



**ARMY VISUAL INFORMATION
ENTERPRISE SUPPORT CENTER
VISUAL INFORMATION ORDERING SYSTEM (VIOS)**



CUSTOMER

TRAINING AND OPERATIONS MANUAL

Version 7.11

June 28th, 2011

Unless disclosure is required by the Freedom of Information Act, 5 U. S. C. 552, as amended (the Act) as determined by Freedom of Information (FOI) Officials of Defense Media Center (DMC), data contained in the portions of this proposal which have been specifically identified by page number, paragraph, etc. by the Offeror as containing restricted information shall not be used or disclosed except for evaluation purposes.

The Offeror acknowledges that DMC may not be able to withhold a record (data, document, etc.) nor deny access to a record requested pursuant to the Act, and that DMC FOI officials must make that determination. The Offeror hereby agrees that the Government is not liable for disclosure if the Department has determined that disclosure is required by the Act.

If a contract is awarded to the Offeror as a result of, on in connection with, the submission of this proposal, the Government shall have the right to use or disclose the data to the extent provided in the contract. Proposals not resulting in a contract remain subject to the Act.

The Offeror also agrees that the Government is not liable for disclosure or use of unmarked data and may use or disclose the data for any purpose, including the release of the information pursuant to requests under the Act.

The data subject to this restriction are contained in those pages of this document marked with the legend "Use or disclosure of data contained on this page is subject to the restriction on the cover sheet of this document".

**4115 Pleasant Valley Road, Suite 800
Chantilly, VA 20151**

Table of Contents

1	Introduction and Background	1
2	Login	2
2.1	AKO Authenticated Login	2
2.1.1	First Time Customers	3
2.2	CAC Authenticated Login	3
2.2.1	New VIOS User	4
2.2.2	Existing VIOS User WITH AKO	5
2.2.3	Existing VIOS User WITHOUT AKO	6
3	Work Request	8
3.1	Customer Contact Information Screen	8
3.2	Type of Product and Service	9
3.2.1	Photography	11
3.2.1.1	DA Photo	11
3.2.1.1.1	Making Appointments	13
3.2.1.2	Head and Shoulder Portrait	15
3.2.1.3	Photography of Special Event	16
3.2.1.4	Scanning	18
3.2.2	Print Photos, Signs and Charts	20
3.2.3	Design/Graphic Services	24
3.2.4	Video/ Audio Services	28
3.2.5	Audiovisual Events (Presentation Support)	34
3.2.6	Fabrication	36
3.2.7	Training, Audiovisual Equipment and Loan Media Item Support	38
3.2.8	View Submitted Work Requests	41
3.2.8.1	Work Request Status Classification	42
3.2.8.2	Filtering Work Request Queries	43
3.2.8.3	Survey Results	43
3.2.8.4	View Detail of a Work Request	44
3.2.8.5	Cancel a Work Request	45
3.2.8.6	Inactive Organization	46
4	Information Corner	47
4.1	Home	47
4.2	My Profile	47
4.2.1	Installation / Organization Information	48

Use or disclosure of data contained on this page is subject to restrictions stated on the cover sheet of this document.

4.2.2	Employee Details.....	48
4.2.3	Email Notification Preferences	49
4.2.3.1	Edit Email Notification Preferences	49
4.3	Logout.....	49
4.4	Help.....	50
5	Other Related Links	50
6	Privacy and Security	50
7	Frequently Asked Questions.....	51

1 Introduction and Background

This document provides guidance and instructions for Customer use of the TASC Visual Information Web Site.

The Training and Audiovisual Support Center (TASC); is a division of the Directorate of Information Management DOIM that provides centralized management of Visual Information (VI) activities and functions. It provides regional VI training aids, exhibits and support for the Training and Doctrine Command.

The Visual Information Ordering System (VIOS) is a method of providing quick access to authorized Visual Information via the internet. TASC Web Site support is available to all Department of the Army activities, and other DOD agencies within the geographic area.

TASC support functions include: consultation and production of electronic multimedia items, graphic arts production, photographic services, camera-ready-copy (CRC), design and production of training devices, aides, displays and exhibits, publication, documentation, and reproduction support, television production, audiovisual (AV) library, media and equipment loan and support services.

The new Web Site integrates existing and new VI services using available web technologies. The Web Site allows VI Customers access to their local VI Activity services via the World Wide Web in either a field environment or a garrison environment. It affords many product and service improvements to the Visual Information Training Center operations, such as: Digital Asset Management including components for Live Video Services and On Demand components for Video, Training, Graphic Production and Photography, as well as Work Request Management, and the generation of Requirement Reports. Email notification is used extensively to keep the customer abreast of the status of their work requests.

The DA 3903 Work Request component (submitted by hand in the past) will be prepared electronically via the Intranet or Internet providing more accurate scheduling of labor hours and material. The electronic Work Request is the premier method of submitting requests for products and services to the VI activity. Customers are continually kept advised of the status of their work requests via email notification.

Customers may request cost estimates before deciding whether or not to place a work request or continue with a work request that has already been entered. Alternatively, the work order manager may forward a cost estimate to the customer if the work is reimbursable and the estimate exceeds the customer's available balance. If customer funding is required, the work order may be placed in a pending state while the appropriate funding is secured. The customer may cancel a work request before it has started the production cycle. However, if cancellation is needed once the Work Request is in production the customer must contact the Installation Manager.

Products ordered through the Work Request system go through stringent quality control procedures. The system provides a mechanism for the customer to provide quantifiable feedback relevant to their specific work request.

The Digital Asset Management component, if available, will electronically manage photos, images, audio and visual clips, and other artwork for use in multimedia projects.

The Video On Demand component of the Information Web Site, if available, will provide users with an easy to use, extremely convenient way to access stored media content and live streaming video. Some of the types of Video content that will be accessible are the commander's channel, Pentagon channel, weather alerts, MWR events, training sessions, and seminars via tape or live video/audio feeds.

2 Login

There are two ways a user can login to the VIOS web site. One is using AKO authenticated login and other is using CAC (Common Access Card) authenticated login. Based on the login access provided by VIOS, the user can either use AKO login or use CAC card to login to VIOS.

2.1 AKO Authenticated Login

Using a standard IE web browser, enter the VIOS Web Site URL. The main Log In field will open on the screen. Refer figure 2.1.

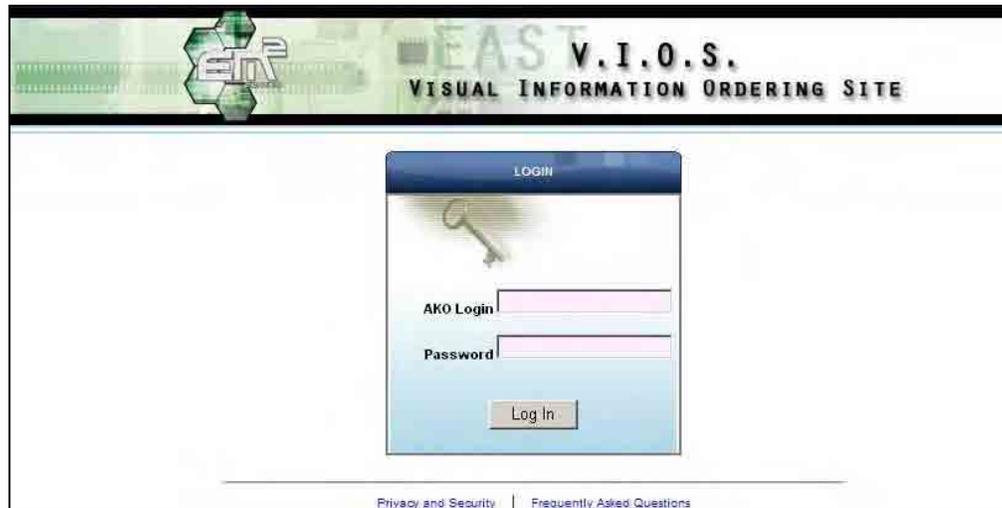


Figure 2.1

At the initial log in screen enter an AKO authorized user name in the AKO login box and password in the password box. Click the Log In button or press the Enter key.

The Visual Information Ordering System (VIOS) will open. An example is shown below in Figure 2.2



Figure 2.2

On the far right, just under the graphic image is the information corner. This area displays the user name of the customer who is currently logged in. There are also links to the Home page, My Profile (user), Logout and a Help button. To access the online training and operations manual click the help button. Refer figure 2.2.

There will also be a drop down list which may be used to access other related links. There will be several sections available in the main area of the screen depending on the privileges that have been granted to the users. By default every customer gets the 3903 Work Request Form. Other possible VI Activities if available are: Live Events, Video on Demand and Asset Management. Each area deals with different types of Visual Information actions and items. To receive additional VI access, contact your supervisor.

2.1.1 First Time Customers

When a customer is using the VI Web Site system for the first time, a red warning notification will appear. See Figure 2.3.

Customers using the VI Web Site for the first time are required to select the installation to which they belong. Use the dropdown list provided to select an installation. Reenter the password and click the Log In button.

The Visual Information Web Site Welcome Screen will open. See the example shown in Figure 2.2. Note Figure 2.2 is an example; the exact contents of the welcome screen are dependent upon the authorizations the user has been granted.

First time Customers are required to enter all Customer Contact Information. After the first entry the customer contact information screen will open with data already populated. The information may be edited at any time from the users "My Profile screen" to be discussed later in this publication.

Figure 2.3

2.2 CAC Authenticated Login

Using a standard IE web browser, enter the VIOS Web Site URL. Put the CAC Card in the slot provided on the key board. The Log In fields will open on the screen. Refer figure 2.4.

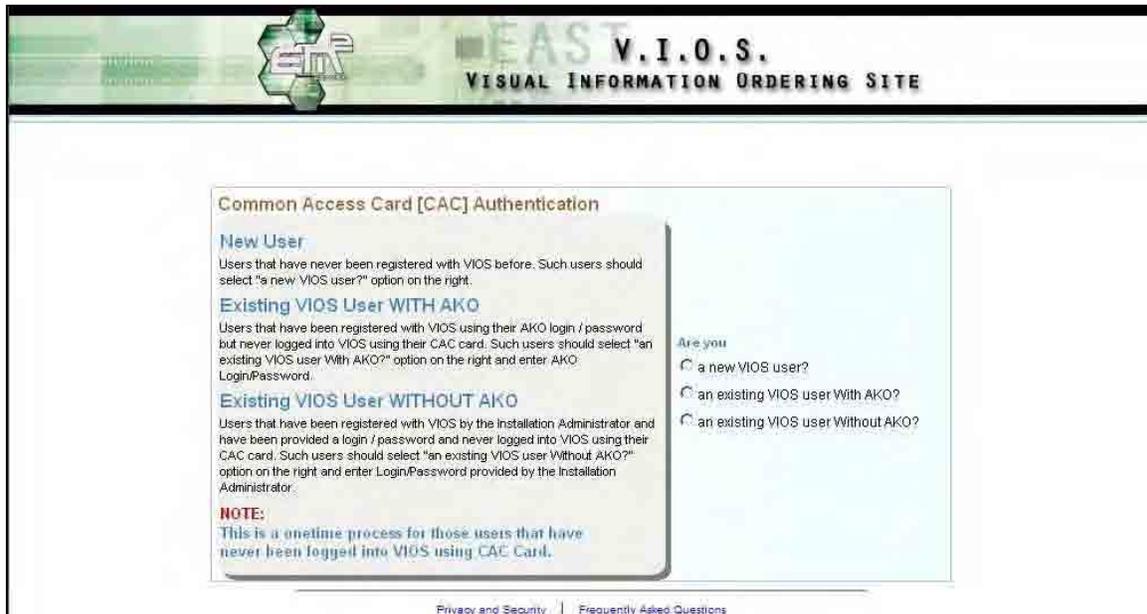


Figure 2.4

2.2.1 New VIOS User

Users who have never registered with VIOS should select 'a new VIOS user' option on the login screen. Refer figure 2.4.

When the option is selected, then 'Select your installation and click continue' drop down box appears stating the user to select their Installation they want to register. Refer figure 2.5.

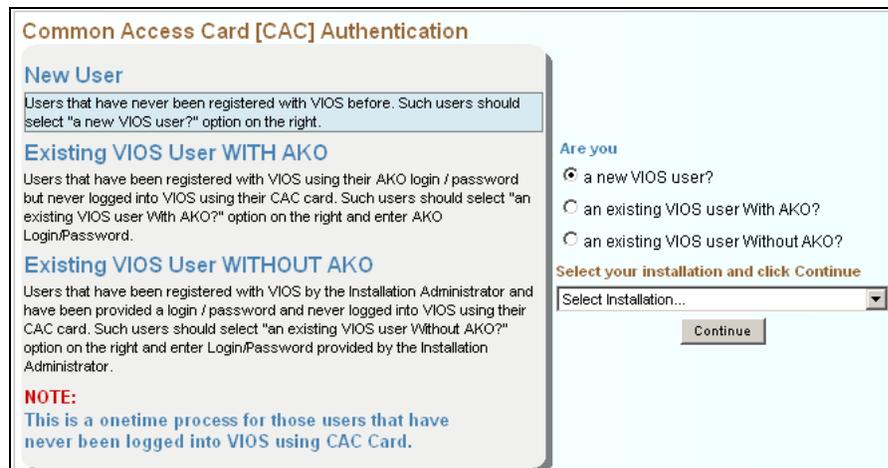


Figure 2.5

When the appropriate installation is selected from the drop down box and click the continue button, the user is authenticated and logged into the VIOS Web Site. Refer figure 2.6



Figure 2.6

2.2.2 Existing VIOS User WITH AKO

Users who have been registered with VIOS using their AKO login / password but never logged into VIOS using their CAC card should select "an existing VIOS user With AKO" option on the login screen. Refer figure 2.4.

