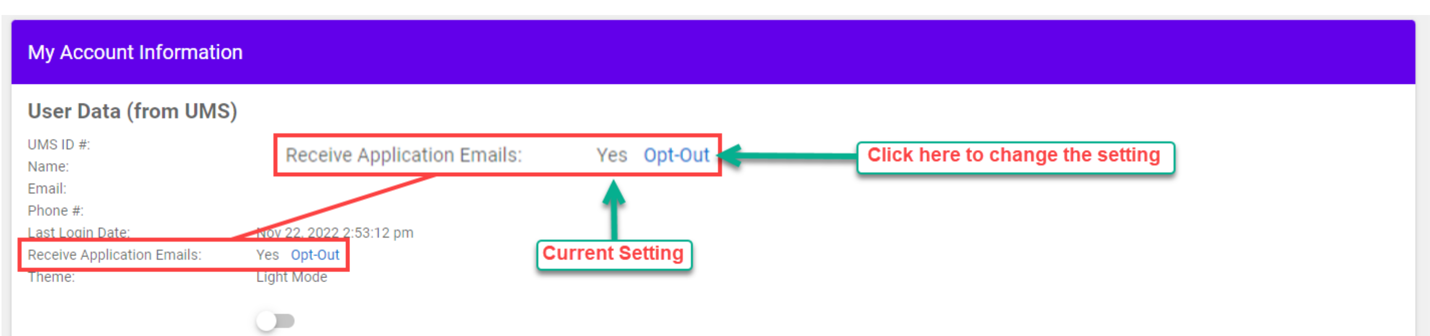


Roles are requested for users by their Supervisors and approved or rejected by two levels via the [User Management System] (UMS). First, by the Program Business Administrator, and second by the overall DT System Owner. General account data like name, email address and phone number are populated in DT from UMS (which is ultimately populated by the Active Directory/Global Address Book).



1. Setting Email Preferences

In the User Account Information page, 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:

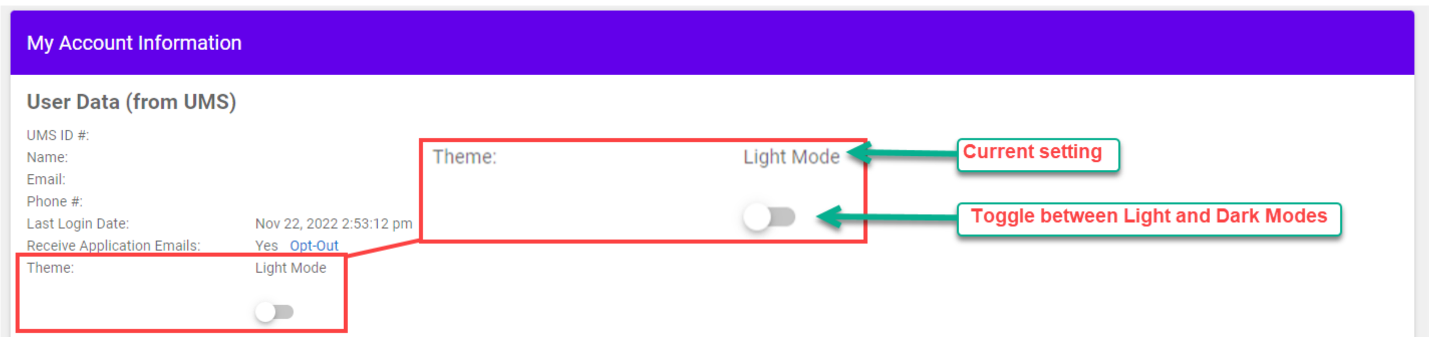
1. an item has been moved into your **Active Queue**
2. an item requiring action by them has been **inactive** for more than 180 days
3. an item they are the author of has been **deleted or removed** from DT
4. an item they are the author of is up for periodic **review**

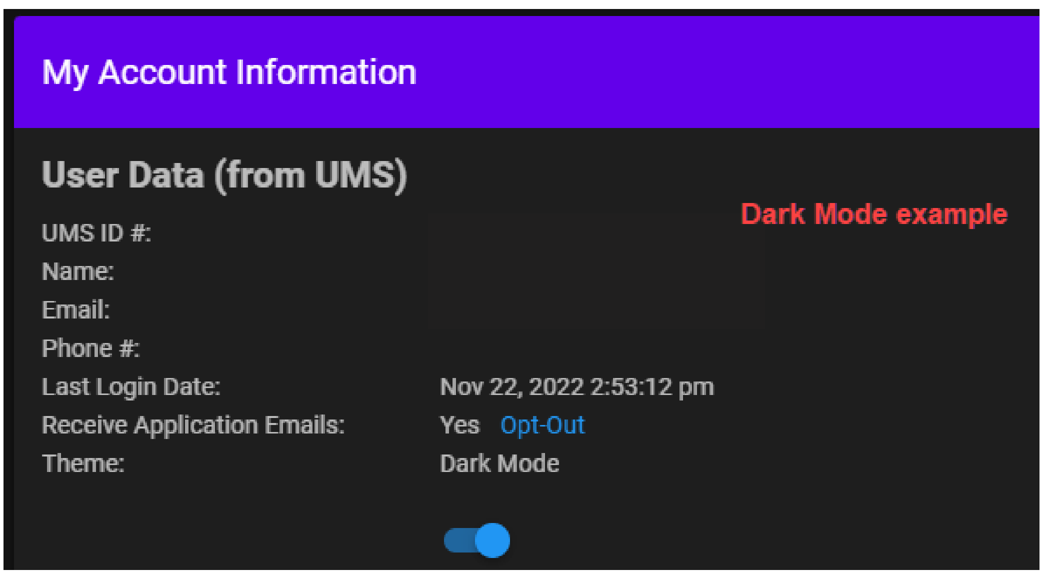
When set to NO the user will only receive emails from DT for these instances:

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**

2. Themes (Light or Dark Mode)

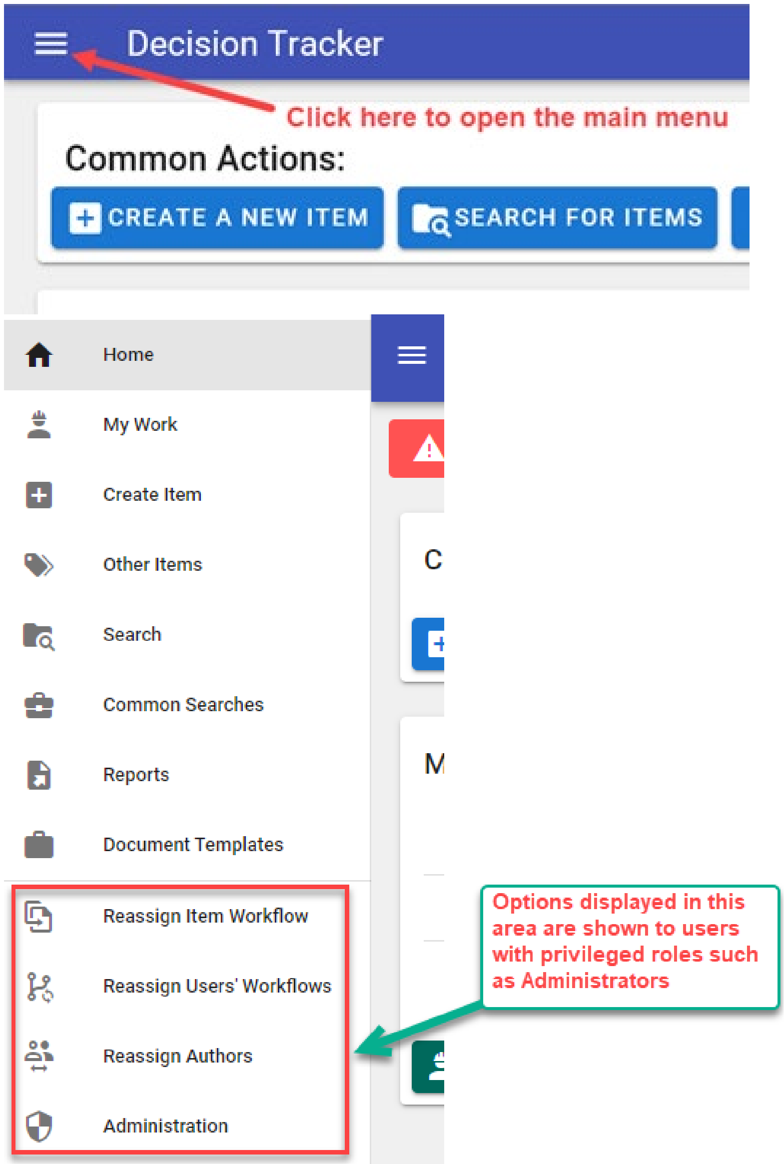
In the User Account information page, you can choose between pages in Decision Tracker displaying in Light Mode (default) or Dark Mode.





II. Opening the Main Menu

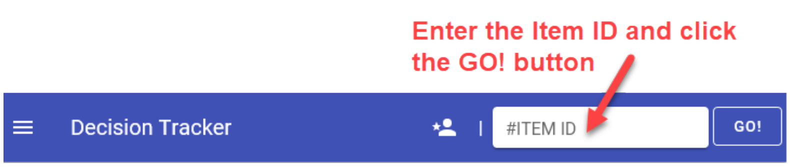
The home screen in DT offers options for commonly used actions, but to access the full menu of options users need to open the main menu. This is done by clicking on the 3 horizontal lines icon in the upper left corner.



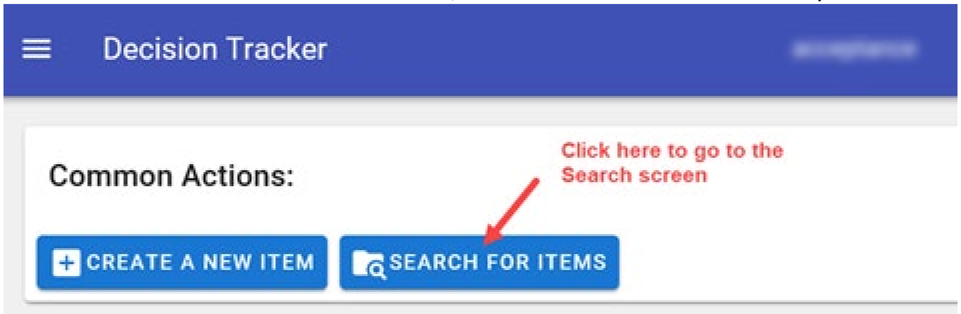
III. Searching

Searching for items in DT can be done in three different ways.

