## HART Tasking 101

Sept 2022



## Key Contacts – H40 Engineering



### **Program Manager**

Derek Orban – <u>dorban@harttech.com</u>

### **Contract Support Staff**

Ashton Minor – <u>aminor@harttech.com</u> – Admin

### **IT Support**

- For assistance with any IT issues related to HART systems and equipment, file a support ticket in the WfM Tasking Portal: <u>https://h40.hart-tasking.com/support/newticket</u>
- If you are unable to log in, please reach out to <u>supportteam@harttech.com</u> for assistance

## Key Contacts – H30 Engineering



### **Program Manager**

Patrick Chesnut – <u>pchesnut@harttech.com</u>

### **Contract Support Staff**

Kathryn Truslow – <u>ktruslow@harttech.com</u>

### **IT Support**

- For assistance with any IT issues related to HART systems and equipment, file a support ticket in the WfM Tasking Portal: <u>https://h30.hart-tasking.com/support/newticket</u>
- If you are unable to log in, please reach out to <u>supportteam@harttech.com</u> for assistance

# How To – Status Reporting



## **Contract Reporting Requirements**



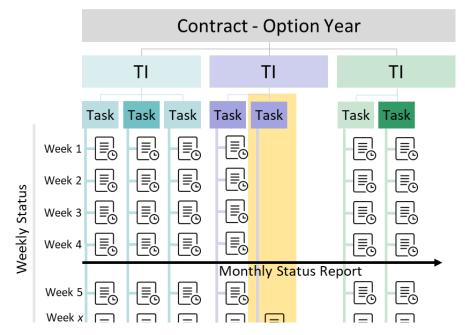
• Contract Requirement:

Monthly Report of **funding** and **technical** support by Task Instruction (TI)

- Weekly Status Reports are:
  - OFFICIAL records
  - Gathered for Monthly Reporting
  - Tie work to funding, contract requirement

### Focus reports on:

- Project Highlights and Contributions
- Performance of Requirements
- High level status
- Relevant Contract Support Activities (e.g. "Attended mandatory lithium battery training")



### Do not include:

- Airing of the grievances
- Minutiae of daily operations (e.g. "Checked e-mail")
- Non-Chargeable activities (e.g. "Attended corporate party")

### **<u>DO NOT</u>** include *Classified* information in Status Reports

## Weekly Reporting – How To (H40 Engineering)



### H40 Tasking : <u>https://h40.hart-tasking.com</u> Status Support: <u>h40status@harttech.com</u>

E H			ES			Tasł	king
Resources	H40	H43	E30	A	rchive		
wiki: WikiStart	Taskir	ng		•	New		
Welcome to	Statu	s		×			
This site prov					Active		
The site is organized by Project along the			the	Awaiti	ng My Action		
The Resource	es tab lo	cated to	the far le	eft (	All		ess r

#### View All Active (6 matches)

- Ordered by number.
- Filters
- Columns

Group results by [

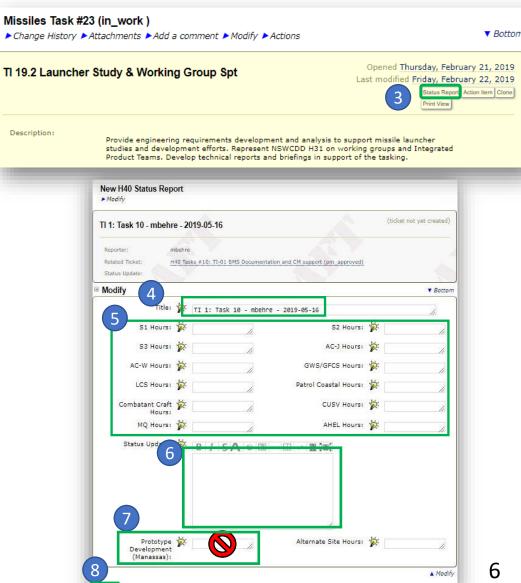


Show under each result: Description

# Summary TI 10.2 Launcher Study & Werking Group Spt #22 TI 05 Shock Physics Facility Support - Option Year 2 #21 TI 04 Advance Concept Group Option Year 2 #20 TI 01 SM ESSM CIWS and RAM Support - Option Year 2 #19 TI 19.2-1 Systems Engineering Support (Option Year 2) #17 TI 19.1 - IDSIM Lite and the LCU Lite Modeling