When the option is selected, then AKO login screen appears. User has to enter their AKO Login /Password to login to the VIOS web site. Refer figure 2.7.

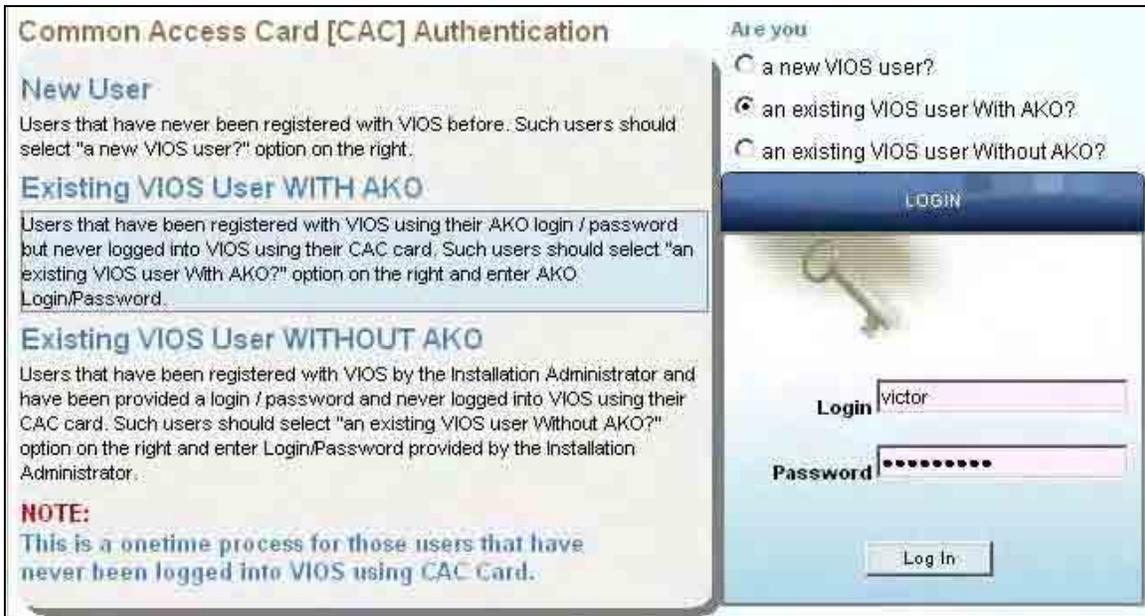


Figure 2.7

When the correct AKO login and password is entered and clicked login button the system validates the login information and authorize the user to VIOS web site. Refer figure 2.8.



Figure 2.8

2.2.3 Existing VIOS User WITHOUT AKO

Users who have been registered with VIOS by the Installation Administrator or Global / Super Admin and have been provided with login / password and never logged into VIOS using their CAC card should select “an existing VIOS user without AKO” option on the login screen. Refer figure 2.4.

When the option is selected, then login screen appears. User has to enter the Login /Password provided by the Installation Administrator or Global/Super administrator to login to the VIOS web site. Refer figure 2.9.



Figure 2.9

When the correct login and password is entered and clicked login button the system validates the login information and authorize the user to VIOS web site. Refer figure 2.10.



Figure 2.10

NOTE: This is a one time process for those users that have never been logged into VIOS using CAC card. Once they logged into VIOS using CAC card, from next time onwards, when the CAC card is used, the system will automatically let the user to the VIOS home page. (No login required).

There are users who have more privilege than other VIOS users. For example, a VIOS user can be a Global Admin, CIO and VIOS user. In that scenario, that user is given with three login option. The user can choose from the option to login as Global Admin or CIO or VIOS user. Refer figure 2.11.

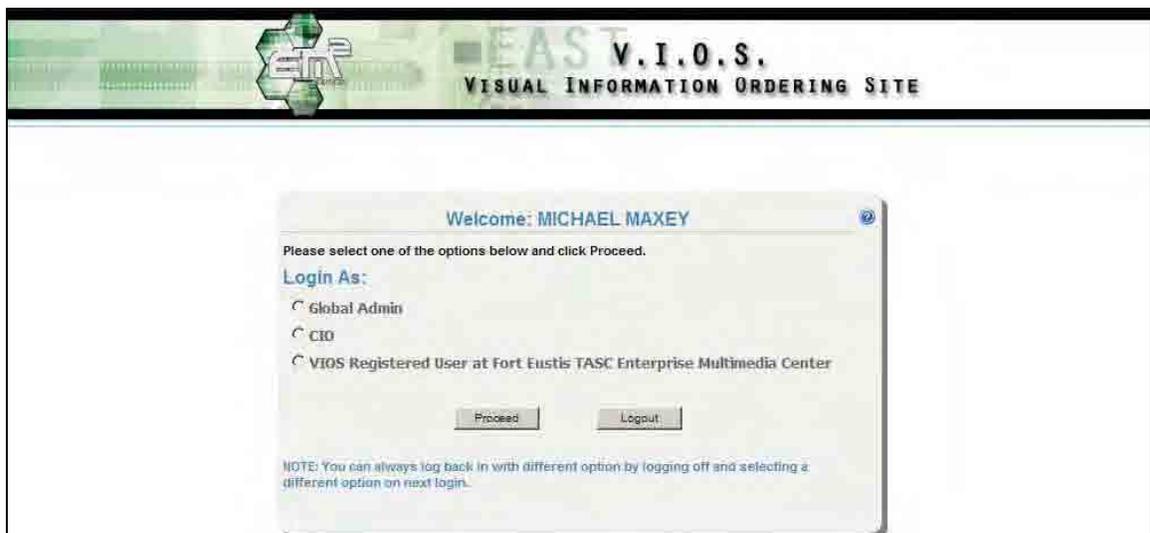


Figure 2.11

3 Work Request

Begin entering a DA 3903 Work Request by clicking the Work Request button seen in Figure 3.1. A new Customer Contact Information screen opens. See Figure 3.2.

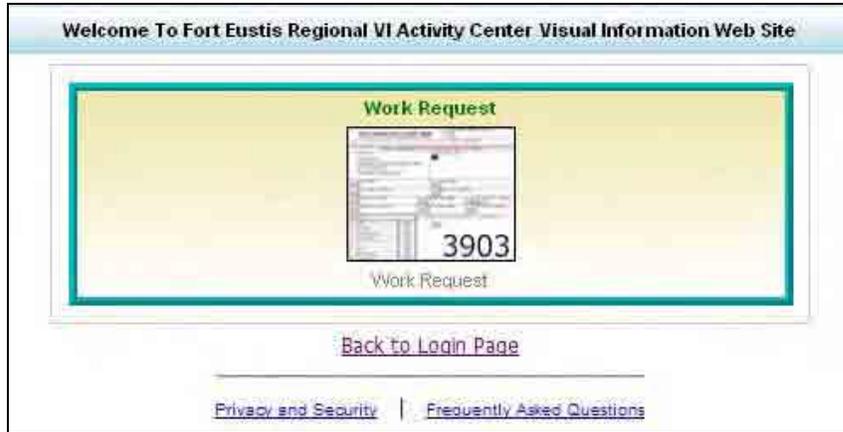


Figure 3.1

3.1 Customer Contact Information Screen

The customer's personal contact information is entered in this screen. Refer to Figure 3.2. Required fields are indicated in pink.

 A screenshot of a web form titled "Customer Contact Information". The form contains the following fields:

- First Name (pink)
- M. Initial (white)
- Last Name (pink)
- Organization Level#1: ...Select... (dropdown menu)
- Grade (pink)
- Your Telephone (pink)
- DSN (white)
- Your E-Mail Address (pink)
- Address (pink)
- City (pink)
- State: AK (dropdown menu)
- Zip (pink)
- Alternate POC Name (pink)
- Alternate POC Grade (pink)
- Alternate POC Telephone (white)
- Alternate POC E-Mail (pink)

 Below these fields are radio buttons for "Pickup" (selected) and "Ship", with a note: "Note: Ship option is restricted to off-site customers". There is a checkbox for "Shipping Address same as above:". Below this is another set of address fields: Address (pink), City (pink), State: AK (dropdown menu), and Zip (pink). At the bottom right, there are "Next" and "Cancel" buttons.

Figure 3.2

Name: Enter First Name, Middle Initial and Last Name.

Organization Level:

Select Organization from drop down lists.

Each time an organization level is selected the opportunity for entering additional lower level organizations will appear. Finally select the organization to

which you belong. Note: depending on the organization the customer belongs to, it may not be necessary to select all levels. See the example in Figure 3.3.

Note: depending on the organization the customer belongs to, it may not be necessary to select all levels. See the example in Figure 3.3.

Grade: Enter Grade level into text field. Example: GS10.

Enter 10 digit phone number and optional DSN.

Email address: This is the address to which information regarding this Work Request will be sent.

Enter physical address, city, state and zip code. (The address fields may be pre-populated when the organization is selected.)

Enter optional alternate Point of Contact (POC) information.

Choose delivery method, pick up or ship, using the radio buttons.

Enter Shipping Address or check box if same as address above.

Click the Next button to continue entering a DA 3903 Work Request. A new screen will open for the next step.

Organization Level#1:	DC Armory Center
Organization Level#2:	Division 1 Armory Center
Organization Level#3:	Brigade 1 Div 1 Armory Center
Organization Level#4:	Battalion 1 Brig 1 Div 1 Armory Center
Organization Level#5:	Company A Bat1 Brig1 Div1 Armory Center

Figure 3.3

3.2 Type of Product and Service

Use this screen to select the type of Product or Service requested. Refer to Figure 3.4.

Select Unclassified or Classified using the radio buttons. (Note: For security reasons classified requests cannot be entered online. Please bring the request to the Installation in person.)

Figure 3.4

Enter a Justification in the text box. Justification is a required field.

Select the service or product type using the radio buttons. The description of the service or product will be displayed on the left side of the screen. Refer figure 3.4(a)

Note: Each Installation admin have to add the service description for their installation. Then users can see the description for the selected services.

Figure 3.4(a)

Note: Fabrication, Training Support, Audiovisual Equipment Support and Loans will only be available to installations, which support these functions. They are shown here only as an example of the possible service choices.

Click the Next button (refer to the bottom of Figure 3.4) to continue entering a DA 3903 Work Request. A new screen will open. What is seen next depends on which service or product type was selected.

3.2.1 Photography

Select Photography using the radio button on the Type of Product and Service screen.

The screenshot shows a web form titled "Photography". At the top, there is a warning message: "File containing Sensitive Information SHOULD NOT be attached." Below this, the "Type of Photography:" label is followed by a dropdown menu. The dropdown menu is open, showing four options: "DA Photo", "Head & Shoulders Portrait", "Photography of Special Event", and "Scanning".

Figure 3.5

Select the type of photography from the drop down list. The types of photography listed are dependant upon the privileges the user is allowed. See the example in Figure 3.5. Different screens will automatically open for each selection.

3.2.1.1 DA Photo

When DA Photo is selected the screen seen in Figure 3.6 opens.

The screenshot shows the "Photography" screen with "DA Photo" selected in the "Type of Photography:" dropdown. Below the dropdown, there are four checkboxes: "Promotion Board", "School Requirements", "Special Requirements", and "Warrant Officer Package". The "Last Name:" field contains "Whitney", the "First Name:" field contains "Aaron", and the "Middle Initial:" field contains "J". There are two radio buttons: "Enlisted" (selected) and "Officers". The "Studio:" dropdown menu is set to "...Select...". The "Appointment Date:" field has a red 'X' icon next to it. The "Quantity:" field contains "1". At the bottom of the form, there are three buttons: "Previous", "Next", and "Cancel".

Figure 3.6

Select a package using the check boxes.

Verify first and last name appear correctly in the pre-populated fields.

Select Enlisted or Officers using radio buttons.

Enlisted – if this button is selected a new text entry field opens requesting MOS. See Figure 3.6a.



Figure 3.6a

Officers – if this button is selected two drop down list fields open requesting the officers Rank and Branch. See Figure 3.6b

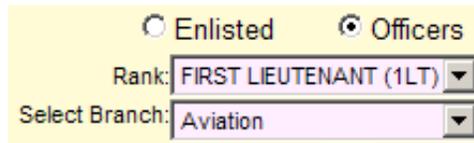


Figure 3.6b

Select a studio from the drop down box provided.

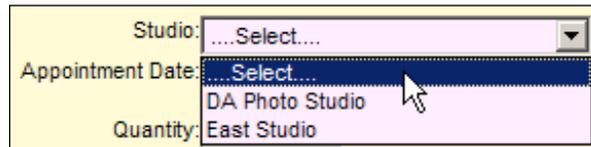


Figure 3.6c

Select an appointment date and time that belong to that particular studio selected (refer figure 3.6c). Click the icon to open the calendar feature. More detailed information on making appointments can be found in Section 3.2.1.1.1 of this document.



Enter quantity requested.

Click the Next button to continue. See Figure 3.7.



Figure 3.7

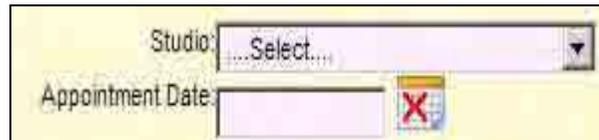
A new screen will open. What is seen depends on which service or product type was selected.