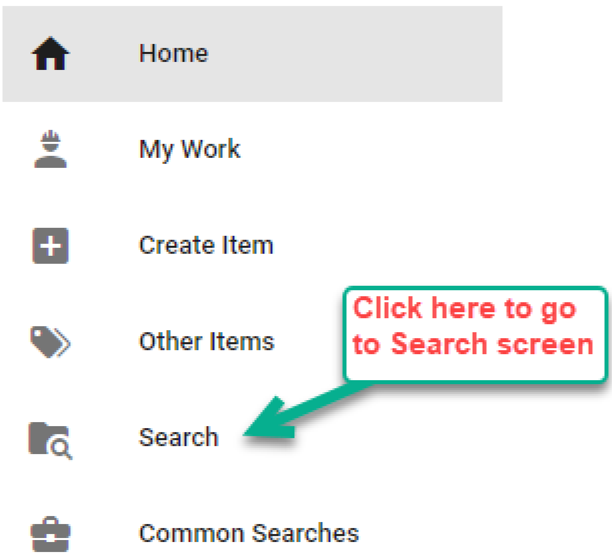
1. There is a quick search method in the upper right corner of the home screen if you know the Item ID. This will open the item directly.



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



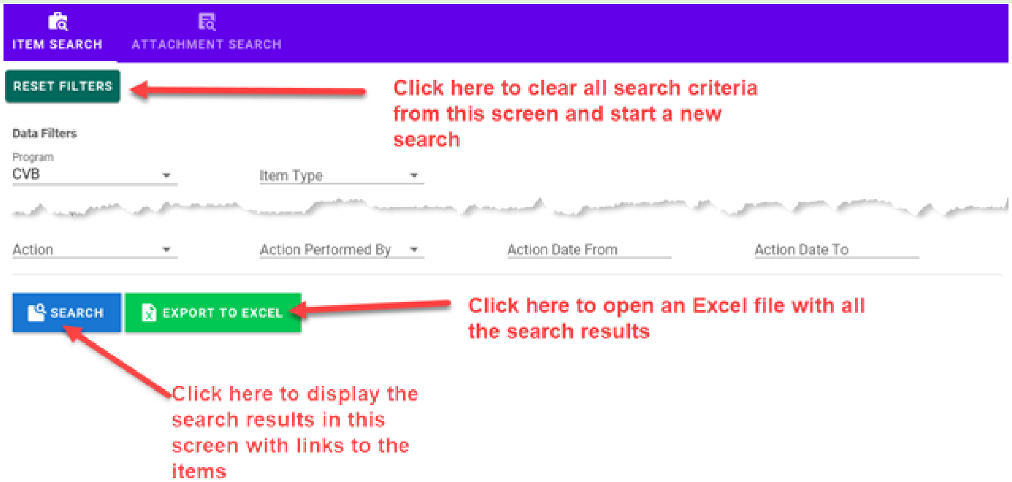
3. There is a “Search” option in the main menu. This will open the search screen.



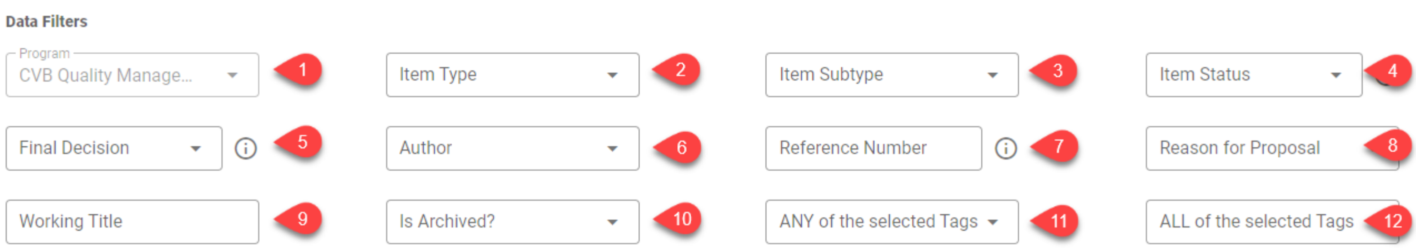
Once in the Search screen, it is important to note the two tabs at the top of the screen, **Item Search** and **Attachment Search.** *Item search will result in <u>items</u> that meet your search criteria. Attachment search will result in a list of the <u>documents</u> attached to items that meet your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

A. Item Search

1. Action buttons



2. Data Filters



1) Program – will auto populate to the Program you are working in
2) Item Type – select from the drop-down menu
3) Item Subtype – select from the drop-down menu (as applicable)
4) Item Status – select from the drop-down menu if the item is Active or Completed
5) Final Decision – select from the drop-down if the item is Approved or Rejected
6) Author – select author name from the drop-down menu
7) Reference Number – this is the published number of the document (e.g., 800.53, 800.2, CVB-WI-0246.01, etc.). A reference number is usually not assigned until an item is nearly complete.
8) Reason for Proposal – select from the drop-down menu
9) Working Title – this is a free text entry field
    - TIP: your entry needs to match what the author of the item chose for a title, so it's best to keep it simple
10) Is Archived? – select from the drop-down menu if the item is archived (Yes) or not (No)
11) ANY of the selected Tags – select from the drop-down menu to find items that have any of the selected tags
    - TIP: This is considered an "OR" search (i.e. find items that contain "abc" tags OR "def" tags)
12) ALL of the selected Tags – select from the drop-down menu to find items that have all of the selected tags
    - TIP: This is considered an "AND" search (i.e. find items that contain "abc" tags AND "def" tags)

3. Activity Filters

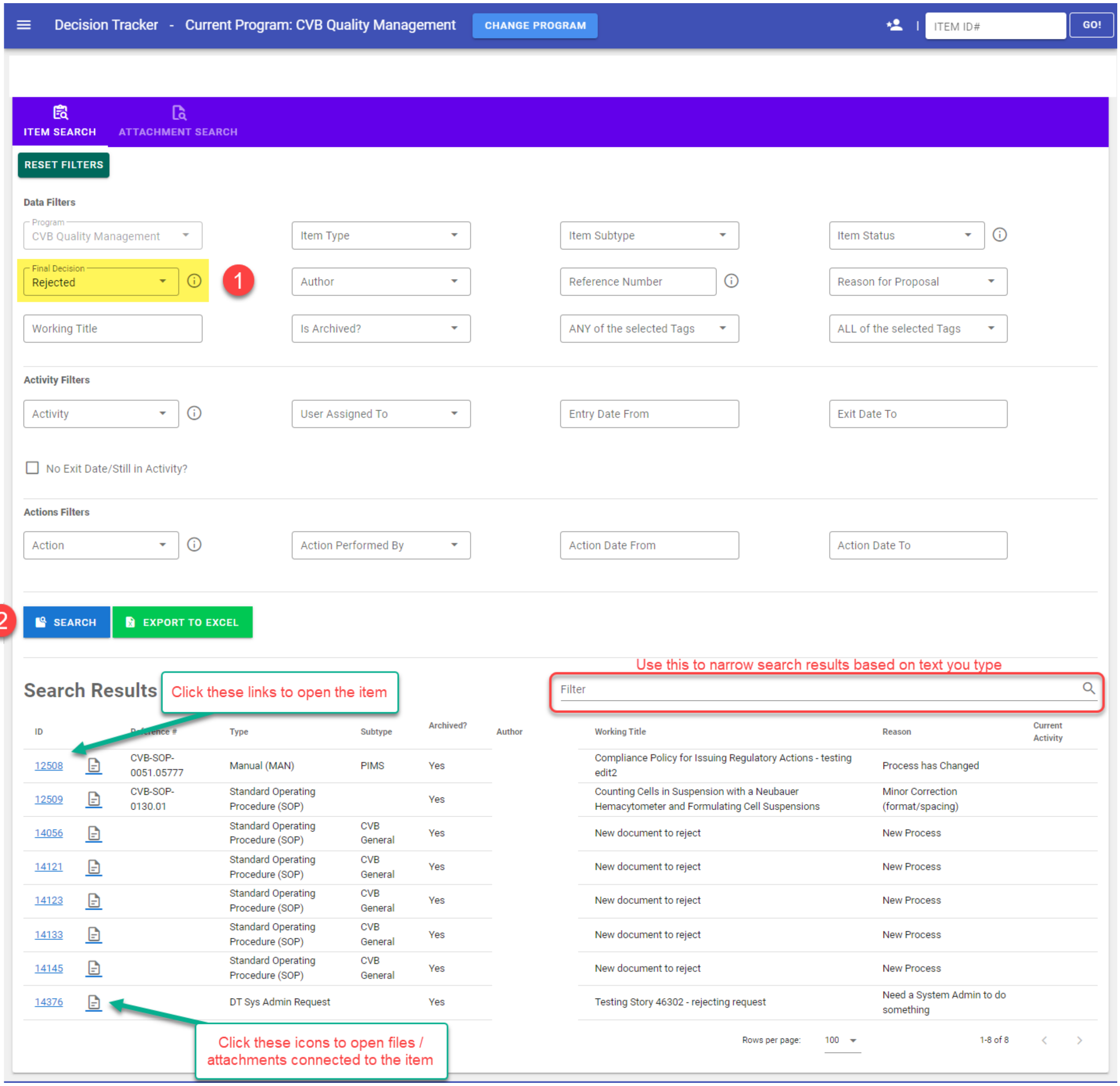
1) Activity – select activity types (main or child workflows) from the drop-down menu
2) User Assigned To – select the user that the selected Activity is / was assigned to
3) Entry Date From & Exit Date To – select the date(s) the item entered or exited within the selected Activity
4) No Exit Date/Still in Activity? – this checkbox allows you to search for items that are in an open Activity (i.e. the activity has yet to be completed). E.g. find all items currently in the CVB Director Approval activity