### **Reporting Steps**

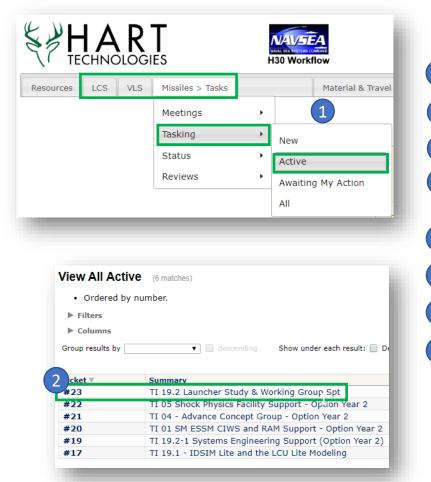
- Open Active Tasking
- 2 Select Ticket Number
- Click on Status Report
- 4 Correct Auto-Generated Date in Title
- 5 Enter Project Hours
- 5 Enter Status Update
- 7 Do not complete Prototype Development
- Click 'Create'



## Weekly Reporting – How To (H30)

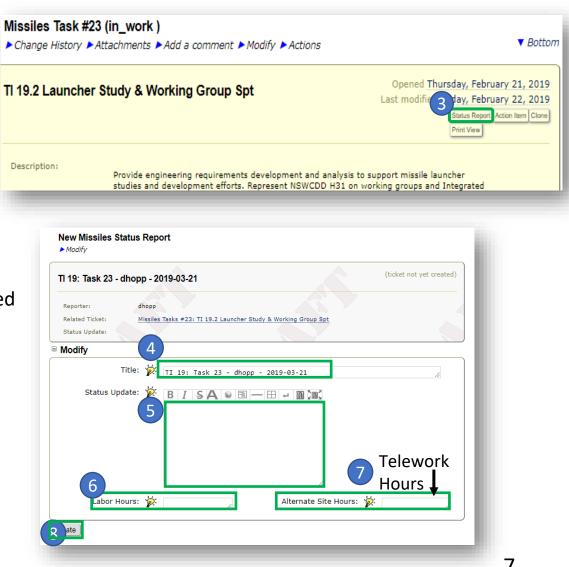


H30 Tasking: <u>https://h30.hart-tasking.com</u> Status Support: h30status@harttech.com



### **Reporting Steps**

- **Open Active Tasking** (1)
- Select Ticket Number (2
- **Click on Status Report** 3
- **Correct Auto-Generated** Date in Title
- **Enter Status Update**
- **Enter Labor Hours** 
  - **Enter Telework Hours**
- Click 'Create'



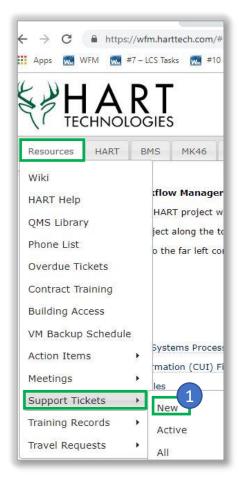
# How To – Support Tickets



## Support Tickets – Part 1 -- Creation



### Log into your project tasking site to file support tickets



- Under Resources, scroll to Support Tickets and click New
- 2 Summary: 2-6 Word Description
- Oescription: Detailed explanation of need and impact
- 4 Priority:
  - Low (non-urgent with workaround)
  - Medium (non-urgent without workaround)
  - High (urgent without workaround)
- 5 Click 'Create' to save the New Ticket

B I SA ♥
The dropdown option for tasking for H40,H43, and E30 isn't showing the options (New, All, Active, and Awaiting My Action).
High Medium

If you are unable to log in the tasking server, you can e-mail: <a href="mailto:supportteam@harttech.com">supportteam@harttech.com</a> to request assistance

## Support Tickets – Part 2 -- Submission



Once created, the sytem will immediately load the ticket you just filed. However, at this stage the ticket IS NOT SUBMITTED, and the IT team will not be notified of your issue.

equesting Solid	Works 2022 for Task		dified Friday, September 9, 2022 (3 day Work Order 9, 2022 (2 day Work Order NCR Action Iter Print View
Reporter:	Ryan Mowery (rmowery)		
Description:	Need most recent version of solid	works to open files for CR10	019.
Priority:	High	Assigned To:	Christen Lunsford (clunsford)
Resolution:	Logged in remotely and installed		
Submitted Date:	09/09/2022		
Assigned Date:	09/09/2022		
In Work Date:	09/09/2022		
Recommend to Close Date:	09/09/2022		