3.2.1.1.1 Making Appointments

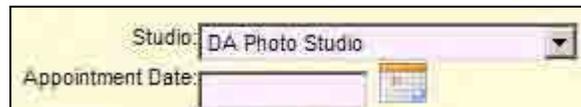
To make an appointment for any VI activity, follow the procedure below. All appointment scheduling within the VI Web Site uses the same procedure.

An Installation can have more than one photo studio. If there are more than one photo studio available then, customer can choose which photo studio they want to make an appointment.

First, customer has to choose a studio and based on the chosen studio, the appointment calendar will be displayed.

A screenshot of a web form for making an appointment. It features a yellow background. At the top, there is a label 'Studio:' followed by a dropdown menu currently showing '...Select...'. Below this is a label 'Appointment Date:' followed by a text input field and a small calendar icon with a red 'X' over it, indicating it is not yet active.

Select a studio from the drop down box provided. Once Studio is selected, the 'Appointment Date' calendar is available to select an appointment date.

A screenshot of the same web form. The 'Studio:' dropdown menu now shows 'DA Photo Studio'. The 'Appointment Date:' field still has the calendar icon, but it is now a standard icon without the red 'X', indicating it is ready to be clicked.

Open the calendar feature by clicking on the calendar icon, Seen in Figure 3.8.

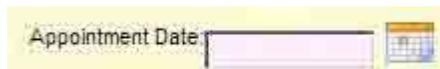
A close-up screenshot of the 'Appointment Date:' field. It shows the text input field and the calendar icon to its right.

Figure 3.8

A new Calendar screen will open showing the current month and year along with the available time slots for each day. See Figure 3.9.

Aug		September 2009					Oct
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
30	31	1	2	3	4	5	
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
20	21	22	23	24	25	26	
		1020 AVAILABLE	0720 AVAILABLE		Walk In		
		1040 AVAILABLE	0740 AVAILABLE				
		1200 AVAILABLE	0800 AVAILABLE				
		1220 AVAILABLE	0820 AVAILABLE				
		1240 AVAILABLE	0840 AVAILABLE				
		1300 AVAILABLE	0900 AVAILABLE				
		1320 AVAILABLE	0920 AVAILABLE				
		1340 AVAILABLE	0940 RESERVED				
		1400 AVAILABLE	1000 RESERVED				
			1020 AVAILABLE				

Figure 3.9

View future months on the calendar by using the name of the month located in the upper corners of the screen to move forward or backward.

To select a day and time slot click the “available” button associated with the time slot on the day requested. See Figure 3.9a.

22	23	24	25
1020 AVAILABLE	0720 AVAILABLE		Walk In
1040 AVAILABLE	0740 AVAILABLE		
1200 AVAILABLE	0800 AVAILABLE		
1220 AVAILABLE	0820 AVAILABLE		
1240 AVAILABLE	0840 AVAILABLE		
1300 AVAILABLE	0900 AVAILABLE		
1320 AVAILABLE	0920 AVAILABLE		
1340 AVAILABLE	0940 RESERVED		
1400 AVAILABLE	1000 RESERVED		
	1020 AVAILABLE		

Figure 3.9a

Note: Days with no time slots showing are not available for selection. Time slots marked as ‘Reserved’ are also not available. Only the time slots shown as ‘Available’ may be booked. Other times are either not available or taken by other customers.

Walk In: Customer is allowed to make an appointment for walk in. As shown in figure 3.9a, date 25 is marked as ‘Walk In’. When customer selects the date with ‘walk in’, then they can walk in the photo studio any time on that particular day. (Hours of operation may differ).

The selected date and time appear in the appointment date entry field. See Figure 3.10a.

Studio: DA Photo Studio
Appointment Date: 09/23/2009 0900

Figure 3.10a

If customer selected Walk In, then the appointment date will be appear as seen in figure 3.10b

Studio: DA Photo Studio
Appointment Date: 09/25/2009 Walk

Figure 3.10b

Proceed with filling out the rest of the Work request form. Enter Quantity required. Click the next button.

3.2.1.2 Head and Shoulder Portrait

When Head and Shoulder Portrait is selected the screen seen in Figure 3.11 opens. All fields designated in pink require information to be entered.

Photography
File containing Sensitive Information SHOULD NOT be attached.

Type of Photography: Head & Shoulders Portrait
Type of Portrait: ...Select...
Portrait Size: ...Select...
Studio: ...Select...
Appointment Date: [pink field]
Quantity: 1

Figure 3.11

Select Type of Portrait from drop down list. See Figure 3.11a.

Type of Photography: Head & Shoulders Portrait
Type of Portrait: [pink field]
Portrait Size: ...Select...
Studio: ...Select...
Appointment Date: [pink field]
Quantity: [pink field]

- Change of Command Photo
- Copies of DA or Change of Command Photos
- DA Photo Shoot each Tue & Wed
- Head & Shoulder (Cmd) Photo Shoot on Mon
- Special Award
- Special School
- other

Figure 3.11a

Select Portrait Size from drop down list. See Figure 3.11b.

Figure 3.11b

Select a studio from the drop down box provided.

Figure 3.11c

Select an appointment date and time that belong to that particular studio selected (refer figure 3.11c). Click the icon to open the calendar feature. More detailed information on making appointments can be found in Section 3.2.1.1.1 of this document.

Enter quantity requested.

Click the Next button to continue. See Figure 3.11c.



Figure 3.11c

A new screen will open. What is seen depends on what was selected.

3.2.1.3 Photography of Special Event

When Photography of Special Event is selected the screen seen in Figure 3.12 opens. All text fields require information to be entered.

Figure 3.12

Enter Name of Event using drop down list. See Figure 3.12a.

The screenshot shows a web form with the following fields and options:

- Type of Photography: Photography of Special Event
- Name of Event: ...Select... (dropdown menu)
- Location: Select... (dropdown menu)
- Estimated Attendance: ...Select... (dropdown menu)
- Start Date: Change of Command Ceremonies
- Start Time: DA Photo Shoot ea Tue & Wed
- End Date: Departure Ceremony
- End Time: Graduation Ceremonies
- Media: Head & Shoulder (Cmd) Photo Shoot on Mon
- Quantity: Retirement Ceremonies
- other

Figure 3.12a

Enter Location using drop down list. See Figure 3.12b.

The screenshot shows a web form with the following fields and options:

- Type of Photography: Photography of Special Event
- Name of Event: ...Select... (dropdown menu)
- Location: ... Select... (dropdown menu)
- Estimated Attendance: ... Select... (dropdown menu)
- Start Date: Anderson Field House
- Start Time: Fort Eustis Club
- End Date: Jacobs Theater
- End Time: McClellan Gym
- Media: Murphy Field
- Quantity: Seay Plaza
- other: Transportation Museum
- DVD
- Wyle Theater

Figure 3.12b

Enter Estimated Attendance using text box. Refer to Figure 3.12.

Select Start Date -Click the icon to open the calendar feature. Refer to Figure 3.12. Click the date on the calendar and it will be entered into the form.

Select Start Time using the drop down list. Refer to Figure 3.12.

Select End Date -Click the icon to open the calendar feature. Refer to Figure 3.12. Click the date on the calendar and it will be entered into the form.

Select End Time using the drop down list. Refer to Figure 3.12.

Select Media and Quantity using check boxes and text fields. Refer to Figure 3.12.

Click the Next button to continue See Figure 3.12c. A new screen will open. What is seen depends on what was selected.

Figure 3.12c

3.2.1.4 Scanning

When Scanning is selected the screen seen in Figure 3.13 opens.

Select original size from drop down list. See Figure 3.13. Select Output, Print or File, using radio buttons. Refer to Figure 3.13a.



Figure 3.13

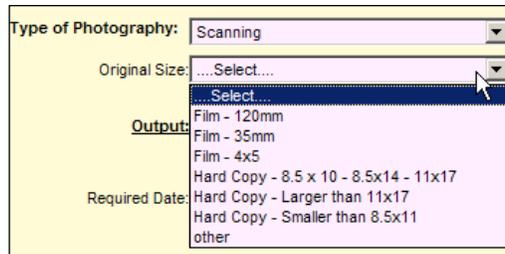


Figure 3.13a

Select Required Date -Click the icon to open the calendar feature. Refer to Figure 3.13. Click the date on the calendar and it will be entered into the form.



Figure 3.13b

Click the Next button to continue. A Special instructions screen will open. See Figure 3.13.1.

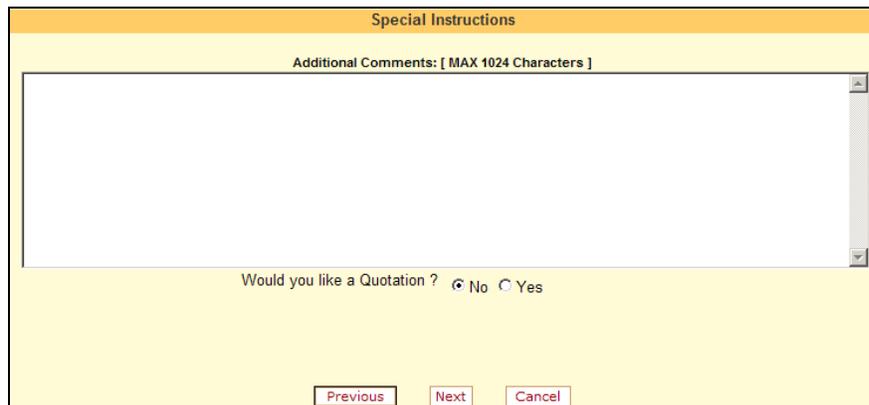


Figure 3.13.1

Add any special requests or comments here. Answer the “Would you like a quotation?” question using the Yes or No radio buttons.

Click the Next button to continue. A Summary screen will open, See Figure 3.13.2.

Summary

Customer Contact Information
 Name: Aaron Whitney Organization: DAHT, USAALS Alt. POC Name: Friedly, Jason Pickup Address: 2715-C McMahon Street
 Grade: E-8 Address: 2715-C McMahon Street Grade: SFC City: Fort Eustis
 Phone: 878-0110 City: Fort Eustis Phone: 878-0110 State: VA
 DSN: 826-0110 State: VA Email: yiwebportal@iti-corp.com Zip Code: 23804
 Email: customer@iti-corp.com Zip Code: 23804 Delivery Type: Pickup
 Charge#: A0441 (expired 3 Nov 07)

Justification
 Justification: Photo - Scanning Security Classification: Unclassified

Service - Scanning
 Original: Film - 4x5

Output
 Product: Event Photography Use: Indoor
 Quantity: 12 Est. Cost: \$0.00 Required: 10/02/2009

Previous Submit Cancel

Figure 3.13.2

The Customer should now verify the details on the Summary screen. If editing is needed use the previous button to return to the entry screens. If the Summary is correct click the Submit button to complete the Work Request.

Once the Work Request is submitted a screen opens showing the Work Request number. See Figure 3.13.3.

Use the Preview and Print button to print a copy of the final Work Request (required for products requested from hard copy originals). See Figure 3.13.4 for an example of the work request preview.

Your Work Request has been submitted Successfully

Work Request # 2009004819

Preview & Print

Close

Figure 3.13.3

MULTI-MEDIA/VISUAL INFORMATION (M/VI) WORK REQUEST For use of this form, see AR 25-1; the proponent agency is CIO/G-6.		1. WORK REQUEST #2009004819	Status: CANCEL	Change
		2. SECURITY CLASSIFICATION Unclassified		
SECTION I - REQUIREMENT				
3. TO (M/VI Activity Name) Fort Eustis TASC Enterprise Multimedia Center 2715-C McMahon Street Fort Eustis, VA 23604-5253		4. FROM (Customer Name) DAHT, USAALS 2715-C McMahon Street Fort Eustis, VA 23604		(Delivery Info.) **Pickup Address: Fort Eustis TASC Enterprise Multimedia Center 2715-C McMahon Street Fort Eustis, VA 23604-5253
		5. CUSTOMER ACCOUNT NUMBER A0441 (expired 3 Nov 07)		
8a. REQUESTOR'S NAME Aaron J Whitney	8b. GRADE E-6	8c. REQUESTOR'S ORGANIZATION OR APO DAHT, USAALS		
8d. REQUESTOR'S EMAIL ADDRESS customer@iti-corp.com		8e. PHONE NUMBER 878-0110	7. DATE REQUESTED 09/22/2009	
8a. ALTERNATE POC NAME Friedly, Jason	8b. GRADE SFC	8c. ALTERNATE'S ORGANIZATION OR APO N/A		
8d. ALTERNATE'S EMAIL ADDRESS viwebportal@iti-corp.com		8e. PHONE NUMBER 878-0110	9. DATE REQUIRED 10/02/2009	
SCANNING				
ORIGINAL SIZE Film - 4x5	POSTER PRODUCT Event Photography	INDOOR/OUTDOOR Indoor		
QUANTITY 12	COST \$0.00			
ADDITIONAL COMMENTS N/A				
JUSTIFICATION Photo - Scanning				
M/VI APPROVAL				
COMMENTS N/A				

Figure 3.13.4

Clicking the Close button will end the session. At this time an email is sent to you, the Customer, which includes Work Request #, Type of Service Requested, etc.

3.2.2 Print Photos, Signs and Charts

Select Print Posters and Charts using the radio button on the Type of Product and Service screen. Refer back to Figure 3.4. A new screen will open as seen in Figure 3.14.

Using the radio buttons select the current format (hard copy or computer file) of the Poster or Chart to be printed.



