

Introduction

The Telstra National Escalated Fault Management System is a simplified system to manage faults that Telstra receive from their main database systems. It's efficient and friendly interface makes the system easy to operate. The system also reduces many current database tables for Telstra, simplifies the processes, provides a new database, and improves the overall functions of operating these faults. The convenient data statistics and reports generation will save lots of time and effort for Telstra staff.

The Telstra Fault Management System will help support Telstra's fault department to provide a better humanized service to Telstra customers

Technology

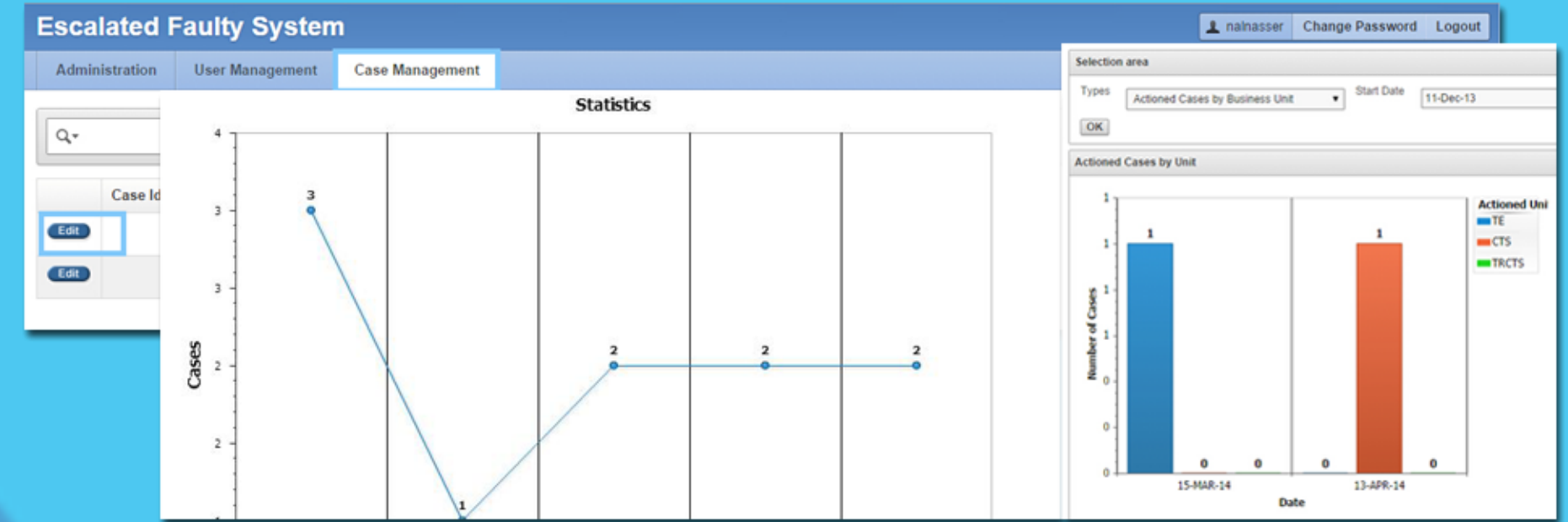


This Escalated Fault Management System is developed using the Oracle Application Express (APEX) technology. APEX is an online development environment that runs on an Oracle database and provides an easy way of creating forms, reports and charts. These functions can satisfy the interface and structure of the system. Additionally, Oracle APEX is very easy and convenient of storing the data entered into a form for a database system

Functions

The screenshot shows the 'Absentee Calendar' interface. It includes a 'Create' button, a calendar grid for September 2014, and a list of current absentees. The list includes columns for Absent ID, Employee ID, Surname, Name, Role, Duration, Start Date, and End Date. Entries include Nasser (Administrator), Ren (Gatekeeper), Li (Administrator), and DemoGatekeeper (Gatekeeper).

The team leaders can take advantage of intuitive tools developed for this system. The Absentee page allows team leaders to create, edit, and delete users in an event calendar who are (or going) on leave. The calendar gives an simple overview of the current staff members who are on leave. Creating a new entry is as easy as setting the start and end date, and selecting the name and reason from a select list.