4. Actions Filters

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

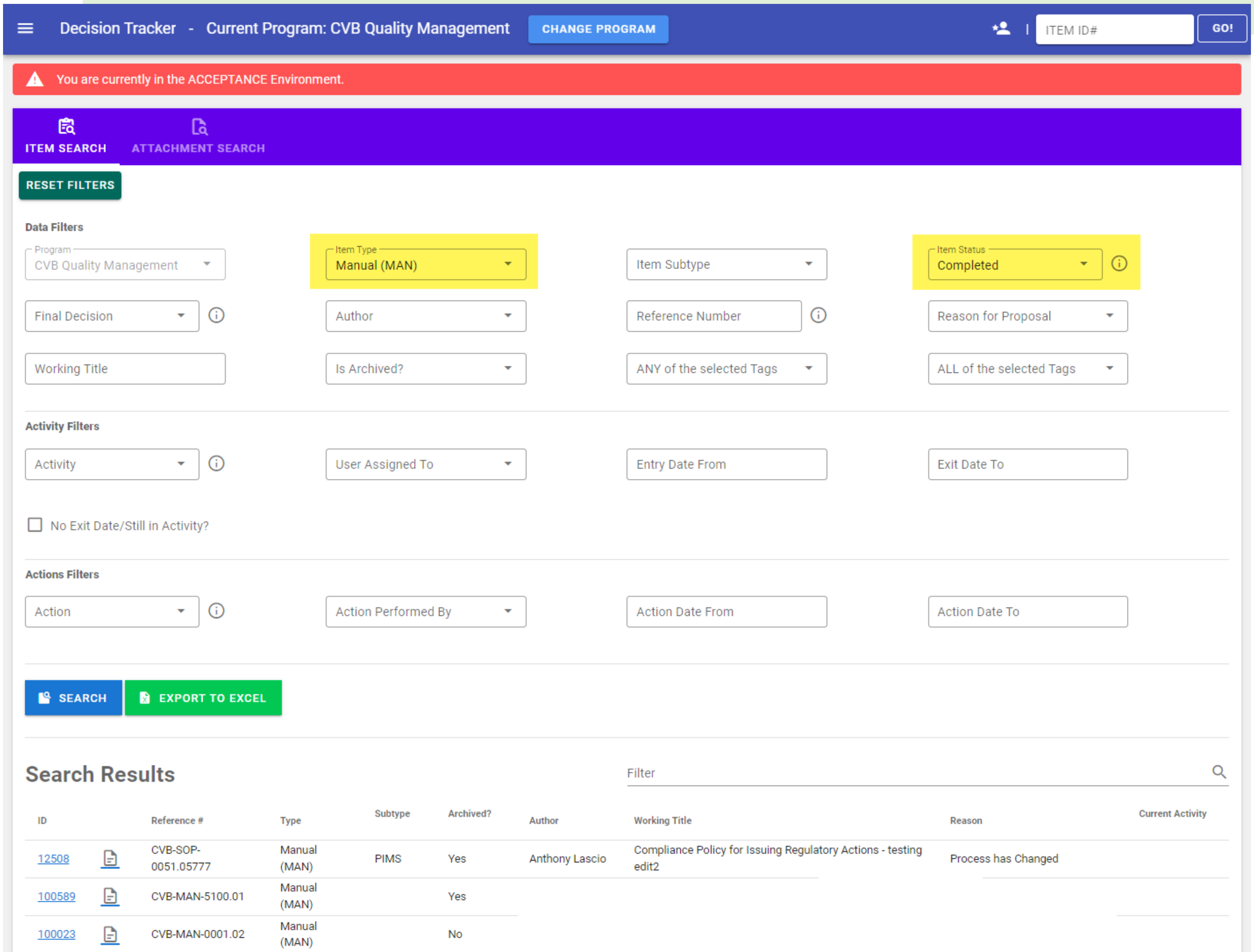
5. ITEM Search Example #1

In this example, we'll search for all items that have been rejected. "Rejected" is selected in the Final Decision field as highlighted. **Real data not used in examples**



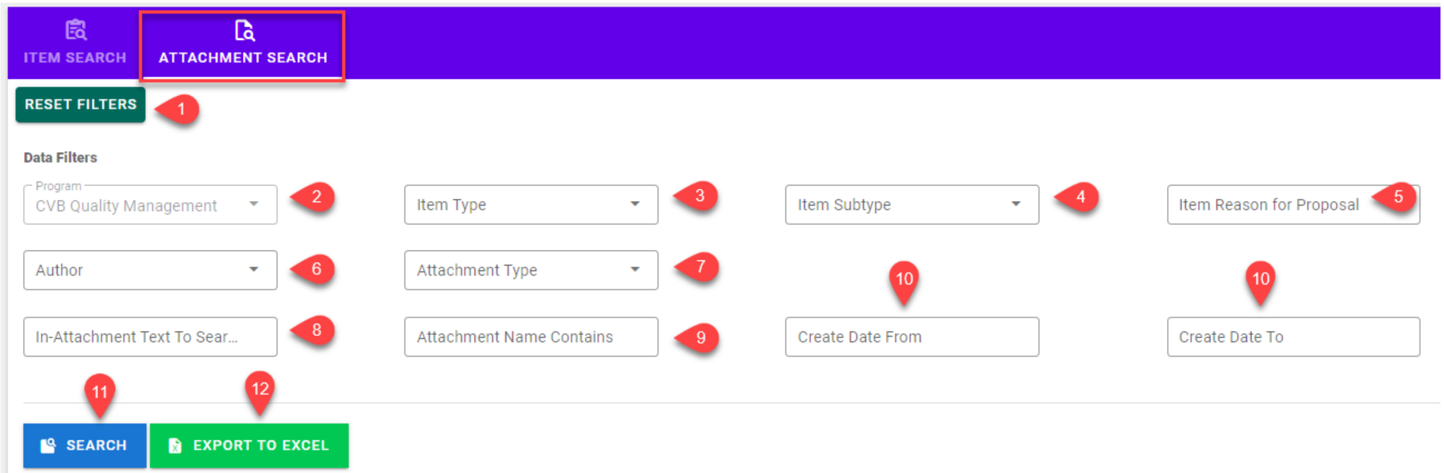
6. ITEM Search Example #2

In this example, we'll search for all manuals that are completed. "Manual" is selected for Item Type and "Completed" is selected for Item Status, as highlighted. **Real data not used in examples**



B. Attachment Search

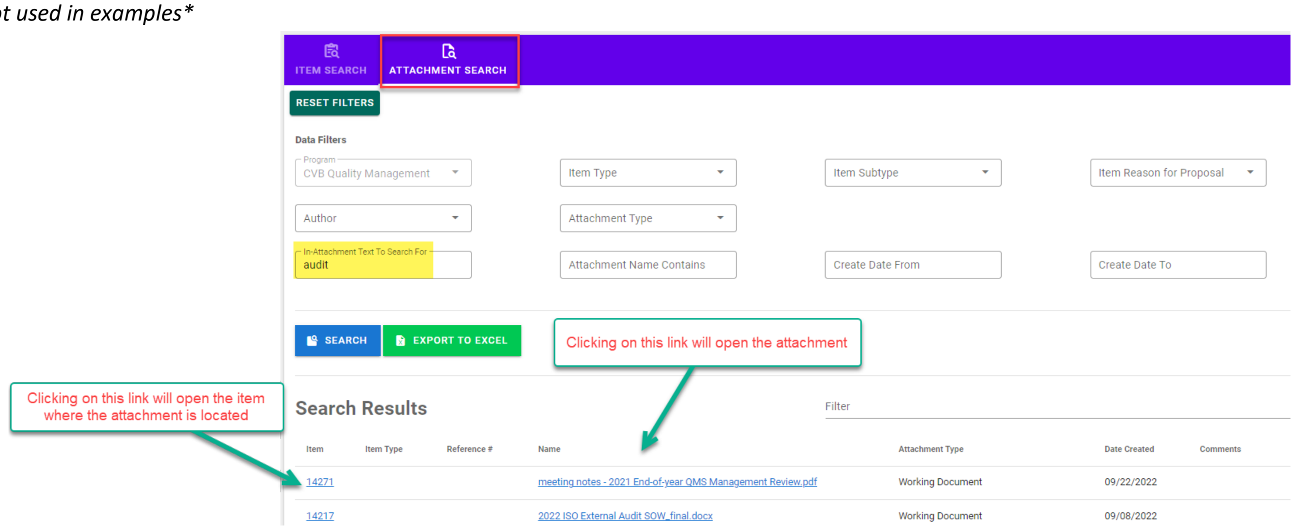
When using the Attachment Search, you will get search results for all attachments with data that match your search criteria. If there are multiple attachments within one item that match you will see that item listed multiple times; once for each attachment.



