

Introduction

This guide explains the NOIS software and the how it works. The software can be adapted for a variety of ways in which you work. This documentation is primarily oriented to NOIS being used nationally. Sites should refer to Local Use at Sites on page **Error! Bookmark not defined.** to understand the differences between national and site use.

What's NOIS

NOIS stands for **National On-Line Information Sharing**. It is a computer program that provides a means of logging and tracking problems associated with the daily operation of computer systems within VistA. Documenting problems provides a means to find and disseminate solutions to those involved in support, development, and management.

NOIS can be used for many purposes.

- Support – to track and resolve reported problems.
- Development – to track problems that require program changes.
- Management – to ensure resources are being used appropriately and ensure problems are resolved.
- Quality Control – to ensure that problems to be fixed in future releases are corrected.
- Documentation – to find common problems useful for incorporation into troubleshooting guides.
- IRMS – to log problems at their local facility.

Simply put, *NOIS is a logbook of requests for service.*

What's New

- NOIS is intended to be used as a central database where all calls are logged on the same system.
- Calls are not “owned” by any single user. Any NOIS call can be opened, edited, or closed by anyone having the authority of editing a call.
- List Manager is the primary user interface to display lists of calls and call information.
- You can customize your data entry by defining your own defaults.
- You can define criteria for the calls that you normally deal with.
- Virtually any type of call can be searched for.
- Browsing information on calls is made easy by using ad hoc displays.
- Notifications can be made using MailMan or menu alerts. You can be notified automatically of changes to calls you are interested in. Sites can also be notified automatically.
- NOIS data can be easily extracted to PC applications and spreadsheets.

“NOIS is ... different”

Many new users of NOIS find the package different from other VistA packages they use. You may find this especially true if you have not used an application that uses List Manager. List Manager allows you to review information and also choose from a wide variety of actions. Another thing to become used to is that NOIS is a very open application. Anything in NOIS is reviewable by anyone. You are not restricted to the calls you can review. This allows the benefit of finding possible solutions to reported problems. It also forces you to be familiar enough with NOIS to avoid being swamped with an ocean of information. A major difference between NOIS and other applications is the way working in groups is accomplished. Most applications form groups where users are enrolled (mail groups, teams, etc.). NOIS allows you to define what you want to be involved in by simply defining your own unique needs. You can define what kinds of calls to review and track.

Getting Started

Logging calls in NOIS is about the same as before. You enter a description of the problem and a resolution, along with a few fields to identify who called and when. Logging calls still uses prompts for the fields to enter and the editor you've chosen when working with FileMan word processing fields.

For finding, reviewing, and editing calls, NOIS uses List Manager. If you're not familiar with List Manager's scroll region and protocol menus, there are several applications you can review that use this interface (scheduling, discharge summary, etc.).

To learn to use NOIS, you can follow several examples given in this manual or just jump in, log some calls, browse around, and find some interesting calls. If you just want to experiment, you can always log a call on the NOIS package itself. Every NOIS function (except for setting up files), you can do using the List Calls option.

In order to use NOIS, you must have access to it. NOIS is generally set up as a command option and available to all users (similar to Kernel's User Toolbox). In order to log and edit NOIS calls, you must be entered as a NOIS Specialist. Any NOIS Coordinator can set you up as a NOIS Specialist.

NOIS uses lists to group calls. There are several lists available for common groups of calls. You don't need a personal list to start using NOIS; in fact, you may never need to have a custom list.

NOIS Basics

Options

NOIS only has a few menu options. Here they are.

New Call
Edit Call
Close Call
View Calls
List Calls
Query Calls
Reports
File Setup

Several of these options allow doing multiple activities. In fact, *you can do just about everything in NOIS using List Calls*. New Call, Edit Call, and Close Call are used for entering and editing a NOIS call. List Calls and Reports are used for reviewing. List Calls and Query Calls are used for finding specific types of calls. File Setup and Import Data are utility options.

New Call	Enter new NOIS calls.
Edit Call	Edit a specific call. For when you only want to edit one call and you know the call you want to edit.
Close Call	Similar to Edit Call except it screens out calls that are already closed when selecting the call.
View Calls	Display or print select calls.
List Calls	Select a list of NOIS calls which you can then review and edit.
Query Calls	Generate an ad hoc list of calls by entering a query statement.
Reports	Display or print a specific report or custom report by entering a list name with a sort and display format.
File Setup	Print, search, or inquire NOIS files. NOIS Coordinators can also edit and add new entries to these files (except for the NOIS Call file which must be edited using the NOIS programs).