Figure 3.14

Note: If "From Hard Copy Original" is selected the Work Request must be completed, printed, attached to the item and then delivered to the VI Center.

Print Photos, Signs and Charts

File containing Sensitive Information SHOULD NOT be attached.

From HardCopy Original From Computer File

Please print out Work Request, attach to artwork and bring to the VI Center.

Select Product	Use	Quantity	Cost
...Select... Product 7	<input type="radio"/> Indoor <input type="radio"/> Outdoor Indoor/Outdoor?	Quantity ?	Cost ?

Required Date: 04/23/2009

Previous Next Cancel

Print Photos, Signs and Charts

File containing Sensitive Information SHOULD NOT be attached.

From HardCopy Original From Computer File

Select Product	Use	Quantity	Cost
...Select...	<input type="radio"/> Indoor <input type="radio"/> Outdoor		

ComputerFile: Browse...

Max Size: 1855MB

Note: Wait for file upload before clicking Add Product(s)

Add Product(s)

Required Date: 04/23/2009

Previous Next Cancel

Figure 3.15

Select Product required using drop down list. Refer to Figure 3.15.

Select Use (either indoor or outdoor) using the radio buttons. Refer to Figure 3.15.

Enter Quantity requested. Refer to Figure 3.15.

Review Cost - the cost of individual items appears in the top cost field and adjusts when various selections are made. Once a product is added the running costs total for the Work Request is shown in blue at the bottom right of the screen. See detail in Figure 3.16.

Select Required Date -Click the icon to open the calendar feature. Refer to Figure 3.15. Click the date on the calendar and it will be entered into the Required Date field.

Attach the computer file. Use the browse feature to locate the file.

Note 1: Computer Files only need to be attached when the original is electronic, if original is a hard copy complete the Work Request, attach it to the original and deliver both to the VI Center.

Once the file is listed in the text field, click the Add button (green plus sign). Refer to Figure 3.15.

Note 2: Click the Add button only once. Multiple clicks will add the product multiple times.

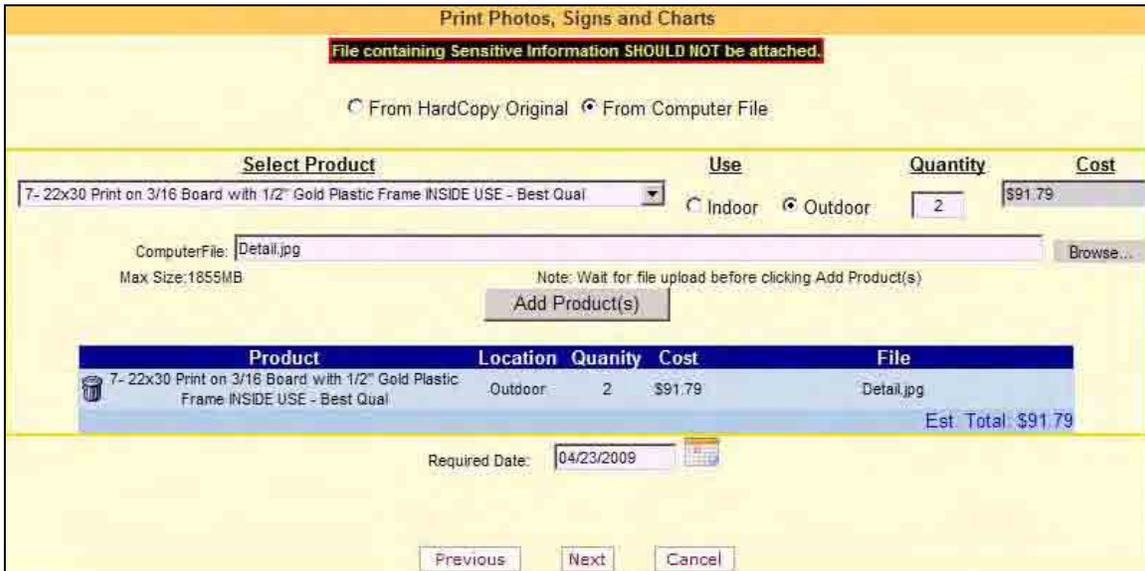


Figure 3.16

View and verify the items requested in the lower portion of the screen. See Figure 3.16.

Items that are no longer required are removed from the Work Request using the delete button (trash can). Click the Next button to continue. See Figure 3.16.

A Special Instructions screen will open. See Figure 3.17.

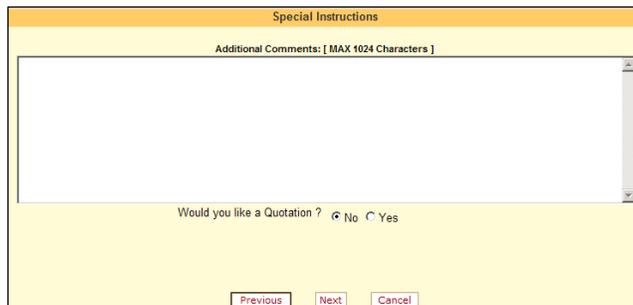


Figure 3.17

Add any special requests or additional comments here. Answer the "Would you like a quotation?" question using the Yes or No radio buttons. Click the Next button to continue. Refer to Figure 3.17.

Summary screen will open, See Figure 3.18.

Summary

Customer Contact Information

Name: Michael Maxey Organization: TASC Alt. POC Name: Pickup Address: 2715-C McMahon Street
 Grade: YC2 Address: 2715-C McMahon Street Grade: City: Fort Eustis
 Phone: 757-878-3761 City: Fort Eustis Phone: State: VA
 DSN: State: VA Email: Zip Code: 23804-5253
 Email: manager1@iti-corp.com Zip Code: 23804-5253 Delivery Type: Pickup
 Charge#: A0137

Justification

Justification: [empty] Security Classification: Unclassified

Service - Print Photos, Signs and Charts - From Computer File

Product	Use	Quantity	Cost	File Name
7- 22x30 Print on 3/16 Board with 1/2" Gold Plastic Frame INSIDE USE - Best Qual	Outdoor	2	\$91.79	Detail.jpg

Required: 04/23/2009 Est. Cost: \$91.79

Previous Submit Cancel

Figure 3.18

The Customer should now verify the details on the Summary screen. If editing is needed use the previous button to return to the entry screens. If the Summary is correct click the Submit button to complete the Work Request. Refer to figure 3.18.

Once the Work Request is submitted a screen opens showing the Work Request number. See figure 3.19.

Use the Preview and Print button to print a copy of the final Work Request (required for products requested from hard copy originals). See Figure 3.20 for an example of the work request preview.

Clicking the Close button will end the session. At this time an email is sent to you, the Customer, which includes Work Request # and type of service requested, etc.

Your Work Request has been submitted Successfully

Work Request # 2008004420

Preview & Print

Close

Figure 3.19

MULTI-MEDIA/VISUAL INFORMATION (M/VI) WORK REQUEST For use of this form, see AR 25-1; the proponent agency is CIO/G-6.		1. WORK REQUEST #2009002674	Status: CANCEL	Change
		2. SECURITY CLASSIFICATION Unclassified		
SECTION I - REQUIREMENT				
3. TO (M/VI Activity Name) Fort Eustis TASC Enterprise Multimedia Center 2715-C McMahon Street Fort Eustis, VA 23604-5253		4. FROM (Customer Name) TASC 2715-C McMahon Street Fort Eustis, VA 23604-5253		(Delivery Info.) **Pickup Address: Fort Eustis TASC Enterprise Multimedia Center 2715-C McMahon Street Fort Eustis, VA 23604-5253
		5. CUSTOMER ACCOUNT NUMBER A0137		
6a. REQUESTOR'S NAME Michael Maxey	6b. GRADE YC2	6c. REQUESTOR'S ORGANIZATION OR APO TASC		
6d. REQUESTOR'S EMAIL ADDRESS manager1@iti-corp.com		6e. PHONE NUMBER 757-878-3761	7. DATE REQUESTED 04/13/2009	
8a. ALTERNATE POC NAME N/A	8b. GRADE N/A	8c. ALTERNATE'S ORGANIZATION OR APO N/A		
8d. ALTERNATE'S EMAIL ADDRESS N/A		8e. PHONE NUMBER N/A	9. DATE REQUIRED 04/23/2009	
POSTERS AND CHARTS - FROM COMPUTER FILE				
ITEM 1				
Product 7- 22x30 Print on 3/16 Board with 1/2" Gold Plastic Frame INSIDE USE - Best Qual	USE Outdoor	QUANTITY 2	COST \$91.79	
COMPUTER FILE Detail.jpg				
TOTAL EST. COST				
TOTAL EST. COST \$91.79				
ADDITIONAL COMMENTS N/A				
JUSTIFICATION gyjhj				
M/VI APPROVAL				
COMMENTS N/A				

Figure 3.20

3.2.3 Design/Graphic Services

Select Design Services using the radio button on the Type of Product and Service screen. Refer back to Figure 3.4.

A Design Services Screen will open. See Figure 3.21 Use the radio buttons to select the type of Design Service required (Poster, Collage, Display or Publication).

Select the Product required using the drop down list. Refer to Figure 3.22. Note: the title of the product drop down list and products available on that list are dependant upon the Design Service selected.

Design/Graphic Services

Poster
 Collage
 Display
 Publication

Figure 3.21

The screenshot shows a web form titled "Design/Graphic Services". At the top, there is a warning message: "File containing Sensitive Information SHOULD NOT be attached." Below this, there are radio buttons for "Poster", "Collage", "Display", and "Publication", with "Poster" selected. A "Poster Product:" dropdown menu is set to "...Select...". To the right, there are "Use" radio buttons for "Indoor" and "Outdoor", with "Indoor" selected. There are also "Quantity" and "Cost" input fields. Below these is a "ComputerFile:" text box with a "Browse..." button and a "Max Size: 1855MB" label. A note reads: "Note: If attaching a file, wait for file upload before clicking Add Product(s)". An "Add Product(s)" button is centered below the note. At the bottom, there is a "Required Date:" field with a calendar icon and the date "04/23/2009". At the very bottom are "Previous", "Next", and "Cancel" buttons.

Figure 3.22

Select the finished Use (Indoor or Outdoor) of the item using the radio buttons. Refer to Figure 3.22.

Enter the Quantity requested in the text box. Refer to Figure 3.22.

Review Cost - the cost of individual items appears in the top cost field and adjusts when various selections are made. Once a product is added the running costs total for the Work Request is shown in blue at the bottom right of the screen. See detail in Figure 3.23.

Attach the computer file. Use the browse feature to locate the file. Once the file is listed in the text field, click the Add button (green plus sign). See Figure 3.22.

Note 1: Click the Add button only once. Multiple clicks will add the product multiple times.

Select Required Date -Click the icon to open the calendar feature. Refer to Figure 3.22. Click the date on the calendar to enter it into the Work Request required date field.

View and verify the request in the lower section of the screen. See Figure 3.23.

Design/Graphic Services

File containing Sensitive Information SHOULD NOT be attached.

Poster Collage Display Publication

Publication Product: Adobe In-Design Print Layout Services Use: Indoor Outdoor Quantity: 2 Cost: \$0.00

ComputerFile: Browse... Max Size: 1855MB

Note: If attaching a file, wait for file upload before clicking Add Product(s)

Add Product(s)

Type	Product	Location	Quantity	Cost	File
Poster	Design Large Format Graphics	Indoor	4	\$1,066.80	
Collage	Collage Special Req [Special Req.]	Outdoor	2	\$0.00	
Display	DISPLAY Quality 24x32 Print on 1/2 inch black Gatorboard NO HANGERS	Outdoor	3	\$150.02	
Publication	Adobe In-Design Print Layout Services	Indoor	2	\$0.00	

Est Total: \$1,216.82

Required Date: 04/23/2009

Previous Next Cancel

Figure 3.23

Click the Next button to continue. Refer to Figure 3.23.

A Special instructions screen will open. See Figure 3.24. Add any special requests or comments here. Answer the “Would you like a quotation?” question using the Yes or No radio buttons.

Special Instructions

Additional Comments: [MAX 1024 Characters]

Would you like a Quotation? No Yes

Previous Next Cancel

Figure 3.24

Click the Next button to continue.

A Summary screen will open, See Figure 3.25.

The Customer should now verify the details on the Summary screen. If editing is needed use the previous button to return to the entry screens. If the Summary is correct click the Submit button to complete the Request. Refer to Figure 3.25.

Summary			
Customer Contact Information			
Name: Frank Customer	Organization: DOIM	Alt. POC Name:	Pickup Address: BLDG. 667 Monroe Avenue
Grade: 8	Address: BLDG. 667 Monroe Avenue	Grade:	City: Fort Eustis
Phone: 213-233-3433	City: Fort Eustis	Phone:	State: VA
DSN:	State: VA	Email:	Zip Code: 23604
Email: customer@iti-corp.com	Zip Code: 23604		Delivery Type: Pickup
	Charge#: A0140 (expired)		
Justification			
Justification: test		Security Classification: Unclassified	
Service - Design Services - Publication			
Type	Product	Use	Quality
Poster	Poster [Special Req.]	Outdoor	5
Collage	Collage [Special Req.]	Outdoor	3
Display	DISPLAY Quality 24x32 Print on 1/2 inch black Gatorboard NO HANGERS	Indoor	7
Publication	Public Services [Special Req.]	Outdoor	4
			Cost
			\$0.00
			\$0.00
			\$360.19
			\$0.00
			File Name
			Exoel.bmp
			grayHeader.PNG
			Cancel.gif
Required: 10/10/2008		Est. Cost: \$360.19	
<input type="button" value="Previous"/> <input type="button" value="Submit"/> <input type="button" value="Cancel"/>			

Figure 3.25

Once the Work Request is submitted a screen opens showing the Work Request number. See Figure 3.26.