Save changes

Transition to 'submitted'

Transition to 'on\_hold'
 Transition ticket to 'closed'

Forward this ticket

Once your ticket is loaded, review the contents of the yellow ticket area to ensure you're satisfied with the request

When you're satisfied, select "Transition to Submitted" and then click the "Apply" button at the bottom of the page to initiate the support process

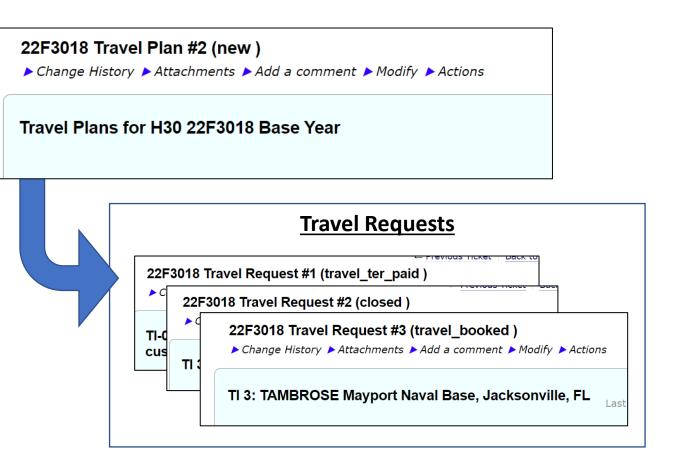
# How To – Travel Requests



## Travel Requests



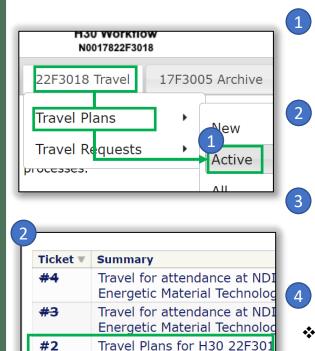
- <u>Travel</u> requests tickets are filed by a traveler to initiate booking, track approvals and file for post-travel reimbursements when on officially approved travel
- <u>Travel plan</u> tickets are utilized to plan for upcoming travel and are filled out by contract management and support personnel
- Travel Requests:
  - Are <u>mandatory</u> for all official travel
  - Must be generated from an approved travel plan
  - Must be approved <u>PRIOR</u> to booking any travel arrangements



## Travel Requests – Part 1 -- Creation



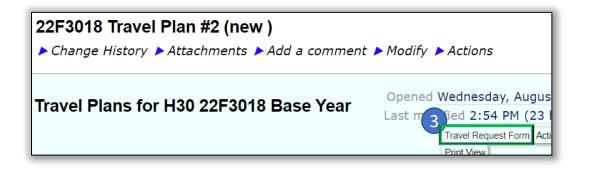
### Log into your project tasking site to file Travel Request tickets



Trip to NATO HQ to support B and Custodial Working Gro

#1

- Find the appropriate travel tab for your project and select Travel Plans -> Active
- From the listing of active plans select the plan that is appropriate for your travel
- Click the "Travel Request Form" button in the top-right to generate a travel request
- Ensure all fields are filled out
- Summary
  - Update Destintation/Travel date
- Description
  - Update to a brief description of the upcoming travel
- 5 Click Create at the bottom to save the New Ticket



4	
Summary: 😿	TAmbrose Travel to [DESTINATION] [TRAVEL START DATE]
Work Package: 😿	H30 //
Description: 🙀	
	The Contractor shall be required to travel in performance of this Task Order The numbers of trins and types

## If you have additional questions please contact your project admin personnel or program manager

## Travel Requests – Part 2 -- Submission



Once created, the sytem will immediately load the ticket you just filed. However, at this stage the ticket IS NOT SUBMITTED, and the travel support team will not be notified.

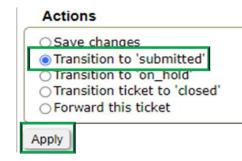
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Change History



Once your ticket is loaded, review the contents of the yellow ticket area to ensure you're satisfied with the request

When you're satisfied, select "Transition to Submitted" and then click the "Apply" button at the bottom of the page to initiate the travel request process



If you have additional questions please contact your project admin personnel or program manager