



## Stat® Administration Overview

**Course Description:** The Stat® application administration course combines a Stat end-user overview and Stat administration course into a single course offering. The course instruction starts with a one-day end-user session and ends with a 1.5 days admin session.

### Objectives:

- Stat End-user Overview Objectives
  - To build the skills and knowledge required to input and edit customer service (change) requests, work with the various wizards to find information in Stat, work with Stat queries, reports and graphics, and work with Stat project/task management tools.
- Stat Administrator Objectives
  - To build the skills and knowledge required to work with Stat administration and customization. To configure and maintain users, user classes and rights, database connectivity and security, Stat tables and drop down menus, Mercury agents and printers, and inbound & outbound email processing.

**Duration:** 3 days

**Labs:** Yes

**Training Formats:** Customer Classroom, Quest Classroom, Virtual Classroom

**Prerequisites:** Basic knowledge of Microsoft Windows, PeopleTools, and the PeopleSoft development process is helpful but not required

**Intended Audience:** Administrators responsible for implementing, configuring and managing Stat and application migrations

### Course Content

- End-user Overview
  - The customer support model, the service domain architecture, the security system, the Stat agent, logging on to Stat, and the Stat windows
  - Support console, organizing Change/Service Requests (CSRs), tasks, and projects and email triggers
  - CSRs, the CSR window and fields, opening and creating new CSRs, mailing CSRs, and CSR security
  - Tasks and time entry, the relationship between tasks and activities, the task/time tab, estimating time and tracking progress automatically, tracking time spent on tasks, project management, adding CSRs to projects, creating new projects, working with tasks in projects, and working with Visual Gantt Charts in Stat to manage projects
  - Workflow, changing statuses, identifying status rules and transfer rules, completing transfer rules
  - Reports and graphics, report layout and categories, running reports based on categories, scheduling reports to run automatically, the Stat report viewer, and querying for specific criteria in reports
- Application Administration
  - Overview of the customer support model, the service domain architecture, the security system, the Stat agent, logging on to Stat, the Stat windows, and the role of the Stat administrator
  - Administrative utilities, the Stat INI editor, PeopleSoft object mover instruction update
  - Managing Stat security, connecting to Stat, defining/managing user classes and rights, defining/managing Stat users and assigning users to user classes and domains
  - Security tables, user classes, user maintenance, connections
  - General maintenance utility tables, departments, customers, PS connections, file locations, and service domains
  - Domain specific tables, applications, application environments, CSR priorities, customer priorities, CSR types, work queues, application releases, activity codes, auto tasks, templates
  - Stat agent tables, Stat agent, print jobs, email jobs, email settings
  - CSR-related configuration, configuring CSR drop downs, managing auto tasks and migration paths, and working with templates