Use 'Preview and Print' button to view and print a copy of the final Work Request. See Figure 3.27 for an example.

Clicking Close will end the session. .

At this time an email is sent to the Customer which includes Work Request # and type of service requested, etc.

Your Work Request has been submitted Successfully

Work Request # 2008004424

Figure 3.26

MULTI-MEDIA/VISUAL INFORMATION (M/V) WORK REQUEST <small>For use of this form, see AR 25-1; the proponent agency is CIO/G-6.</small>		1. WORK REQUEST #2008004431	Status: CANCEL Change
		2. SECURITY CLASSIFICATION Unclassified	
SECTION I - REQUIREMENT			
3. TO (M/V Activity Name) Fort Eustis TASC & Enterprise Multimedia Center 2715-C McMahon Street Fort Eustis, VA 23604-5253		4. FROM (Customer Name) DOIM BLDG. 667 Monroe Avenue Fort Eustis, VA 23604	
		5. CUSTOMER ACCOUNT NUMBER A0140 (expired)	
6. DELIVERY INFO **Pickup Address: Fort Eustis TASC & Enterprise Multimedia Center 2715-C McMahon Street Fort Eustis, VA 23604-5253			
8a. REQUESTOR'S NAME Frank Customer	8b. GRADE 6	8c. REQUESTOR'S ORGANIZATION OR APO DOIM	
8d. REQUESTOR'S EMAIL ADDRESS customer@sil-corp.com		8e. PHONE NUMBER 213-233-3433	7. DATE REQUESTED 09/30/2008
8a. ALTERNATE POC NAME N/A	8b. GRADE N/A	8c. ALTERNATE'S ORGANIZATION OR APO N/A	
8d. ALTERNATE'S EMAIL ADDRESS N/A		8e. PHONE NUMBER N/A	9. DATE REQUIRED 10/10/2008
DESIGN SERVICES			
ITEM 1			
TYPE Poster	Product Poster [Special Req.]	INDOOR/OUTDOOR Outdoor	QUANTITY 5
COMPUTER FILE Excel.bmp		COST \$0.00	
ITEM 2			
TYPE Collage	Product Collage [Special Req.]	INDOOR/OUTDOOR Outdoor	QUANTITY 3
COMPUTER FILE Excel.bmp		COST \$0.00	
ITEM 3			
TYPE Display	Product DISPLAY Quality 24x32 Print on 1/2 inch black Gatorboard NO HANGERS	INDOOR/OUTDOOR Indoor	QUANTITY 7
COMPUTER FILE grayHeader.PNG		COST \$360.19	
ITEM 4			
TYPE Publication	Product Public Services [Special Req.]	INDOOR/OUTDOOR Outdoor	QUANTITY 4
COMPUTER FILE Cancel.gif		COST \$0.00	
TOTAL EST. COST			
TOTAL EST. COST \$360.19			
ADDITIONAL COMMENTS N/A			
JUSTIFICATION est			
M/V APPROVAL			
COMMENTS N/A			

Figure 3.27

3.2.4 Video/ Audio Services

Select Video/Audio Services using the radio button on the Type of Product and Service screen. Refer back to Figure 3.4.

Video / Audio

File containing Sensitive Information SHOULD NOT be attached.

Select Service: ▼

- ArmyWide Production
- Audio
- Command Channel Video Content
- Digitize Existing Video
- Duplication
- Local Video Production
- Streaming Video Service
- Video Clip

Figure 3.28

Select Service from the drop down list. See Figure 3.28. Different screens will automatically open for each selection.

ArmyWide Production Service:

Enter Title, Description etc. to the text boxes. Pink indicates the field is required, white indicates field is optional. Refer to Figure 3.28.1.

Check the DA-Form 1995 Submitted? Checkbox, If this document has been submitted. Leave unchecked if DA1995 has not been submitted.



The screenshot shows a web form titled "Video / Audio" with a warning banner: "File containing Sensitive Information SHOULD NOT be attached." The form includes a "Select Service" dropdown menu set to "ArmyWide Production". Below it are text input fields for "Title" and "Description". A checkbox labeled "DA-Form 1995 Submitted?" is present. Under the "Output Media:" section, there are checkboxes for "CD", "DVD", "Tape", "File", and "Web". At the bottom, a "Required Date" field is set to "04/23/2009" with a calendar icon.

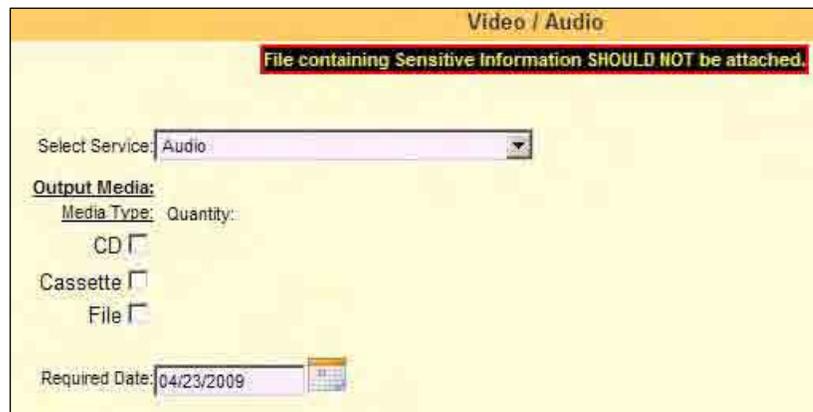
Figure 3.28.1

Select Output Media Type using check boxes. Refer to Figure 3.28.1.

Enter a Required Date by clicking the icon and using the calendar feature. Click the date in the calendar to enter it into the Work Request. Refer to Figure 3.28.1.

Audio Service:

Select Output Media Type using check boxes. Refer to Figure 3.28.2.



The screenshot shows a web form titled "Video / Audio" with a warning banner: "File containing Sensitive Information SHOULD NOT be attached." The form includes a "Select Service" dropdown menu set to "Audio". Below it are checkboxes for "CD", "Cassette", and "File". At the bottom, a "Required Date" field is set to "04/23/2009" with a calendar icon.

Figure 3.28.2

Enter a Required Date by clicking the icon and using the calendar feature. Click the date in the calendar to enter it into the Work Request. Refer to Figure 3.28.2.

Command Channel Video Content:

- Enter Title, Description, and Type of Tape information's to the text boxes. Pink indicates the field is required, white indicates field is optional. Refer to Figure 3.28.3.
- Select Copyrights Permission
- Enter Start Date and End Date by clicking the icon and using the calendar feature. Click the date in the calendar to enter it into the Work Request. Refer to Figure 3.28.3.

The screenshot shows a web form titled 'Video / Audio'. The 'Select Service' dropdown is set to 'Command Channel Video Content'. The 'Title' field is highlighted in pink, indicating it is required. The 'Description' field is white, indicating it is optional. The 'What Type of Tape:' field is also white. The 'Copyrights Permission:' section has radio buttons for 'YES' (selected) and 'NO'. Below this is a link: 'Bring the Copy rights permissions detail or attach a scan copy: [Fill Required Data then Click here to attach file](#)'. There is a 'Browse...' button next to a file input field. The 'Start Date:' and 'End Date:' fields are both set to '10/10/2008' and have calendar icons. The 'Duration:' section has 'Hours:' set to '00' and 'Minutes:' set to '30'. At the bottom, there are checkboxes for days of the week: Sun (unchecked), Mon (unchecked), Tue (checked), Wed (checked), Thu (checked), Fri (unchecked), and Sat (unchecked).

Figure 3.28.3

- Select the time duration and check the days.

Digitize Existing Video:

- Enter Title, Description etc., to the text boxes. Pink indicates the field is required, white indicates field is optional. Refer to Figure 3.28.4.
- Select Output Media Type using check boxes. Refer to Figure 3.28.4.
- Enter a Required Date by clicking the icon and using the calendar feature. Click the date in the calendar to enter it into the Work Request. Refer to Figure 3.28.4.

The screenshot shows a web form titled 'Video / Audio'. The 'Select Service' dropdown is set to 'Digitize Existing Video'. The 'Title' field is highlighted in pink, indicating it is required. The 'Description' field is white, indicating it is optional. The 'Video Format:' dropdown is set to 'QuickTime'. The 'Storage Media:' dropdown is set to 'DVD'. The 'Output Media:' section has a table with checkboxes and input fields for 'Media Type' and 'Quantity':

Media Type	Quantity
CD <input checked="" type="checkbox"/>	1
DVD <input checked="" type="checkbox"/>	1
Tape <input checked="" type="checkbox"/>	1
File <input checked="" type="checkbox"/>	MPEG 4
Web <input checked="" type="checkbox"/>	FLASH Video

The 'Format:' dropdown for 'Tape' is set to 'DVCam'. The 'Required Date:' field is set to '10/10/2008' and has a calendar icon.

Figure 3.28.4

Duplication:

- Select Output Media Type using check boxes. Refer to Figure 3.28.5.
- Enter a Required Date by clicking the icon and using the calendar feature. Click the date in the calendar to enter it into the Work Request. Refer to Figure 3.28.5

The screenshot shows a web form titled "Video / Audio". At the top, there is a dropdown menu for "Select Service:" with "Duplication" selected. Below this is the "Output Media:" section, which includes a "Media Type:" dropdown menu with "DVD" selected and a "Quantity:" input field with the value "1". At the bottom, there is a "Required Date:" input field with the date "10/10/2008" and a small calendar icon to its right.

Figure 3.28.5

Local Video Production:

- Enter Title, Description etc. to the text boxes. Pink indicates the field is required, white indicates field is optional. Refer to Figure 3.28.6
- Check the DA-Form 1995 Submitted? Checkbox, if this document has been submitted. Leave unchecked if DA1995 has not been submitted.

The screenshot shows a web form titled "Video / Audio". At the top, there is a dropdown menu for "Select Service:" with "Local Video Production" selected. Below this are text input fields for "Title:" and "Description:". A checkbox labeled "DA-Form 1995 Submitted?" is present. The "Output Media:" section includes a "Media Type:" section with three rows: "CD" with a checked checkbox and quantity "1", "DVD" with a checked checkbox and quantity "1", and "Tape" with a checked checkbox, quantity "1", and a "Format:" dropdown menu with "other" selected. Below this are three more rows: "Specify Tape Format:" with a text input field, "File" with a checked checkbox and a dropdown menu with "other" selected, and "Specify File Format:" with a text input field. The last row is "Web" with a checked checkbox, a dropdown menu with "other" selected, and "Specify Web Format:" with a text input field. At the bottom, there is a "Required Date:" input field with the date "10/10/2008" and a small calendar icon to its right.

Figure 3.28.6

Select Output Media Type using check boxes. Refer to Figure 3.28.6.

- Enter a Required Date by clicking the icon and using the calendar feature. Click the date in the calendar to enter it into the Work Request. Refer to Figure 3.28.6

Streaming Video Service:

- Enter Title, Description etc., to the text boxes. Pink indicates the field is required, white indicates field is optional. Refer to Figure 3.28.7.

- Select Tape Types and select Customer Provided Media Type.
- Enter Start Date and End Date by clicking the icon and using the calendar feature. Click the date in the calendar to enter it into the Work Request. Refer to Figure 3.28.7.

The screenshot shows a form titled "Video / Audio". Under "Select Service:", "Streaming Video Service" is selected in a dropdown. Below are "Title:" and "Description:" text boxes. There are radio buttons for "CD", "DVD", "File", and "Tape", with "DVD" selected. The "Customer Provided Media:" section includes a "Media Type:" dropdown set to "other", a "Specify Video Format:" text box, and a "Video Category:" dropdown set to "Local Production with script and editing". There are "Start Date:" and "End Date:" fields, both with calendar icons and set to "10/10/2008". A "Duration:" section has "Hours:" set to "05" and "Minutes:" set to "30". At the bottom, there are checkboxes for days of the week: Sun (unchecked), Mon (checked), Tue (checked), Wed (checked), Thu (checked), Fri (unchecked), and Sat (unchecked).

Figure 3.28.7

- Select the time duration and check the days.

Video Clip:

- Enter Title, Description etc. to the text boxes. Pink indicates the field is required, white indicates field is optional. Refer to Figure 3.28.8

Select Output Media Type using check boxes. Refer to Figure 3.28.8.

- Enter a Required Date by clicking the icon and using the calendar feature. Click the date in the calendar to enter it into the Work Request. Refer to Figure 3.28.8

The screenshot shows a form titled "Video / Audio". Under "Select Service:", "Video Clip" is selected in a dropdown. Below are "Title:" and "Description:" text boxes. The "Output Media:" section has a "Media Type:" label and a "Quantity:" label. There are checkboxes for "CD", "DVD", "Tape", "File", and "Web", all of which are checked. Next to each checkbox is a quantity input field, all set to "1". There is a "Format:" dropdown set to "other". Below are "Specify Tape Format:", "Specify File Format:", and "Specify Web Format:" text boxes. At the bottom, there is a "Required Date:" field with a calendar icon, set to "10/10/2008".

Figure 3.28.8

Click the Next button to continue.

A Special instructions screen will open. See Figure 3.30. Add any special requests here. Answer the "Would you like a quotation?" question using the Yes or No radio buttons.

Figure 3.30

Click the Next button to continue.

