

ChangeMan ZMF Helpdesk Dashboard

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People at a ChangeMan ZMF helpdesk are the ones that are assumed to keep an operational ChangeMan ZMF implementation up and running (not to be confused with the ChangeMan ZMF administrators or those who apply maintenance and enhancements to an existing ChangeMan ZMF implementation). Quite a few reports in this category have turned out to be very handy and usable for these people to get their job done. To get a better understanding all the tasks typically performed by a ChangeMan ZMF helpdesk operator, consider checking out the [AbitMORE SCM Helpdesk](#).

Typical questions that fit in this category relate to monitoring about what is happening in ChangeMan ZMF, such as: **Who has been doing what in ChangeMan ZMF with which components, in which applications and this in the last few hours or so?** Some real world situations to illustrate the reasons for this question, which standard report WHATSON may answer, are:

- Which components are impacted by a customization error in the staging procedure (which has been operational for a few hours before the error was first discovered)?
- What or who is causing a ChangeMan ZMF performance issue? E.g. a junior release manager triggered, using XML services, a promotion request for a few hundreds of ChangeMan ZMF packages ...
- Who has been using which ChangeMan ZMF functions recently (so that we have an accurate list of users in case some ChangeMan ZMF related broadcast is ever needed)

Another type of questions that fit in this category relates to monitoring the overall use of ChangeMan ZMF to keep ChangeMan ZMF in good shape, such as: **Which ChangeMan ZMF packages have suspicious package statistics which indicate something is wrong with it?** Some real world situations to illustrate the reasons for this question, which standard reports NOACKDIS (or NOACKINS or NOACKBAS) may answer, are:

- Which packages in status DIS, INS or BAS have at least for 1 production site with no DIS acknowledgement date?
- Which packages in status INS or BAS have at least for 1 production site with no INS acknowledgement date?
- Which packages in status BAS have no BAS date?

Yet another type of questions that fit in this category relates to ensuring that work in progress stored in ChangeMan ZMF's DEV packages gets reassigned when somebody leaves the company, such as: **Which CMN/ZMF packages are created by (or contain component last changed by) somebody who left the company?** Some real world situations to illustrate the reasons for this question, which standard reports USERSOBP (or USERSOBC)

may answer, are:

- Which packages have a creator Id of somebody who left the company?
- Which packages contain which components (or scratch requests) last updated by somebody who left the company?

Reports in this category

- NOACKBAS - BAS packages without ACK date.
- [NOACKDIS](#) - DIS packages without ACK date.
- NOACKINS - INS packages without ACK date.
- PCSEQNCE - Component level promotion sequence.
- PPSEQNCE - Package promotion sequence.
- USERSDEV - Developers using CMN recently.
- USERSOBC - Components of obsolete USER.
- USERSOBP - Packages of obsolete USER.
- WHATSON - What has happened recently.

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