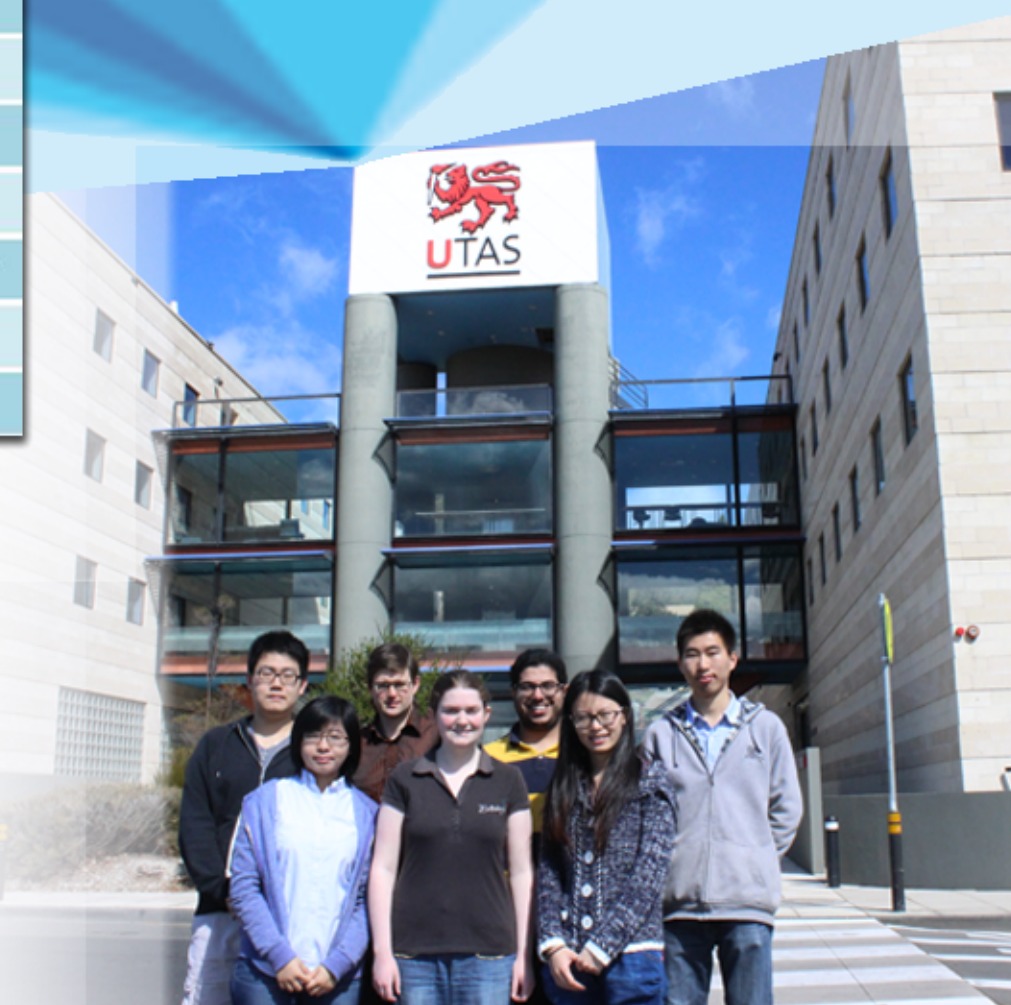


The screenshot shows the 'Escalated Fault System' User Management interface. It features a form titled 'NEW_EMPLOYEE_DETAILS' with fields for Name, Surname, Username, Address, Email, Phone, Role, and Second Role. There are also buttons for 'Cancel', 'Create', 'Delete', and 'Apply Changes'.

Case Management and User Management tools are the primary reason for the new application. Case management provides the functions that the different roles use to manage and process each stage of the cases through the escalation system. Team Leaders can also view charts and statistics to monitor of the day-to-day processes of the cases. User management can add, edit and delete user accounts in the system

Project Team

Telstra Escalated Fault Management System Project		
Primary Stakeholders	Michael Lavender	Team Leader
	Luke Jenkin	Technical Expert
	David Price	Project Manager
	Qun Cheng	Client Liaison
Project Team Members	Yinhong Ren	Leader Artist
	Kelly Turner	Leader designer
	Nasser Alnasser	Leader Programmer
	Shijia Li	Team Member
	Xin Tong	Team Member



Case Management Application

User Management Application



**TELSTRA NATIONAL
ESCALATED FAULT MANAGEMENT SYSTEM**