A Summary screen will open, See Figure 3.31

The Customer should now verify the details on the Summary screen. If editing is needed use the previous button to return to the entry screens. If the Summary is correct click the Submit button to complete the Request. Refer to Figure 3.31.

Customer Contact Information			
Name: Local Customer	Organization: USAAL Local 1	Alt. POC Name:	Ship Address: Medicine Street Bldg #9786
Grade: GS-8	Address: Medicine Street Bldg #9786	Grade:	City: Eustis
Phone: 111-111-1111	City: Eustis	Phone:	State: VA
DSN: 111-1111	State: VA	Email:	Zip Code: 25555
Email: localcustomer@iti-corp.com	Zip Code: 25555		Delivery Type: Pickup
	Charge#: L1 2344-4344-244-2344		

Justification	
Justification: parade	Security Classification: Unclassified

Service - Audio/Video - ArmyWide Production			
Title: tank mission	Description: video cd	DA-Form 1995: Not Submitted	DVD Copies: 1
File Format: MPEG 1			
Required Date: 10/17/2007			

Figure 3.31

Once the Work Request is submitted a screen opens showing the Work Request number. See Figure 3.32. Use Preview and Print to print a copy of the final Work Request or close to end the session. At this time an email is sent to the Customer which includes Work Request #, Type of Service Requested, etc.

Figure 3.32

3.2.5 Audiovisual Events (Presentation Support)

Select Audiovisual Events using the radio button on the Type of Product and Service screen. Refer back to Figure 3.4.

Select the type of event from the drop down list. Refer to Figure 3.33.
Different screens will automatically open for each selection.

Audiovisual Events (Presentation Support)

Choose type of support needed for Event: (you may choose more than one)

PowerPoint Presentation Support Video Presentation Support Sound Support Video Recording Support

Event: other

Specify Event: _____

Location: other

Specify Location: _____

Estimated Attendance: _____

E9 06 or higher Other Event: _____

Indoor Outdoor

Events	Start Date	Start Time	End Date	End Time
Key Leader <input checked="" type="checkbox"/>	09/30/2008	0730	09/30/2008	0930
Rehearsal <input checked="" type="checkbox"/>	09/30/2008	0730	09/30/2008	0930
Full Dress Rehearsal <input checked="" type="checkbox"/>	09/30/2008	0730	09/30/2008	0930
Inclement Weather Rehearsal <input type="checkbox"/>				
Main Event	09/30/2008	0730	09/30/2008	0930

Fill Required Data then Click here to attach file

Attach Operation Order: _____

Attach Ceremony Layout: _____

Figure 3.33

Select the Event and Location from the drop down lists. See Figure 3.33.

Enter Estimated Attendance figures into the required field. Refer to Figure 3.33.

Use the radio buttons to select the rank of the person or people involved in the event; E9, 06 or higher. If rank has no influence on the event use Other. Refer to Figure 3.33.

Use radio buttons to select location type (indoor or outdoor). Refer to Figure 3.33.
Note: Outdoor events require additional information in case of inclement weather.

Use check boxes to schedule pre-event activities. (example: date and time for the Key Leader, Rehearsal, Full Dress Rehearsal, Inclement Weather Rehearsal)

(outdoor event only)). Refer to Figure 3.34. When check boxes are selected the scheduling feature will be activated for that item only.

The screenshot shows a web form for scheduling events. At the top, there are radio buttons for 'Indoor' (selected) and 'Outdoor'. Below this is a section titled 'Events' with three items: 'Key Leader' (checked), 'Rehearsal' (checked), and 'Full Dress Rehearsal' (checked). Below these is a partially visible item 'Inclement Weather Rehearsal' (unchecked). To the right of the 'Events' section are five columns: 'Start Date', 'Start Time', 'End Date', and 'End Time'. Each of these columns has a corresponding row for each event type. The 'Start Date' and 'End Date' columns contain calendar icons and the date '09/30/2008'. The 'Start Time' and 'End Time' columns contain dropdown menus with '0730' and '0930' selected respectively.

Figure 3.34

Use the calendar feature to select Start Date and End Date of the event. Click the calendar icon. Choose the date from the calendar feature by clicking on it. The date will be entered into the schedule. Refer to Figure 3.34.

Use drop down lists to select Start Time and End Time of the event. Refer to Figure 3.34.

Enter the Main Event Start and End date information using the calendar feature to select Start Date and End Date of the event. Click the calendar icon. Choose the date from the calendar feature by clicking on it. The date will be entered into the schedule. See Figure 3.34.

Use drop down lists to select Main Event Start Time and End Time of the event. See Figure 3.34.

Once all of the required data has been entered click the link to attach electronic files to the Work Request. See Figure 3.33 and 3.35. The Browse features will be activated.

Browse to locate and attach the file for the Operation Order OR browse to locate and attach the file for the Ceremony Layout. Refer to Figure 3.35.

The screenshot shows a section for attaching files. At the top, there is a blue link that says 'Fill Required Data then Click here to attach file'. Below this link are two rows. The first row is labeled 'Attach Operation Order' and has a text input field followed by a 'Browse...' button. The second row is labeled 'Attach Ceremony Layout' and also has a text input field followed by a 'Browse...' button.

Figure 3.35

Click the Next button to continue.

A Special instructions screen will open. See Figure 3.36. Add any special requests here. Answer "Would you like a quotation?" question using the Yes or No radio buttons.

The screenshot shows a screen titled 'Special Instructions'. It has a sub-header 'Additional Comments:' followed by a large text area for entering comments. At the bottom of the screen, there is a question: 'Would you like a Quotation?' with two radio buttons, 'No' and 'Yes', where 'No' is selected.

Figure 3.36

Click the Next button to continue.

A Summary screen will open, See Figure 3.37.

Summary

Customer Contact Information

Name: Local Customer	Organization: USAAL Local 1	Alt. POC Name:	Ship Address: Medicine Street Bldg #9786
Grade: GS-6	Address: Medicine Street Bldg #9786	Grade:	City: Eustis
Phone: 111-111-1111	City: Eustis	Phone:	State: VA
DSN: 111-1111	State: VA	Email:	Zip Code: 25555
Email: localcustomer@iti-corp.com	Zip Code: 25555	Delivery Type: Pickup	
	Charge#: L1 2344-4344-244-2344		

Justification

Justification: parade Security Classification: Unclassified

Service - Audiovisual Events

AV Event: Award Ceremonies Location: Location 1 Attendance: 300 EventType:

Events

Key Leader	Start: 10/10/2007 0715	End: 10/10/2007 1200
Main Event	Start: 10/10/2007 0715	End: 10/17/2007 0915

Previous Submit Cancel

Figure 3.37

After reviewing the work request summary information, click the Submit button.

Once the Work Request is submitted a screen opens showing the Work Request number. See Figure 3.38. Use Preview and Print to print a copy of the final Work Request or close to end the session. . At this time an email is sent to the Customer which includes Work Request #, Type of Service Requested, etc.

Your Work Request has been submitted Successfully

Work Request # 2007000028

Preview & Print

Close

Figure 3.38

3.2.6 Fabrication

Select Fabrication using the radio button on the Type of Product and Service screen. Refer back to Figure 3.4.

Select the type of Fabrication using the check boxes. See Figure 3.39.

When a type of Fabrication is selected, its special instruction text entry box will become active. Refer to Figure 3.39. Enter any special instructions needed into the text field provided.

Once all of the required data has been entered click the link provided to attach electronic files to the Work Request. Refer to Figure 3.39. The Browse features will be activated. Browse to locate and attach the file.

Enter the Required Date using the Calendar feature. Click the calendar icon, shown in Figure 3.39. Select the date required from the calendar by clicking on it. The date will appear in the Work Request.

The screenshot shows a web form titled "Fabrication". It contains several sections, each with a text area and a "Browse" button for file uploads. The sections are:

- Special Instructions:** MAX 1024 Characters. Below the text area is a "Browse" button and "Max Size: 4.88MB".
- Classroom Training Aid:** Below the text area is a "Browse" button and "Max Size: 4.88MB".
- Service:** This section is highlighted in pink. Below the text area is a "Browse" button and "Max Size: 4.88MB".
- Special Tool:** Below the text area is a "Browse" button and "Max Size: 4.88MB".
- Others:** Below the text area is a "Browse" button and "Max Size: 4.88MB".

At the bottom of the form, there is a "Required Date" field with a calendar icon, currently showing "10/06/2008". Below this are "Previous", "Next", and "Cancel" buttons.

Figure 3.39

Click the Next button to continue. Refer to Figure 3.39.

An Additional Comment screen will open. See Figure 3.40. Add any comments here.

The screenshot shows the "Fabrication" form with the "Additional Comments" section expanded. It features a large text area for entering comments. Below the text area is a question: "Would you like a Quotation?" with two radio buttons: "No" (selected) and "Yes". At the bottom are "Previous", "Next", and "Cancel" buttons.

Figure 3.40

Answer the "Would you like a quotation?" question using the Yes or No radio buttons.

Click the Next button to continue. Refer back to Figure 3.40.

A Summary screen will open, See Figure 3.41.

The screenshot shows a 'Summary' screen with the following sections:

- Customer Contact Information:**
 - Name: Jimmy Carlier
 - Grade: Administrator
 - Phone: 703-854-8444
 - DSN: 645-8545
 - Email: viwebportal@iti-corp.com
 - Organization: USAAL Local 2.2.1
 - Address: Loc 2.2.1
 - City: Ik
 - State: ID
 - Zip Code: 12333
 - Charge#: Loc 2.2.1 876876
 - Alt. POC Name: D
 - Grade: A
 - Phone: 987-987-7987
 - Email: D@us.army.mil
 - Ship Address: Loc 2.2.1
 - City: Ik
 - State: ID
 - Zip Code: 12333
 - Delivery Type: Pickup
- Justification:** PARADE ROUTE DEMO
- Security Classification:** Unclassified
- Service - Fabrication:**
 - Display: LARGE POSTER
 - Training Aid: WHITE BOARD AND MARKERS
 - Special Tool: OVER HEAD PROJECTOR
 - Required: 10/22/2007

Buttons at the bottom: Previous, Submit, Cancel

Figure 3.41

Click the submit button.

Once the Work Request is submitted a screen opens showing the Work Request number. See Figure 3.42. Use Preview and Print to print a copy of the final Work Request or close to end the session. At this time an email is sent to the Customer which includes Work Request #, Type of Service Requested, etc.

The screenshot shows a confirmation message: "Your Work Request has been submitted Successfully". Below this, it displays "Work Request # 2007000028". At the bottom, there are two buttons: "Preview & Print" and "Close".

Figure 3.42

3.2.7 Training, Audiovisual Equipment and Loan Media Item Support

Select Training, Audiovisual Equipment and Loan Media Item Support using the radio button on the Type of Product and Service screen. See Figure 3.43.

Note: Availability of items and services is installation dependant. Check with your installation on the availability of these options: Training Support, AudioVisual Equipment Support and Loan Media Item Support.

The screenshot shows the "Type of Product & Service" screen. At the top, there are two radio buttons: "Unclassified" (selected) and "Classified". Below this is a text field for "Justification" containing "Training Audiovisual Loan Item". A list of service options follows, each with a radio button:

- Photography
- Print Photos, Signs and Charts
- Design/Graphic Services
- Video / Audio
- Audiovisual Events (Presentation Support)
- Fabrication
- Training, Audiovisual Equipment & Loan Media Item Support (selected)

Buttons at the bottom: Previous, Next, Cancel

Figure 3.43

These instructions will proceed as if Training and Audiovisual

Equipment Support and Loan Media Item Support are all available. Your screens might look slightly different if your Installation does not support these services.

Notice there are four sections to the Training, Audiovisual Equipment and Loan Media Item Support screen. Audiovisual Equipment, Media Items, Training Equipment and Graphic Training Aid. See Figure 3.44.

The screenshot shows a web application interface titled "Training, Audiovisual Equipment & Loan Media Item Support". It is divided into four main sections, each with a yellow header:

- Audio Visual Equipment:** Contains a form with "Equipment" and "Type" dropdown menus, an "Add Item" button, and a table with columns "Quantity", "Required Date", and "Return Date". The table shows a quantity of 1 and dates of 10/06/2008.
- Media Items:** Contains a form with "Category" and "Items" dropdown menus, an "Add Item" button, and a table with columns "Quantity", "Required Date", and "Return Date". The table shows a quantity of 1 and dates of 10/06/2008.
- Training Equipment:** Contains a form with "Equipment" and "Type" dropdown menus, an "Add Item" button, and a table with columns "Quantity", "Required Date", and "Return Date". The table shows a quantity of 1 and dates of 10/06/2008.
- View GTA Catalog:** Contains a form with "Category" and "Type" dropdown menus, an "Add Item" button, and a table with columns "Quantity" and "Required Date". The table shows a quantity of 1 and a date of 10/06/2008. Below this section are "Previous", "Next", and "Cancel" buttons.

Figure 3.44

Use the correct section of the screen for the type of equipment you wish to request. Refer to Figure 3.44 for the following steps.

Select Equipment and Type, Category and Item or Graphic aid and Type using the drop down lists.

Enter the quantity of the item requested.

Enter the Required Date using the calendar feature. Click the calendar icon to open the calendar feature. Select the date by clicking on it. The date will appear in the proper field on the Work Request.

Enter a Return Date. Using the calendar feature in the same manner as above.

Click the "Add Item button" to add the equipment to the Work Request.

An Example of a work request that has equipment added to it can be seen in Figure 3.45.