1) Reset Filters button – this clears / resets the search criteria you entered to perform a search
2) Program – will auto populate to the Program you are working in
3) Item Type – select from the drop-down menu
4) Item Subtype – select from the drop-down menu (as applicable)
5) Item Reason for Proposal – select from the drop-down menu
6) Author – select author name from the drop-down menu
7) Attachment Type – select from the drop-down menu
8) In-Attachment Text to Search – allows you to perform a search of the text within an attachment
9) Attachment Name Contains – allows you to search by the attachment file name
10) Create Date From / To – refers to the date the attachment was added to an item
11) Search button – performs the search based on selected criteria
12) Export to Excel button – exports search results to an Excel file

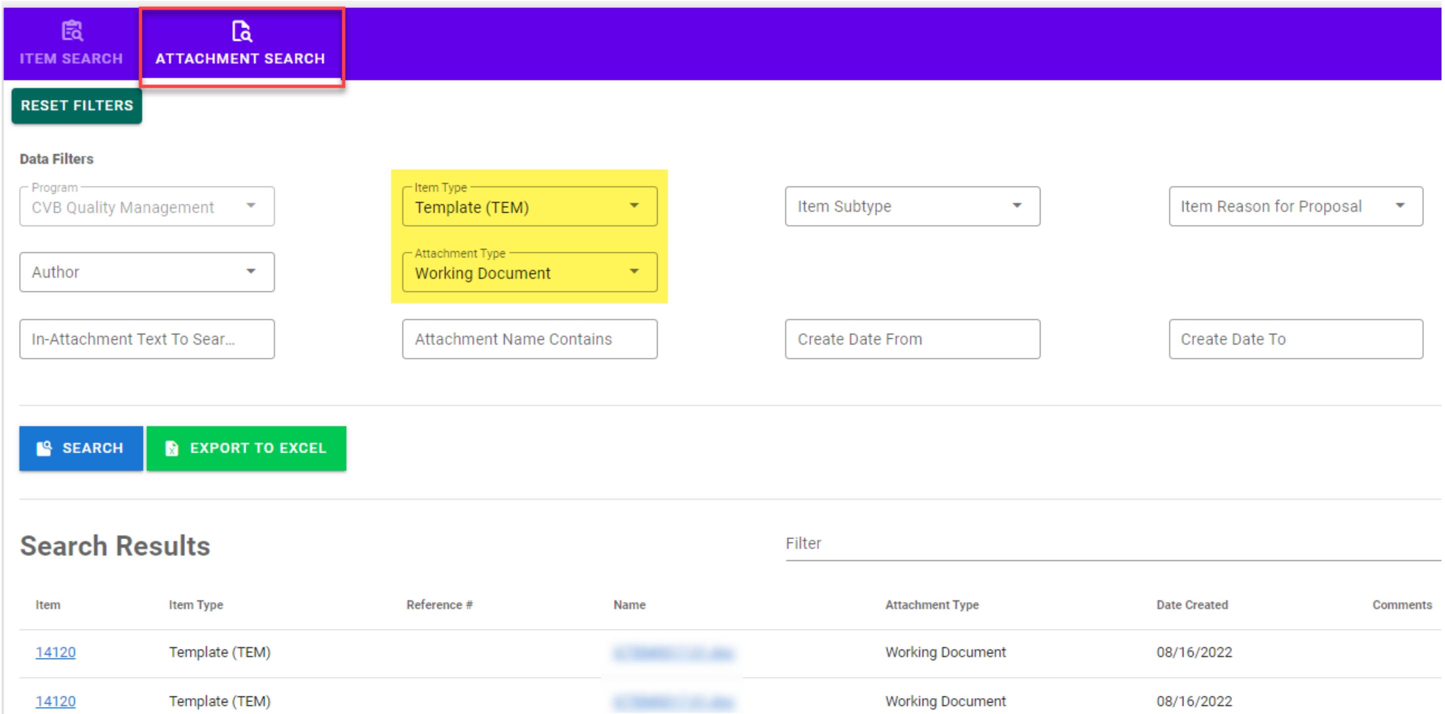
1. ATTACHMENT Search Example 1:

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



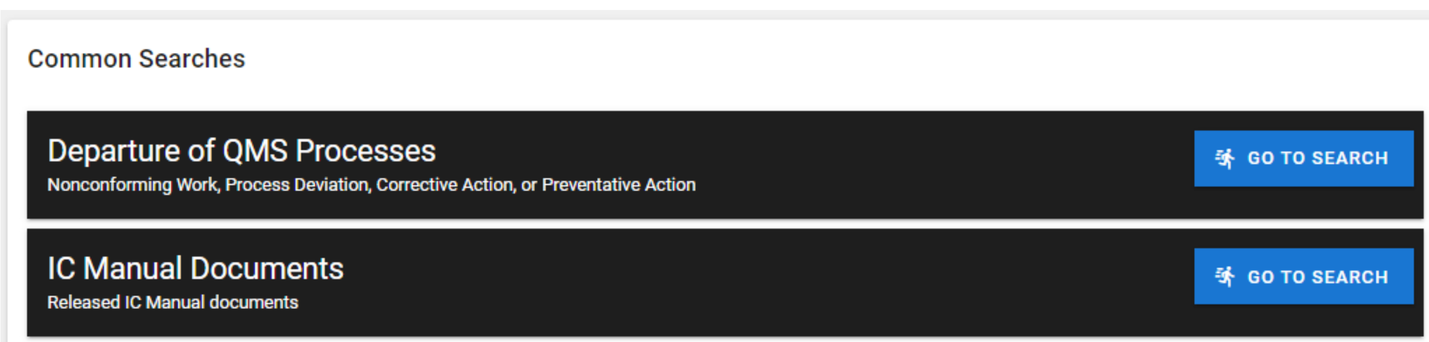
2. ATTACHMENT Search Example 2:

In this example, the Item Type and Attachment Type fields are used as highlighted to get Search Results of document templates. **Real data not used in examples**

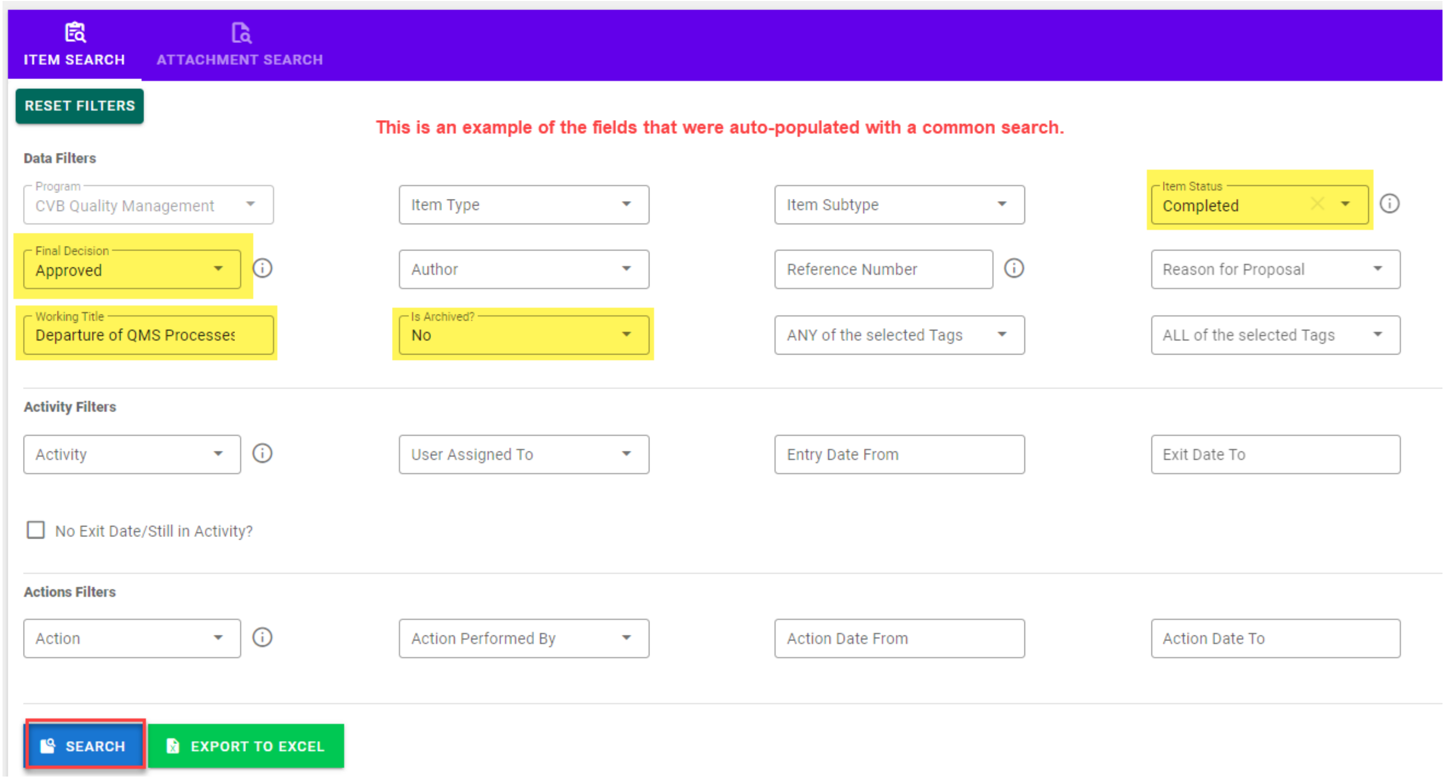


C. Common Searches

Common searches are pre-defined searches that have been setup by Program Administrators. Searches within this area are unique to each Program and can be run by any user who has access to the Program.