List Manager

List Manager is used as a user interface to display NOIS information. List Manager provides applications a means of scrolling through documents or lists of items. You select items from the list by using the available actions at the bottom of the screen. **Note:** This is not always intuitive – *with List Manager, you select the action, then you select the item.* The menu actions are protocols that run programs. Menu selection allows escape processing so that you can use specific keys on your keyboard to control the screen display (page up, page down, down a line, etc.).

The advantage to using the List Manager is that records can be reviewed while several actions are available to edit and change your display.

List Manager provides a hidden menu of actions that are also available to use. These include navigation actions for scrolling the screen or to go to a specific page of the display. The action Search Text is useful for finding text within the display. The actions Print Text and Print Screen let you get printouts or non-scrolled displays. Any displayed text in NOIS can be printed. The text can also be transferred into a mail message.

NOIS uses a common hidden menu of actions that can be used on any display. NOIS includes help using ?, ?, or ????. User Defaults and Define List are also available on the hidden menu. NOIS uses two ways to quit List Manager. QT will quit the current display and return to any previous display. EX will exit back to the option menu.

List Manager

The List Manager provides a common user interface by providing a static section of display, a scrolling region, and selection of actions from a menu.

Title of Screen

Displays current date/time and number of pages of display text.

Header

Captions and non-scrolling information are always displayed

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List Manager Workbench      Mar 21, 1994 12:09:41      Page: 1 of 3
Template: VALM DEMO APPLICATION
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Demographics                List Region
Template Name: VALM DEMO APPLICATION      Top Margin: 5
Entity Name: Protocol                  Bottom " : 14
Screen Title: Package Protocol List      Right " : 240

Protocol Information          Other Fields
Type of List: PROTOCOL          OK to Transt?: OK
Protocol Menu: VALM DEMO MENU      Use Cursor Control: YES
Print Protocol: VALM DEMO PRINT    Allowable Number of Actions: 2
Hidden Menu: VALM HIDDEN ACTIONS    Date Range Limit:
                                      Automatic Defaults: YES

+      Enter ?? for more actions      >>>
DE Demographic Edit      MC MUMPS Code Edit      PE Protocol Edit
PI Protocol Information  CE Caption Edit        RN Run List
LR List Region Edit     CL Change List Template IT Input Template
OF Other Fields         EA Edit All            RO Routine Editor
Select Tool:Next Screen//
  
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Display Text

This display can be scrolled backwards and forwards.

Status Bar

Borders display text and menu actions.

Selection

Allows entry of an action.

Menu Actions

Protocols can be selected. Hidden actions are also available by entering '??'.

3 Screens

There are three main List Manager “screens” that are used in NOIS. The List Screen is for finding calls. The View Screen displays information on selected calls. Use the Edit Screen for reviewing and editing calls. You can log new calls or use notifications from any of these. You can get to any screen from the List screen. You will return to the previous screen when entering a QT to quit. You can return to the menu options directly by entering EX to exit.

NOIS Calls		Mar 21, 1994 12:39:57		Page: 1 of 2		
#	Call ID	Status	Mod	User	Call Subject	# of calls: 18
1	GRJ-0294-50051	O	XM	NCG	MAIL	
2	CHY-0294-50076	O	ENG	MRP	INTERMEC 8646 PRINTER	
3	MCM-0294-50106	O	IDCU	MRP	Hing Problem After Upgrade	
4	TAC-0294-50207	O	IFCP	NCG	user changed sort template	
5	FHM-0294-50322	O	PHAR	MRP	BARCODE ON & OFF FIELDS	
6	SLC-0294-50361	O	ENG	NCG	closing work orders	
7	SLC-0294-50419	O	KFN	NCG	adding new user to system	
8	FTL-0294-50427	O	RAD	NCG	distribution queue not working	
9	ALB-0294-50441	O	SYSM	JLR	REQUEST FOR ADDITIONAL DISK DRIVES	
10	ISL-0394-50005	O	NOIS	BA	TESTING ENTRY	
11	SPO-0394-50044	O	PHAR	MB	DUE QUESTIONNAIRE AND ACTION PROFILES	
12	SHE-0394-50057	O	MH	MH	SITE CAN'T READ GLOBAL TAPE	
13	SPO-0394-50082	O	SURG	BA	DEATHS ON QUARTERLY COUNTING ALL CASES	
14	BOI-0394-50109	O	MISC	MB	Package Received - Bernstein???	
15	CVA-0394-50121	O	MAS	MC	VARO SF=> OAKLAND	
* Enter ?? for more actions						
Log New Call	Query	Change List				
Edit Call ...	Select	Order (Sort)				
View Calls ...	Add	File (Save)				
Batch Edit	Remove					