The screenshot shows a web form titled "Training Equipment". At the top, there are fields for "Equipment" (set to "Training Boards") and "Type" (set to "SINGGAR RADIO TRANER T-11-061"). To the right, there are input fields for "Quantity" (4), "Required Date" (10/06/2008), and "Return Date" (10/06/2008). Below these fields is an "Add Item" button. A table lists the equipment items:

Equipment Type	Quantity	Request Date	Return Date
MINE, CLAYMORE T-05-060	2	10/06/2008	10/06/2008
A-08-37 CONVULSANT NERVE AGENT TR	5	10/06/2008	10/06/2008
SINGGAR RADIO TRANER T-11-061	4	10/06/2008	10/06/2008

Figure 3.45

When the form has been completed and all equipment needed has been added to the Work Request click the Next Button. See Figure 3.46.



Figure 3.46

An Additional Comment screen will open. See Figure 3.47. Enter any addition information into the text entry box at this time.

Answer the "Would you like a quotation?" question using the Yes or No radio buttons.

The screenshot shows a screen titled "Training & Individual Equipment Support" with a sub-header "Additional Comments". There is a large text entry box. Below the box, there is a question: "Would you like a Quotation?" followed by radio buttons for "No" and "Yes". At the bottom, there are "Previous", "Next", and "Cancel" buttons.

Figure 3.47

Click the Next button to continue. Refer back to Figure 3.47.

A Summary screen will open, See Figure 3.48.

Summary

Customer Contact Information

Name: Local Customer Organization: USAAL Local 1 Alt. POC Name: Ship Address: Medicine Street Bldg #9786
 Grade: GS-6 Address: Medicine Street Bldg #9786 Grade: City: Eustis
 Phone: 111-111-1111 City: Eustis Phone: State: VA
 DSN: 111-1111 State: VA Email: Zip Code: 25556
 Email: localcustomer@iti-corp.com Zip Code: 25556 Delivery Type: Pickup
 Charge#: L1 2344-4344-244-2344

Justification Justification: parade Security Classification: Unclassified

Service - Training, Audiovisual Equipment & Loan Media Item Support

AudioVisual Equipment			
Type	Quantity	Required Date	Return Date
Microphone with stand	1	10/17/2007	10/18/2007

Media Items			
Item	Quantity	Required Date	Return Date
Field Training CD	3	10/18/2007	10/19/2007

Training Equipment			
Type	Quantity	Required Date	Return Date
TrainingCatList1	1	10/18/2007	10/18/2007
TrainingCat2List1	1	10/18/2007	10/18/2007
TrainingCatList2	2	10/18/2007	10/18/2007

Graphic Training Aid			
Type	Quantity	Required Date	Return Date
GTA_Item_1	1	10/18/2007	10/18/2007

Buttons: Previous, Submit, Cancel

Figure 3.48

Click the submit button. Once the Work Request is submitted a screen opens showing the Work Request number. See Figure 3.49. Use Preview and Print to print a copy of the final Work Request or close to end the session. At this time an email is sent to the Customer which includes Work Request #, Type of Service Requested, etc.

Your Work Request has been submitted Successfully

Work Request # 2007000028

Buttons: Preview & Print, Close

Figure 3.49

3.2.8 View Submitted Work Requests

The status of work requests that have been submitted may be monitored using the DA 3903 Work Request Viewer.

Login again or return to the VI Web Site Information page using the home button.

Notice the links in the Work Request Section button. See Figure 3.50. The status of every work order submitted by user is displayed here. Examples of the possible status levels are: Approved,

Work Request

APPROVED=1
IN PROCESS=1

3903

Work Request

Figure 3.50

Cancelled, Completed, Disapproved, Awaiting Funds, New, and Pending Approval.

Bring up the DA 3903 Work Request Viewer screen by clicking any one of these status links. The list of Work Requests shown will be filtered by the status chosen. To see all of the Work Requests use the Status drop down list, select View All and click the search icon. See Figure 3.51.



Requested By	Service	Sub Service	Status	Submitted By	Submitted Date	Request#	Srvy
aaron.whitney	Photography	Scanning	APPROVED	aaron.whitney	09/22/09 11:34	2009004819	Detail
aaron.whitney	Photography	Scanning	AWAITING FUNDS	aaron.whitney	09/22/09 11:33	2009004818	Detail
aaron.whitney	Video / Audio	Audio	PENDING APPROVAL	aaron.whitney	09/18/09 11:54	2009004815	Detail
aaron.whitney	Design/Graphic Services	Poster	COMPLETED	aaron.whitney	09/15/09 15:15	2009004814	Detail
aaron.whitney	Video / Audio	Audio	NEW	aaron.whitney	09/11/09 10:51	2009004809	Detail
aaron.whitney	Fabrication		COMPLETED	aaron.whitney	09/11/09 10:20	2009004808	Detail
aaron.whitney	Audiovisual Events (Presentation Support)	Scanning	IN PROCESS	aaron.whitney	09/11/09 10:17	2009004807	Detail
aaron.whitney	Design/Graphic Services	Display	COMPLETED	aaron.whitney	09/11/09 10:14	2009004805	Detail
aaron.whitney	Design/Graphic Services	Collage	COMPLETED	aaron.whitney	09/11/09 10:13	2009004804	Detail
aaron.whitney	Design/Graphic Services	Poster	DISAPPROVED	aaron.whitney	09/11/09 10:12	2009004803	Detail
aaron.whitney	Print Photos, Signs and Charts	From Computer File	NEW	aaron.whitney	09/11/09 10:10	2009004802	Detail
aaron.whitney	Print Photos, Signs and Charts	From HardCopy Original	COMPLETED	aaron.whitney	04/25/08 09:34	2008002435	Detail

Figure 3.51

3.2.8.1 Work Request Status Classification

Work Requests may be classified in the following categories:

- Approved – Work Requests which have been approved and are in various stages of being worked on.
- Cancelled – Work Request which have been cancelled by the customer or the manager.
- Completed – Work Requests which have been processed and completed.
- Disapproved – Work requests which have been disapproved by accounting. (See VI comments for reason of disapproval.)
- Awaiting Funds – Customer has insufficient funds to cover the cost of the Work Request. Request is waiting for action by accounting. (Options: either obtain additional funds to cover cost or cancel request.)
- New – New Work Request submitted by customer no action has been taken yet.
- Pending Approval – Work Requests that have been forwarded to Accounting for funding review.

3.2.8.2 Filtering Work Request Queries

To narrow the search for Work requests use the Work Request Viewer fields. After entering criteria in the field (s) click the search icon. 

Request # - if the Work Request number is known enter it here. The Viewer will search for and bring up only that request.

Service – Search for work Requests which have a specific Service Category.

Status – Search for Work Requests by Status.

By Date – use the calendar feature to set a start date and end date for the query. Or Customer can manually enter the date on the start and end date field. Click the Search by Date check box. Refer figure 3.51 (a)

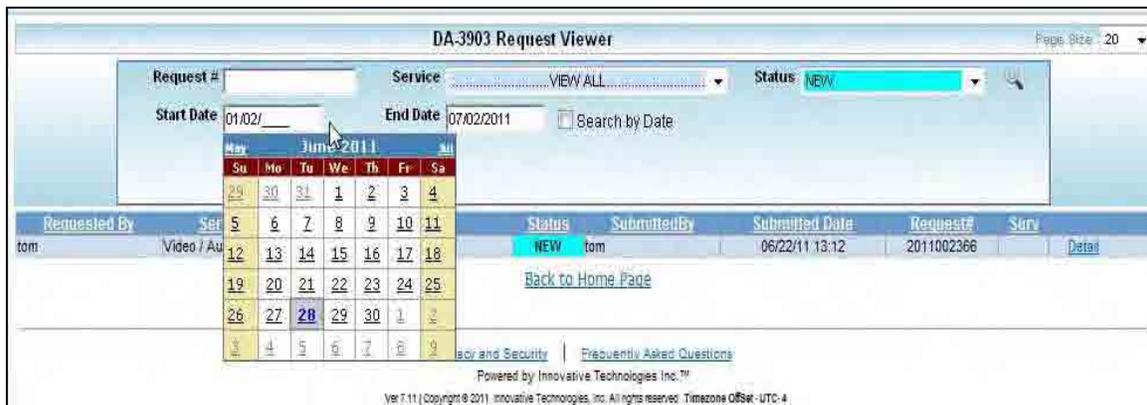


Figure 3.51(a)

After each time you set a query, remember to click the search icon.

3.2.8.3 Survey Results

When a work request is completed and when the product requested is picked by or shipped to the customer, then an email is sent to the customer. The customer can submit the survey and those responses can be viewed either by the customer or manager by logging in to the WebPortal under the 'DA3903 Requests Viewer' and click the survey image, refer figure 3.51.1. A new screen opens with the survey results. Refer figure 3.51.2.



Figure 3.51.1

Enterprise Multimedia Center Fort Eustis, Virginia

Customer Survey

Your Work Request Number is: 2009004814
Your Requested Service is: Design/Graphic Services / Poster

No.	Questions	Survey Response
1	How satisfied are you with our products or services?	★★★★★
2	How would you rate our customer service or focus?	★★★★★
3	How well do our products meet your needs?	★★★★★

Survey Response Legends

Extremely Dissatisfied ★☆☆☆☆

Dissatisfied ★★☆☆☆

Somewhat Satisfied ★★★☆☆

Satisfied ★★★★☆

Extremely Satisfied ★★★★★

Figure 3.51.2

3.2.8.4 View Detail of a Work Request

Click the detail link, seen on the far right of the Request Viewer screen. See Figure 3.51. This will bring up the DA3903 form which has all of the details of the Work Request. See Figure 3.52.

MULTI-MEDIA/VISUAL INFORMATION (M/V) WORK REQUEST For use of this form, see AR 25-1; the proponent agency is CIO/G-8.		1. WORK REQUEST #2009004814 Status = COMPLETED	
		2. SECURITY CLASSIFICATION Unclassified	Cost:\$801.73
SECTION I - REQUIREMENT			
3. TO (M/V Activity Name) Fort Eustis TASC Enterprise Multimedia Center 2715-C McMahon Street Fort Eustis, VA 23604-5253		4. FROM (Customer Name) DAHT, USAALS 2715-C McMahon Street Fort Eustis, VA 23604	
		(Delivery Info.) **Pickup Address: Fort Eustis TASC Enterprise Multimedia Center 2715-C McMahon Street Fort Eustis, VA 23604-5253	
5. CUSTOMER ACCOUNT NUMBER A0441 (expired 3 Nov 07)			
6a. REQUESTOR'S NAME Aaron Whitney	6b. GRADE E-6	6c. REQUESTOR'S ORGANIZATION OR APO DAHT, USAALS	
6d. REQUESTOR'S EMAIL ADDRESS customer@ti-corp.com		6e. PHONE NUMBER 878-0110	7. DATE REQUESTED 09/15/2009
8a. ALTERNATE POC NAME Friedly, Jason	8b. GRADE SFC	8c. ALTERNATE'S ORGANIZATION OR APO N/A	
8d. ALTERNATE'S EMAIL ADDRESS viwebportal@ti-corp.com		8e. PHONE NUMBER 878-0110	9. DATE REQUIRED 09/25/2009
DESIGN SERVICES			
ITEM 1			
TYPE Poster	Product Graphic Design	INDOOR/OUTDOOR Indoor	QUANTITY 5
COMPUTER FILE armylogovector_qold.qif		COST \$661.50	
TOTAL EST. COST			
TOTAL EST. COST \$661.50			
ADDITIONAL COMMENTS N/A			
JUSTIFICATION dfgh			
M/V APPROVAL			
COMMENTS N/A			

Figure 3.52

3.2.8.5 Cancel a Work Request

Work Requests may only be cancelled by the Customer before actual work has begun. To cancel a work request that is in process contact the installation manager immediately.

Open the work request to be cancelled using the Work Request Viewer screen discussed in the previous section of this document. Select the request and open the detail information.

Check the current status of the request in the upper right hand corner of the Work Request. To cancel the request, change the status to cancel using the drop down list and click the Change button. See Figure 3.53.

1. WORK REQUEST #2007000010	Status: CANCEL	Change
2. SECURITY CLASSIFICATION Unclassified		

Figure 3.53

A confirmation screen will open asking for the reason of the change. Click 'Yes' to continue the change of status or click no to abort the process.

A Cancellation Reason box will open. Note the work request number on the top of the box is correct. See Figure 3.54.

Enter a text reason for the cancellation (maximum characters of 1000) and click Save.

CANCEL WR:#2009004802

Reason for Cancellation [Max 1000 Characters]

Figure 3.54

Confirm Status of the Work Request has been changed by viewing the request detail again. Status in upper right corner reads cancel.

When a work order is cancelled an email is automatically send to the customer and to the installation.

3.2.8.6 Inactive Organization

Installation Admin can make an organization inactive. The user belongs to the inactive organization should first select an active organization from 'My Profile' before submit DA3903 Work Request.

For example, if a user belongs to the '1105th MSB' organization. That organization is deactivated by the installation admin. When the user clicks on the DA3903 Work Request link to submit a work request, an alert message pops up stating the 'Organization Name under your profile is inactive. Select an appropriate active organization'. Refer figure 3.55.