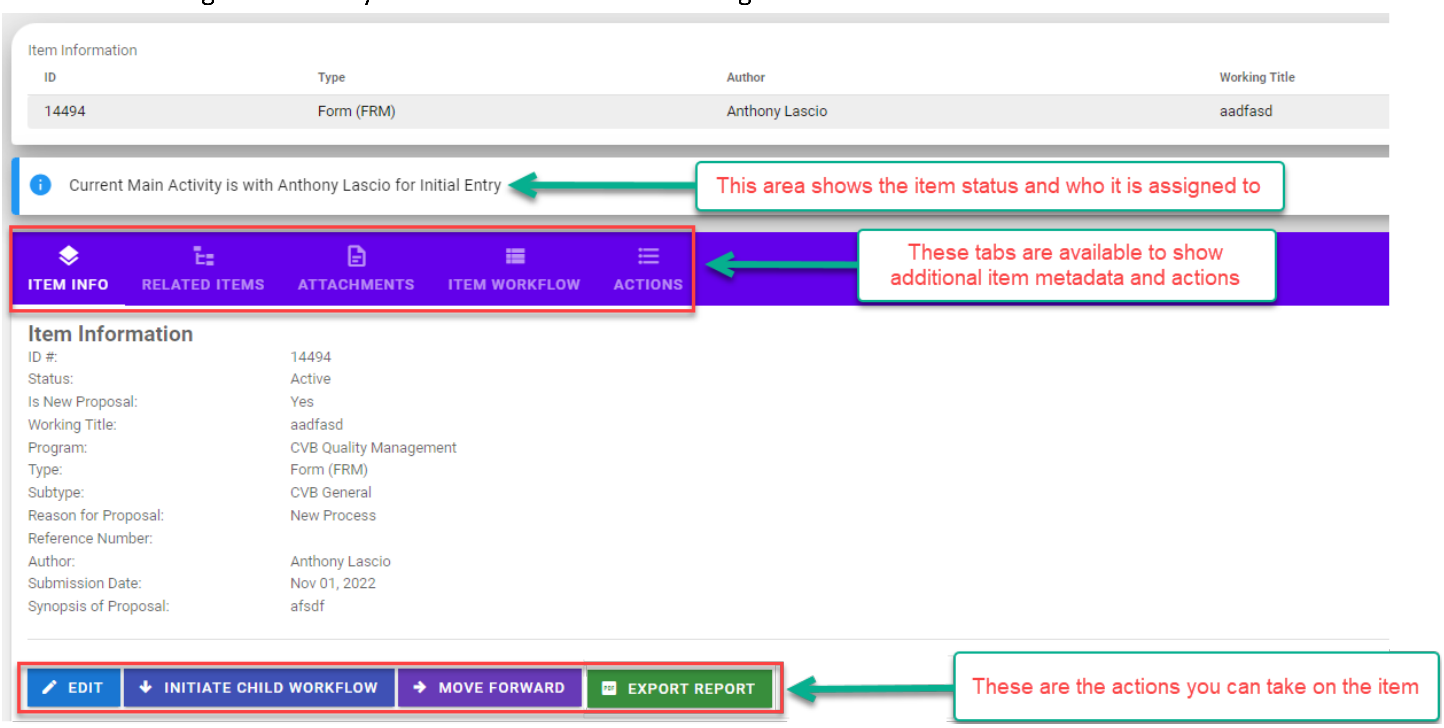


When you click the **Go To Search button**, you will be taken to the Item Search screen with specific filters that apply to the common search you selected. You can adjust / modify the search criteria as needed. Click the Search button to see the results.



IV. Item Information and Common Actions

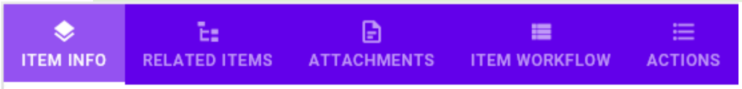
Each item created in DT has a header with the Item ID, Type, Author and Working Title displayed at the top. There is also a section showing what activity the item is in and who it's assigned to.



GENERAL INFORMATION

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.

A. Item Info Tab



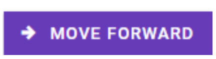
The item info tab displays item information such as the Working Title, Item Type, Reason for Proposal, Reference number and Synopsis of Proposal. The following action buttons are available to take action on the item:

Edit Item Data – this action allows you to update information about the item. TIP: *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

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

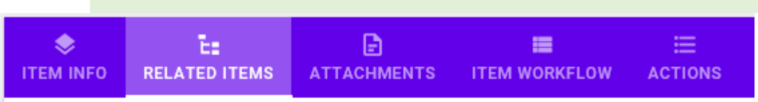


Move Forward – used to move an item forward in the process

- 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

Export Report – used to generate a PDF of all data related to the item

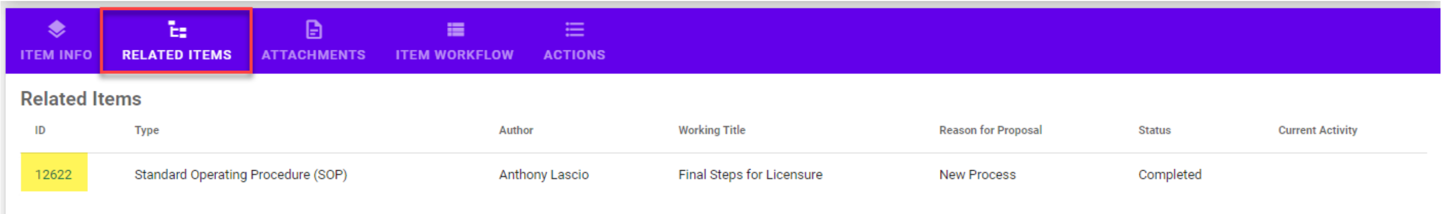
B. Related Items Tab



DT provides functionality to link items together (as applicable) – this is helpful in situations where the content of two or more items impact each other, share similar content / topics, etc. The Related Items tab displays items that are linked to each other. This is also where you can create and delete a link between items.

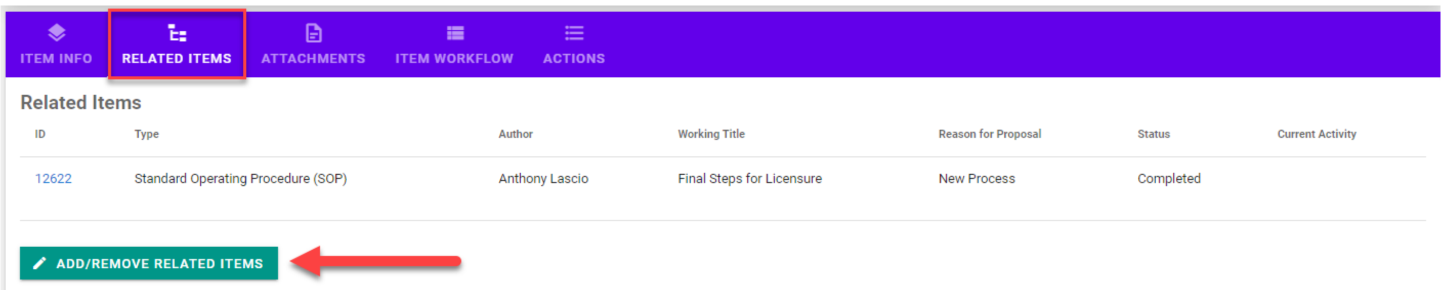
a. **View a related item**

- Click on the Item ID and review information



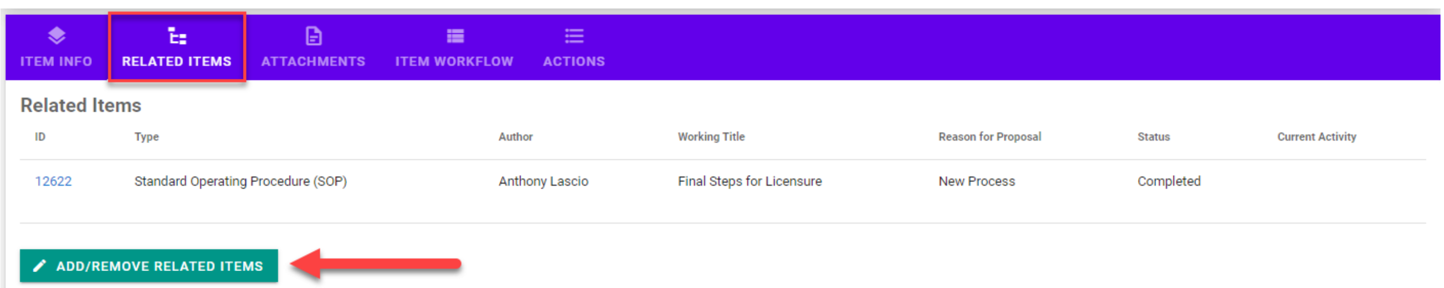
b. **Add a related item**

- 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

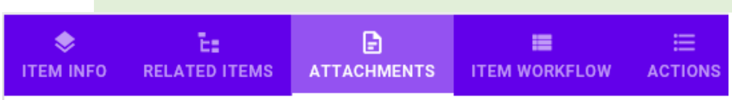


c. **Remove a related item**

- 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



C. 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 or Download an Attachment**

- Click on the document name to open the attachment
- Click on the download document button to download the attachment

b. **Add a document as an attachment**

- Click on the ADD ATTACHMENT button ADD ATTACHMENT
- 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

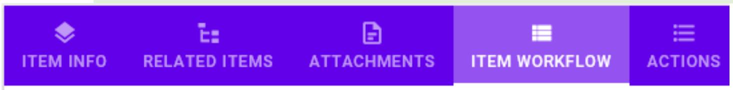
c. **Delete an attached document from the item**

- This is only available at certain points in the lifecycle of an item and only by certain users at those points. This option can be found through the following steps:
  - Click the MORE INFO button 

  - On the next screen, click the DELETE ATTACHMENT button 

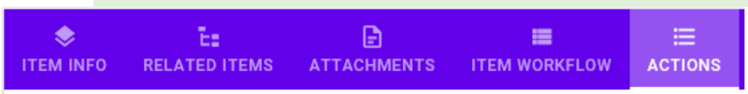
- If you do not see the button and believe the attachment should be deleted, contact an Administrator.

D. 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.*

E. Actions Tab

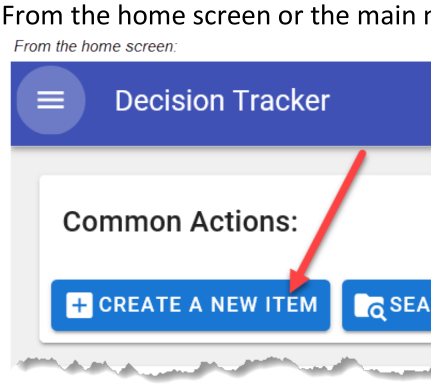


This tab shows the log of all the actions that have happened throughout the lifecycle of the item including movement, changes made, attachments added, etc. *No actions can be done in this tab.*

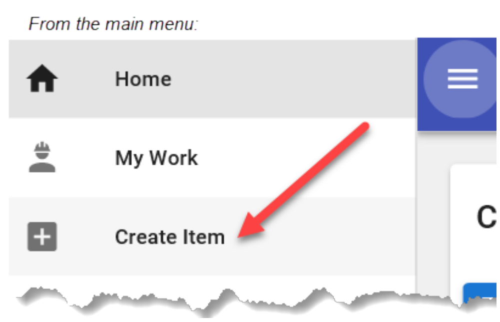
V. Creating New Items

Follow these steps to create a new item in DT:

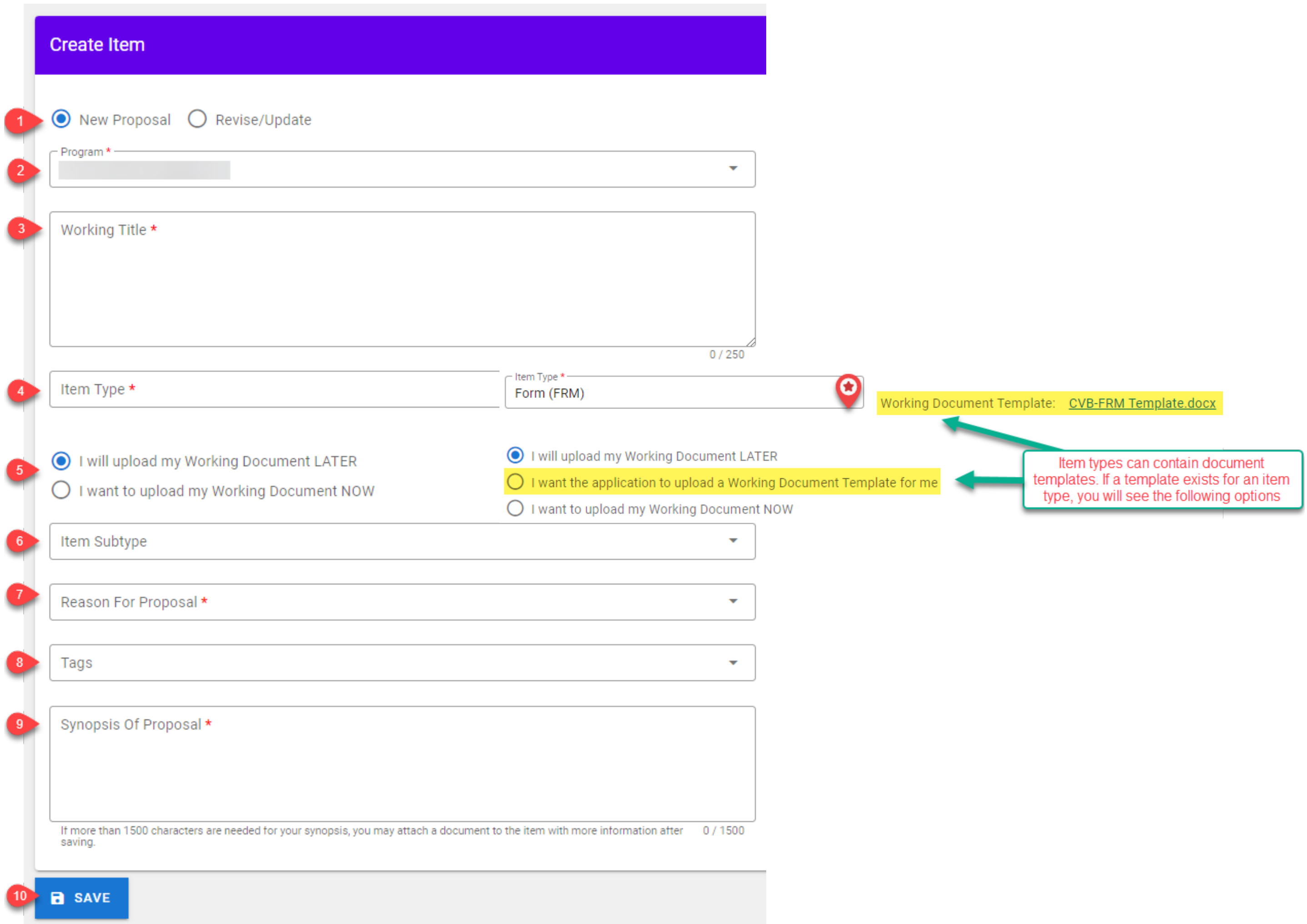
1. From the home screen or the main menu, click on the "Create Item" option



OR

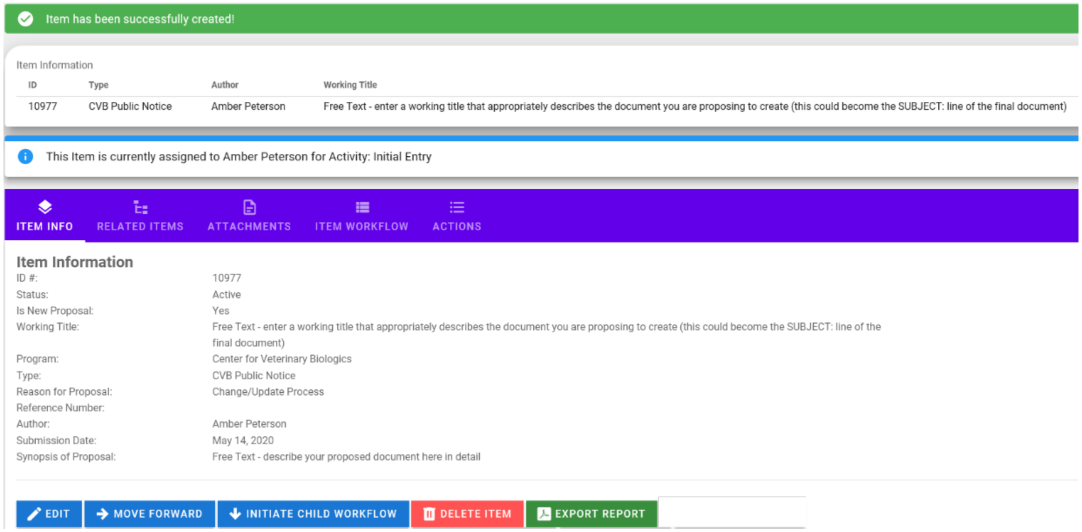


2. Complete the fields in the Create Item screen. More information on each field follows the screen shot.



1. New Proposal will be selected by default
2. Program – this field will be auto populated to the Program you are currently working in
3. Working Title – enter a title for your proposed document / item
4. Item Type – select from the drop-down menu
5. Working Document – select the option that best meets your intent with the item
6. Item Subtype – select from the drop-down menu
7. Reason for Proposal – select a reason from the drop-down menu
8. Tags – select from the drop-down menu (can choose multiple)
9. Synopsis of Proposal – enter the full reason and description of your proposed policy document
10. 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.

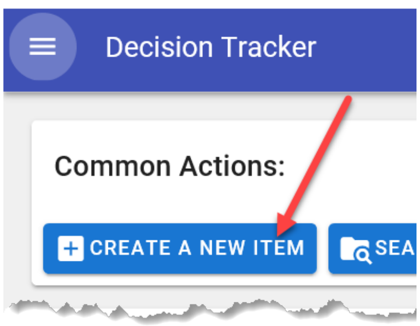


VI. Revising/Updating an Existing Item

When you revise or update an existing item, DT can copy information from an existing item into the revised item. Use the following steps to revise or update an existing item in DT.

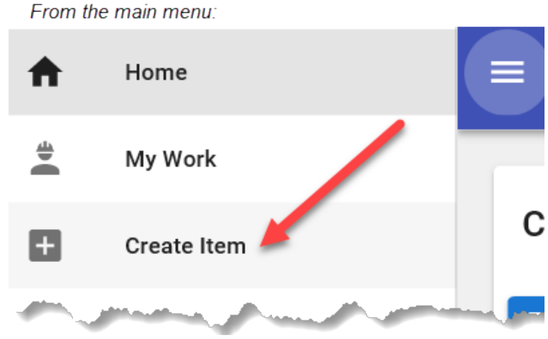
1. From the home screen or the main menu, click on the "Create Item" option

From the home screen:



OR

From the main menu:

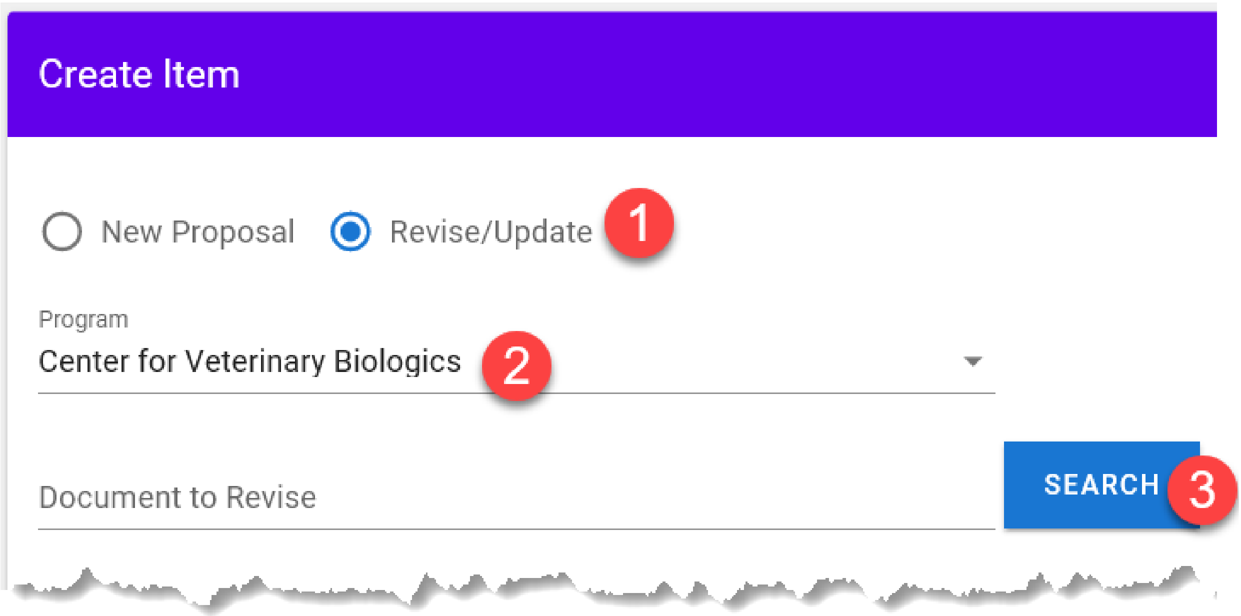


2. In the Create Item screen…

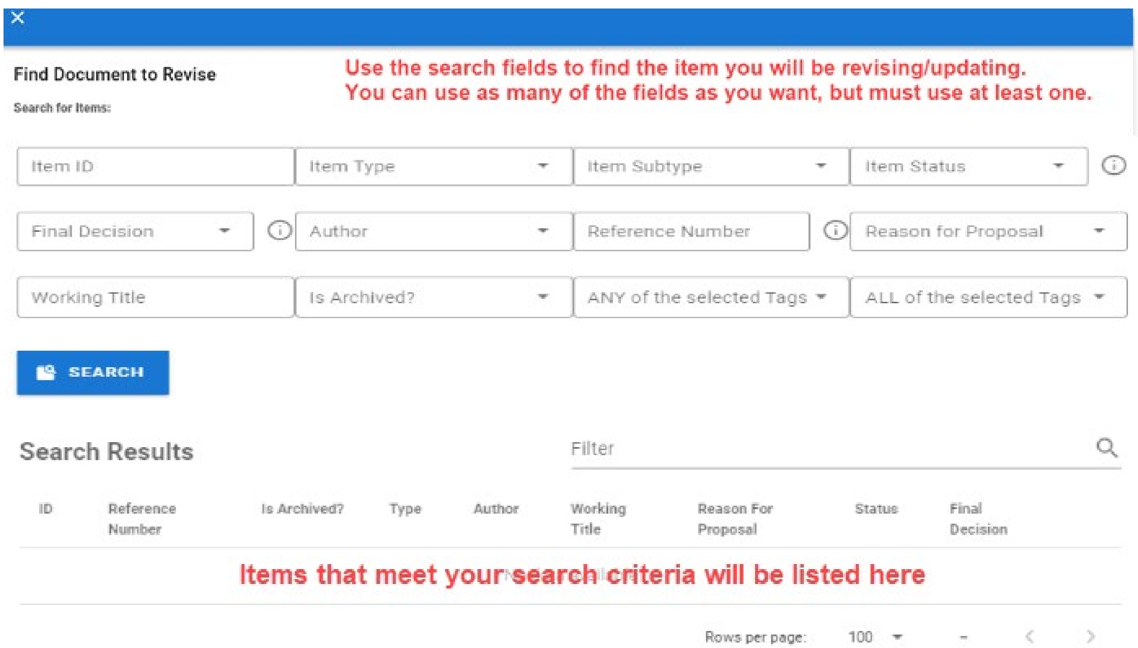
   1 Select Revise/Update at the top

   2 The program will be auto-populated 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.**



Tips to keep in mind when searching:

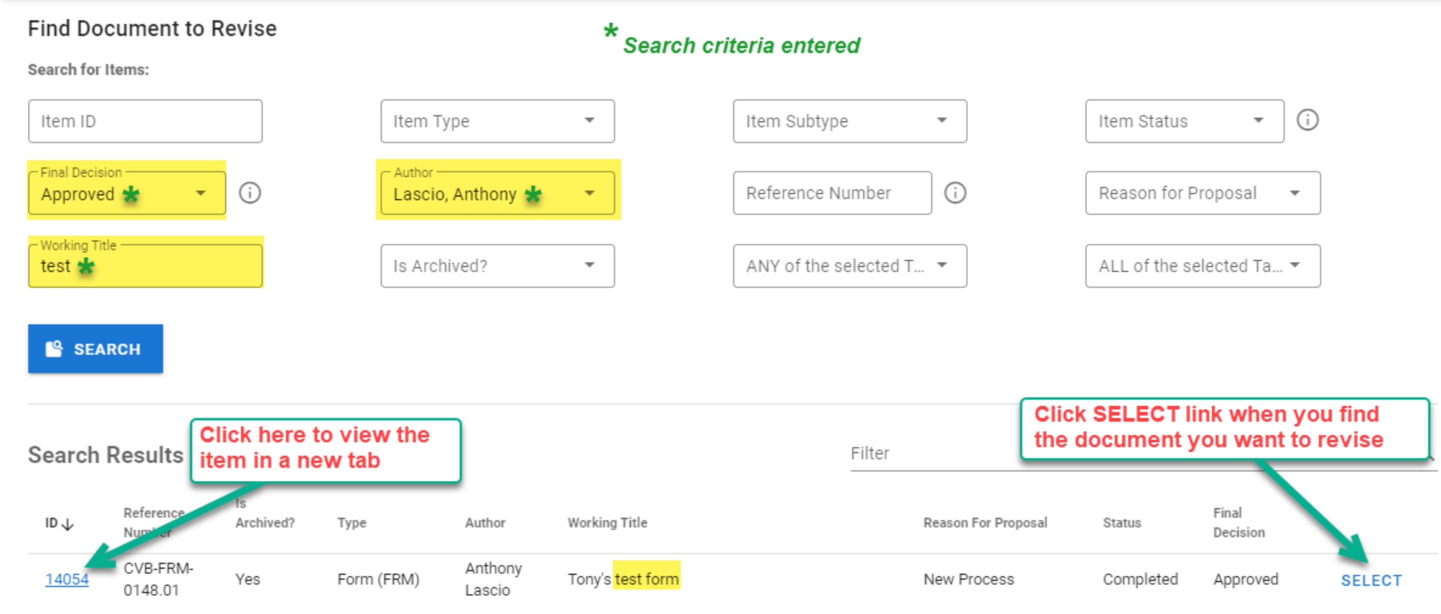
Item ID = this is the Decision Tracker number assigned to the Item (generally it is a six-digit number)

Working Title = enter text here, if you enter one word you will find any item that has that word anywhere in the Working Title

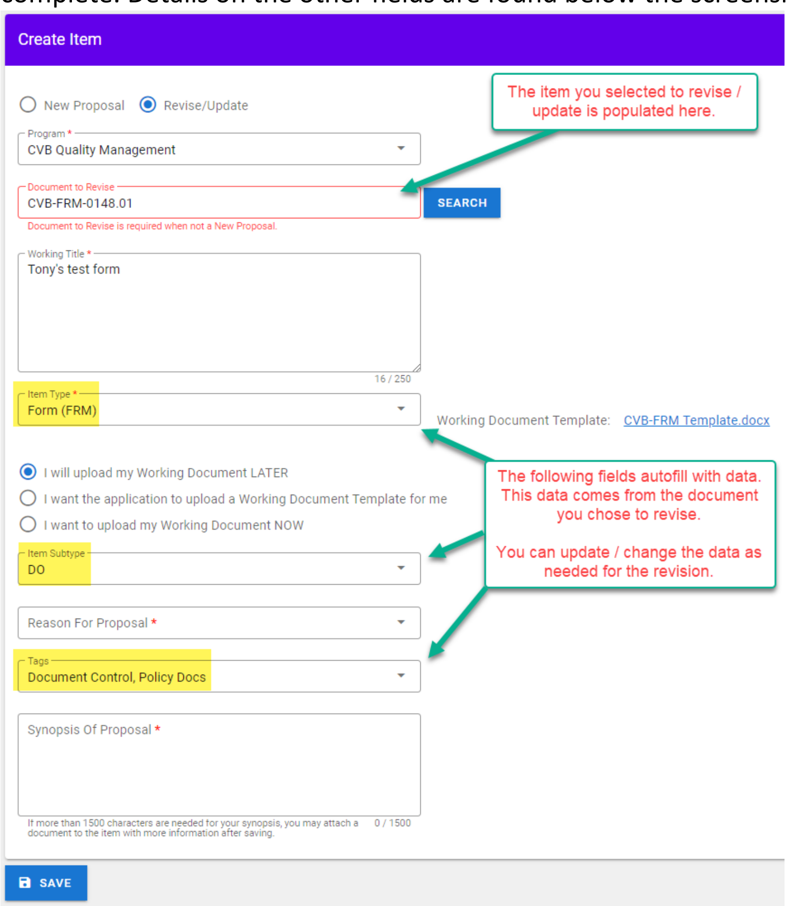
Reference Number = enter the reference number of the document here, this is the Notice number (e.g. 20-02), VS Memo number (e.g. 800.53), or Supplemental Assay Number (e.g. 102)

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. Update the fields as necessary. Click the SAVE button SAVE when complete. Details on the other fields are found below the screenshot.

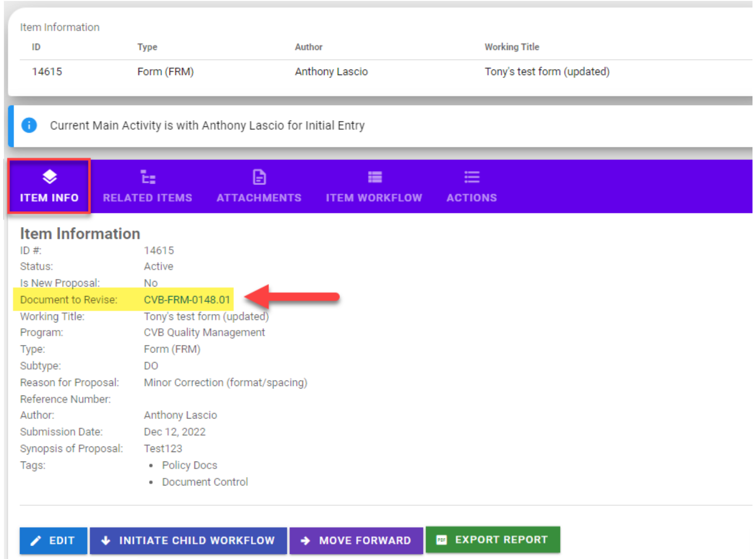


The item that you selected to revise or update is considered the final approved version of that document and will remain as such while you work through the revision process in DT.

*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.

6. The following screen indicates that the item has been created. The Item Info tab displays the data you entered while creating the item. Notice that the Document to Revise field has a link to the item you are revising.



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

VII. Child Workflows

A child workflow, also known as a child loop, is used when a person needs input from someone else before they can 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.

For example, a child workflow can be used when an item has been sent to an Approver for approval and that Approver has a question for the Author about the item. The Approver can initiate a child workflow requesting input / additional information from the author. Once a child workflow is initiated by the Approver, the Author would be notified that the item requires their action. The Author can answer the question via the comment field in the child workflow and complete the child workflow. The item would be returned to the Approver for approval with the Author's response. The Approver can make their assessment and move the item forward accordingly. *Throughout the process, the item remains assigned to the Approver because they own the main activity and the Author is functioning in the sub-activity.*

A. Initiating a child workflow

When initiating a child workflow select the most applicable option.