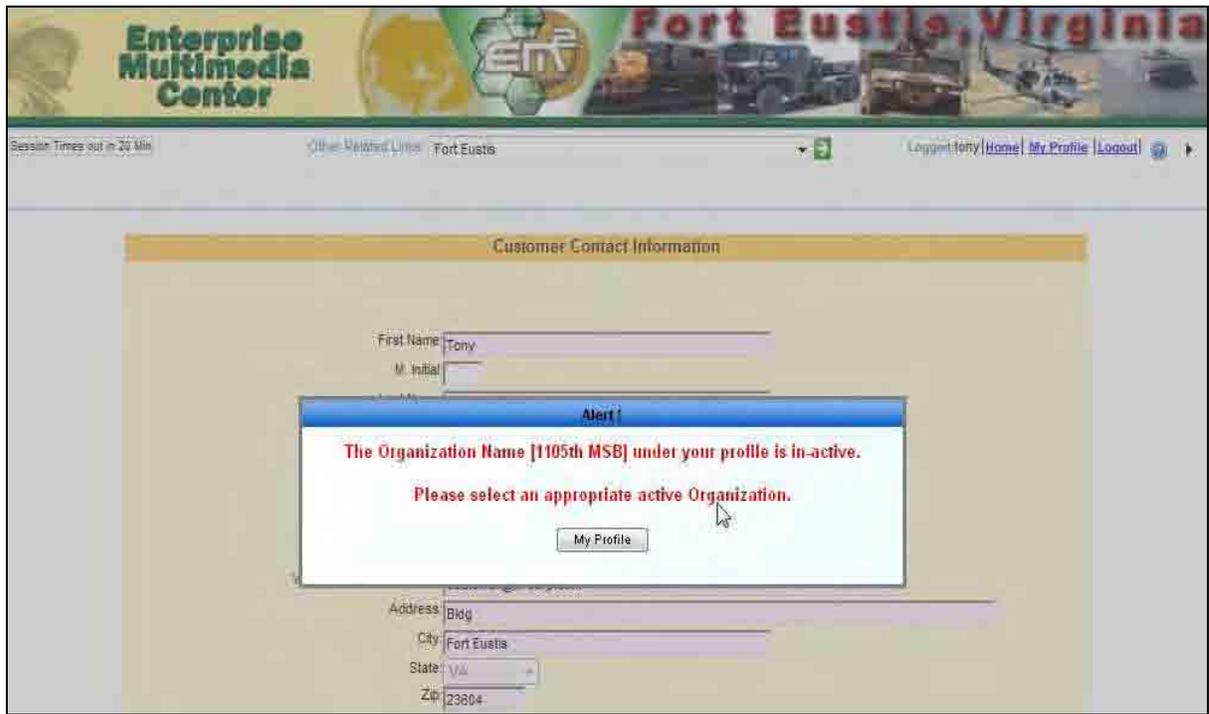


Figure 3.55

Click on 'My Profile' button will redirect the user to 'My Profile' screen. User has to select the appropriate active organization and update their profile. Once they have selected the active organization, user can submit the work request. Refer figure 3.56.

The screenshot shows a web interface for updating a profile. At the top, there is a banner for 'Enterprise Multimedia Center' and 'Fort Eustis, Virginia'. Below the banner, there is a navigation bar with 'Session Times out in 20 Min', 'Other Related Links', 'Fort Eustis', and user information 'Logged: tony | Home | My Profile | Logout'. The main content area is titled 'Update Profile' and is divided into two sections: 'INSTALLATION / ORGANIZATION INFORMATION' and 'EMPLOYEE DETAILS'.
 In the 'INSTALLATION / ORGANIZATION INFORMATION' section, the 'Installation Name' is 'Fort Eustis TASC Enterprise Multimedia Center' and the 'Current Org.' is '(1058) MSB'. There are dropdown menus for 'Org. Level 1', 'Org. Level 2', 'Org. Level 3', and 'Org. Level 4'.
 The 'EMPLOYEE DETAILS' section contains various input fields: 'User Name' (tony), 'First Name' (Tony), 'M. Initial' (checkbox), 'Last Name' (Glen), 'Email' (customer@ti-corp.com), 'Phone' (435-345-4544), 'Grade' (11), 'DSN', 'Address', 'City' (Fort Eustis), 'State' (VA), and 'Zip' (23604). There is a checkbox for 'Shipping Address [Same As Above]'. Below this, there are fields for 'Shipping Address', 'City' (Fort Eustis), 'State' (VA), and 'Zip' (23604). At the bottom, there are fields for 'Alternate POC Name', 'Alt. Grade', 'Alt. Email' (yiwwebportal@ti-corp.com), and 'Alt. Phone'.

Figure 3.56

4 Information Corner



Figure 4.1

4.1 Home

Clicking the Home button, located in the upper right corner of each page, will bring the customer directly to the Visual Information Web Site Welcome page. See Figure 4.1.

4.2 My Profile

All Web Site users may edit their own profile using the My Profile link. This link appears located in the upper right corner on all pages. See Figure 4.1.

Click on My Profile to open the Update Profile screen. There are three sections to this screen: Login Information, Employee Details and Email Notification Preferences shown in Figure 4.2. Each will be described below.

4.2.1 Installation / Organization Information

This section of the Profile includes: Installation Name and Organization Levels to which the Customer belongs. Refer to Figure 4.2.

The screenshot shows a web form titled "Update Profile" with three main sections:

- INSTALLATION / ORGANIZATION INFORMATION:** Includes fields for "Installation Name" (Fort Eustis Enterprise Multimedia Center), "Current Org." (1722nd Avn Regt, HHD, USARLS), and five "Org. Level" dropdown menus (Level 1 through Level 5). A note says "Select from the list to change current organization in profile."
- EMPLOYEE DETAILS:** Includes fields for "User Name" (tom), "First Name" (tom), "M. Initial" (checkbox), "Last Name" (randy), "Email" (customer@it-corp.com), "Phone" (3242342342342), "Grade" (12), "DSN", "Address" (1010 Monroe Avenue), "City" (Fort Eustis), "State" (VA), and "Zip" (23604). It also has a "Shipping Address" section with the same information and fields for "Alternate POC Name", "Alt. Email", "Alt. Grade", and "Alt. Phone".
- EMAIL NOTIFICATION PREFERENCES:** A note states "Email notification preferences are based on employee privileges." Below this is a list of notification types for "Customer" under "3903 Work Request":
 - DA3903 submitted
 - DA3903 approved
 - DA3903 disapproved
 - DA3903 cancelled
 - Product ready for Pickup / Ship

An "Update" button is located at the bottom right of the form.

Figure 4.2

4.2.2 Employee Details

Employee details are configured in this section of the profile. Fields designated in pink are required. The address, city, state and zip code fields are automatically populated when the organization is selected. Refer to Figure 4.2.

Edit current information or enter new information as required in the fields provided.

When all of the edits have been made, click the Update button to complete the process.

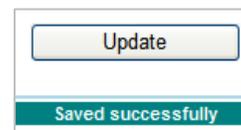


Figure 4.3

A green notification bar will appear indicating the details have been saved successfully. See Figure 4.3. Problems will cause a red failure notification bar to be displayed along with an indicator to why the failure occurred. Make changes and try again.

4.2.3 Email Notification Preferences

The Web Site System is capable of creating and sending email notification when actions occur. Email Notification Preferences are viewed in this location. See Figure 4.4

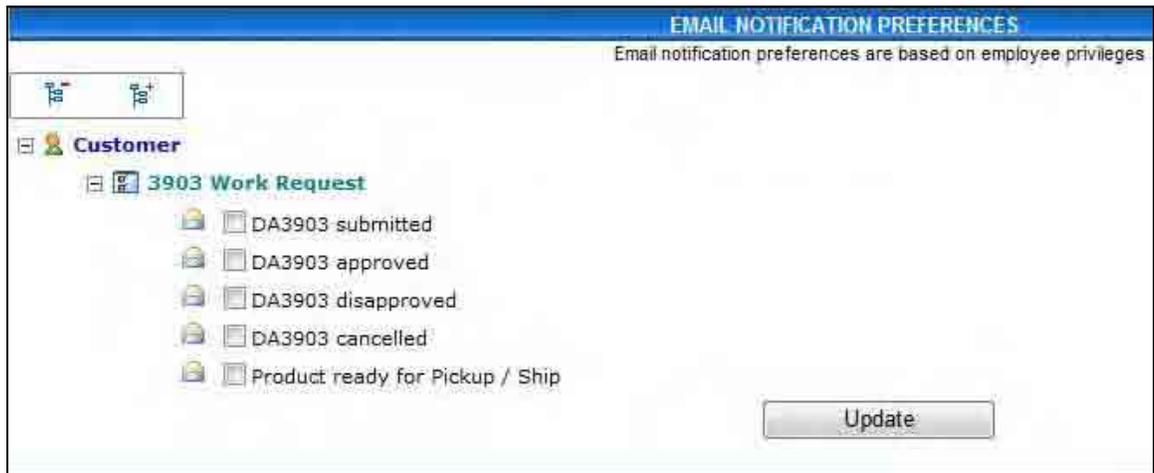


Figure 4.4

4.2.3.1 Edit Email Notification Preferences

Customer can now edit their email notification preferences. When DA 3903 Work Requests are submitted, approved, disapproved cancelled and completed the emails are sent out based on customer.

These notifications are optional, and therefore can be selected or unselected based on customer preferences.

If customer wants to receive email only for the specific request then they can select only the required email preferences and click on the update button. For the unchecked email preferences, emails notification will not be sent out to customers. Refer Figure 4.4

4.3 Logout

This link will close the users VI Web Site session. To return to the Web Site the user must Login again.

4.4 Help

Help files are located within an electronic copy of this document.

The document is accessed by hovering over the

selection icon  until the list of available guides appears. Click on a Guide title to open it. See Figure 4.5. .



Figure 4.5

5 Other Related Links

The Other Related Links drop down menu (located at the top of all pages in the WebSite) contains convenient links to other websites that are frequently used by army personnel.

Select the desired site from the dropdown and click the Go button or press the Enter key. Refer to Figure 5.1. The requested site will open in a new window.

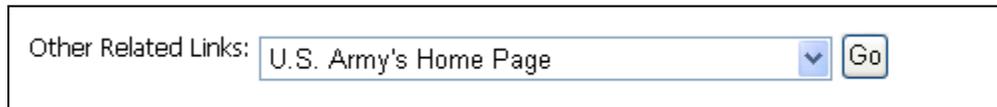


Figure 5.1

Other Related Links are completely managed and maintained by third party entities.

6 Privacy and Security

To view the Privacy and Security statement click the link, always found at the bottom of each screen. See Figure 6.1 for an example.

Privacy And Security

DefenseLINK is provided as a public service by the Office of the Assistant Secretary of Defense-Public Affairs and the Defense Technical Information Center.

Information presented on DefenseLINK is considered public information and may be distributed or copied unless otherwise specified. Use of appropriate byline/photo/image credits is requested.

Privacy Act Statement - If you choose to provide us with personal information – like filling out a Contact Us form with e-mail and/or postal addresses – we only use that information to respond to your message or request. We will only share the information you give us with another government agency if your inquiry relates to that agency, or as otherwise required by law. We never create individual profiles or give it to any private organizations. DefenseLINK never collects information for commercial marketing. While you must provide an e-mail address or postal address for a response other than those generated automatically in response to questions or comments that you may submit, we recommend that you NOT include any other personal information, especially Social Security numbers. The Social Security Administration offers additional guidance on sharing your Social Security number.

For site management, information is collected for statistical purposes. This government computer system uses software programs to create summary statistics, which are used for such purposes as assessing what information is of most and least interest, determining technical design specifications, and identifying system performance or problem areas.

For site security purposes and to ensure that this service remains available to all users, this government computer system employs software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage.

Except for authorized law enforcement investigations, no other attempts are made to identify individual users or their usage habits. Raw data logs are used for no other purposes and are scheduled for regular destruction in accordance with National Archives and Records Administration guidelines.

Unauthorized attempts to upload information or change information on this service are strictly prohibited and may be punishable under the Computer Fraud and Abuse Act of 1986 and the National Information Infrastructure Protection Act.

If you have any questions or comments about the information presented here, please forward them to us using the DefenseLINK Contact Us page.

Cookie Disclaimer - DefenseLINK does not use persistent cookies (persistent tokens that pass information back and forth from the client machine to the server). DefenseLINK may use session cookies (tokens that remain active only until you close your browser) in order to make the site easier to use. The Department of Defense DOES NOT keep a database of information obtained from these cookies.

You can choose not to accept these cookies and still use the site, but it may take you longer to fill out the same information repeatedly and clicking on the banners will not take you to the correct link. Refer to the help information in your browser software for instructions on how to disable cookies.

Figure 6.1

7 Frequently Asked Questions

Answers to frequently asked questions are viewed by clicking the Frequently Asked Questions link, always found at the bottom of each screen. See Figure 5.1 for an example. General questions and their answers are shown on the left side of the screen while questions that are Installation specific are on the right side of the screen.

Click the dark blue bar to view a question’s answer. An answer box will open. There will be only one answer displayed on each side of the screen at any given time.

Frequently Asked Questions

rgdg	What is TASC?
How does TASC operate?	The Training and Audiovisual Support Center is the only authorized Visual Information (VI) activity for the US Army Transportation Center at Fort Eustis. TASC provides a one stop service to authorized customers within the geographic area of southeastern Virginia. TASC support is available to all Department of the Army activities, and other DOD agencies within the geographic area. TASC support includes consultation in all media, graphics and photographic services, training devices, displays and exhibits, publications, camera-ready-copy (CRC), television production, documentation, and reproduction, audiovisual (AV) library media and equipment loan and support services.
	How do I submit a requirement?

Figure 7.1