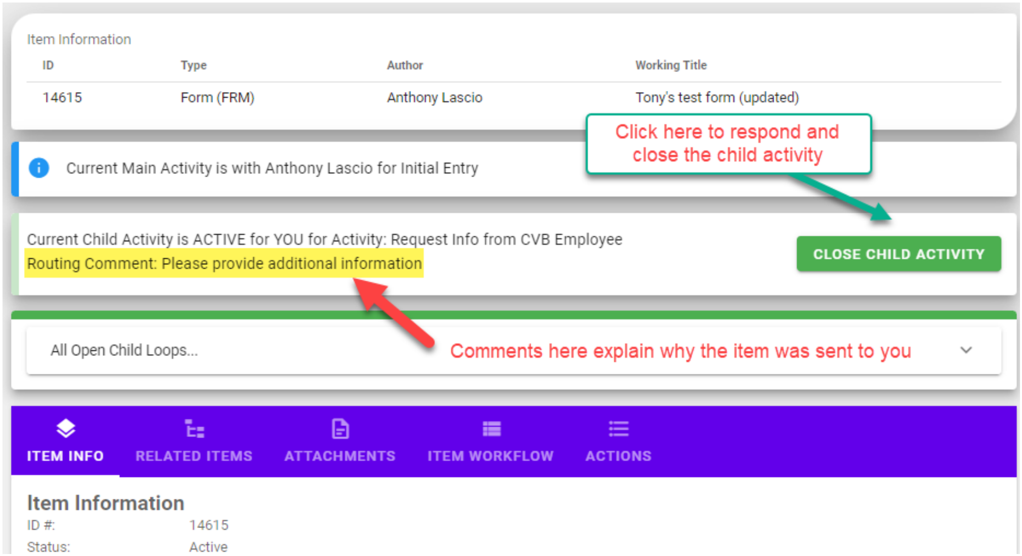
- Go to the Item Info tab.
- Click on the Initiate Child Workflow button

- 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

B. Completing a child workflow

Child workflows assigned to you will show in your Current Queue in My Work and you will receive an email (if you have opted in to receive email notifications). Use the following steps to complete a child workflow:

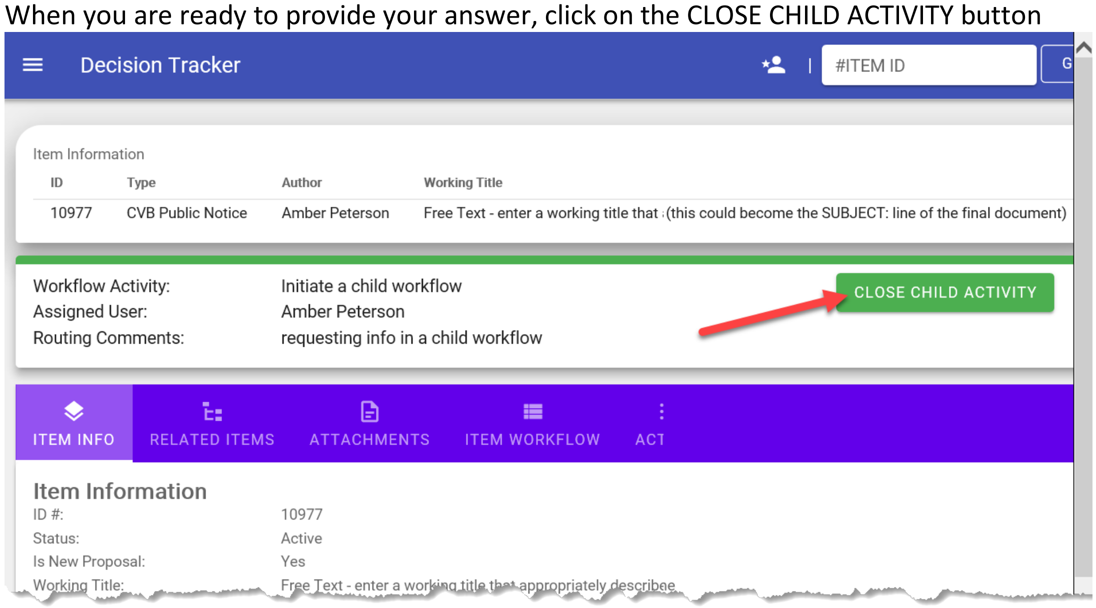
- Open the item
- Look at the section in the item directly underneath the header – this is where you'll find the comments from the user who sent the item to you that tell you what they are wanting you to do. *This information can also be found in the Item Workflow tab.*



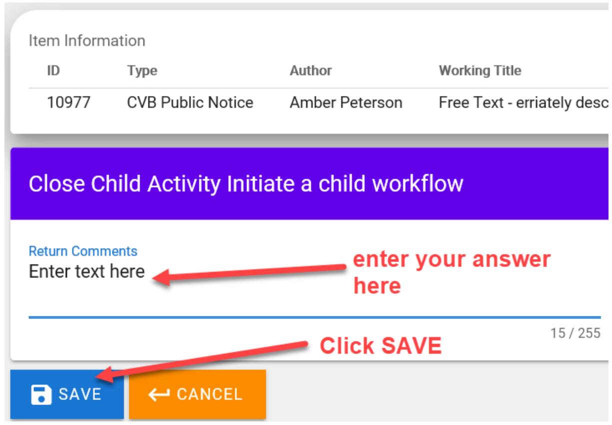
You have the following response options based on the request from the sender: provide feedback only, review a document and provide comments, review a document and provide no comments on a document. Scroll down to see how to work through each of these three options:

1. Provide feedback only

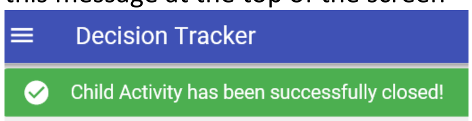
- Were you asked a question that you need to provide an answer for?
  - Review the information in the item, including any attached documents
  - When you are ready to provide your answer, click on the CLOSE CHILD ACTIVITY button



  - 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



2. Review a document and provide comments / edits

- 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 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

3. Review a document and do NOT provide comments / edits

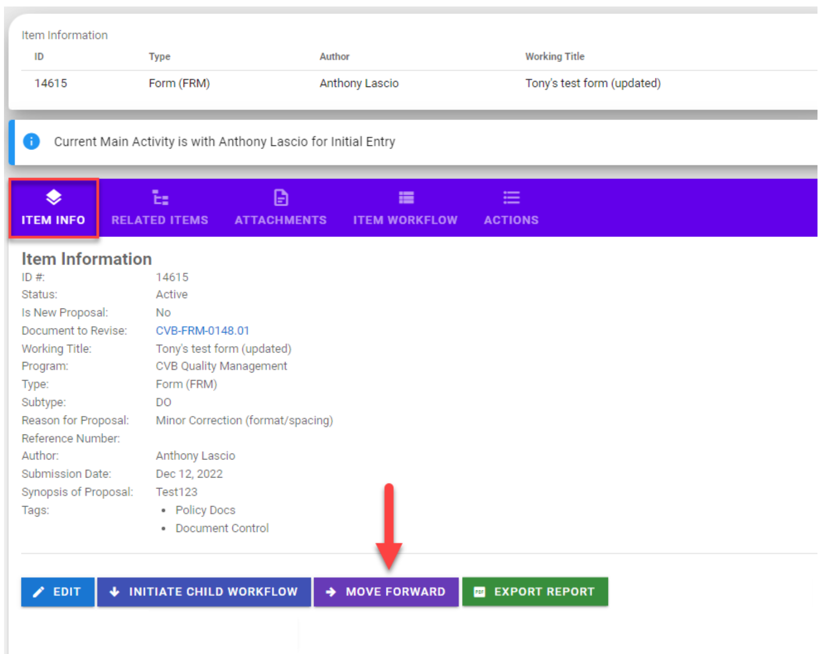
- Were you asked to review an attached document and you will NOT be providing comments, edits, etc.?
  - Go to the ATTACHMENTS tab
  - Open the document you were asked to review by clicking on the filename link
  - You may need to click on the Enable Editing button at the top
  - When you are done reviewing, 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

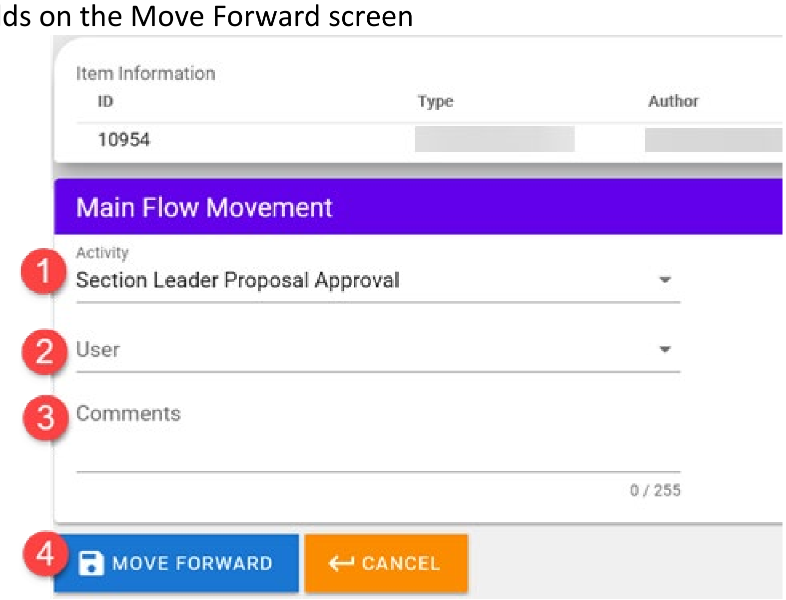
VIII. Moving Items Forward

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

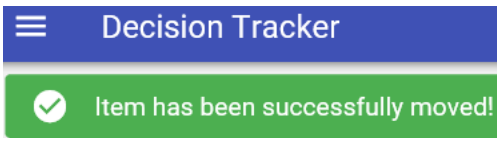


- Complete the fields on the Move Forward screen



1. 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
2. Some activities will require you to select a User; select the appropriate user for the activity you selected
3. 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
4. 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



IX. 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.

A. 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!

B. 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!