

# ART Gallery Report 0123

## ServicePoint User Last Login Report

For SP5x/ART3x

### EXECUTIVE SUMMARY:

This report has been created to show ServicePoint users' last login dates to aid System Administrators in license management.

### AUDIENCE:

This report is intended for use by ServicePoint System Administrators with responsibility for monitoring and allocating ServicePoint licenses.

### FREQUENCY:

This report is to be run by the System Administrator on an as needed basis to assist in license management.

### PURPOSE:

The report's purpose is to provide a tool for monitoring ServicePoint licenses. System Administrators can identify licenses that are not being utilized and reassign as necessary.

### COMPATIBILITY AND SYSTEM REQUIREMENTS

This version of the report requires ServicePoint 5x and ART 3x.

### INSTRUCTIONS:

Instruction on how to retrieve, copy, run, and read this report is outlined below. Requests for additional information concerning the report function/design should be directed to Bowman Systems' staff via email ([ART\\_Reports@BowmanSystems.com](mailto:ART_Reports@BowmanSystems.com)).

**How to retrieve and copy:** Detailed step-by-step instructions concerning how to retrieve and save a copy this ART Report to your personal system can be found on the Bowman ART website at (<http://www.BowmanSystems.com/ARTreports.html>)

**How to install:** The original version of this report will be permanently located in a read-only "ART Gallery" folder on your ART site. The original version of the report is a template and it must be copied into another folder and mapped to your data before it can be used. Detailed instructions for installing report templates are provided in the Bowman Documentation folder on your ART site. An object mapping guide is also included at the end of this document.

**Before running the report:** Prior to running the report the user must determine the providers to be included in the report on which to base the results.

**How to run:**

Upon opening the report, the user will be prompted (see Diagram 1) to supply the parameters that they have selected which control the data returned by the report. Once the user has provided these by responding to the user prompts, a green check-mark will appear next to each field to indicate that a valid selection has been made. The user should then single-click the “Run Query” button to generate the report.

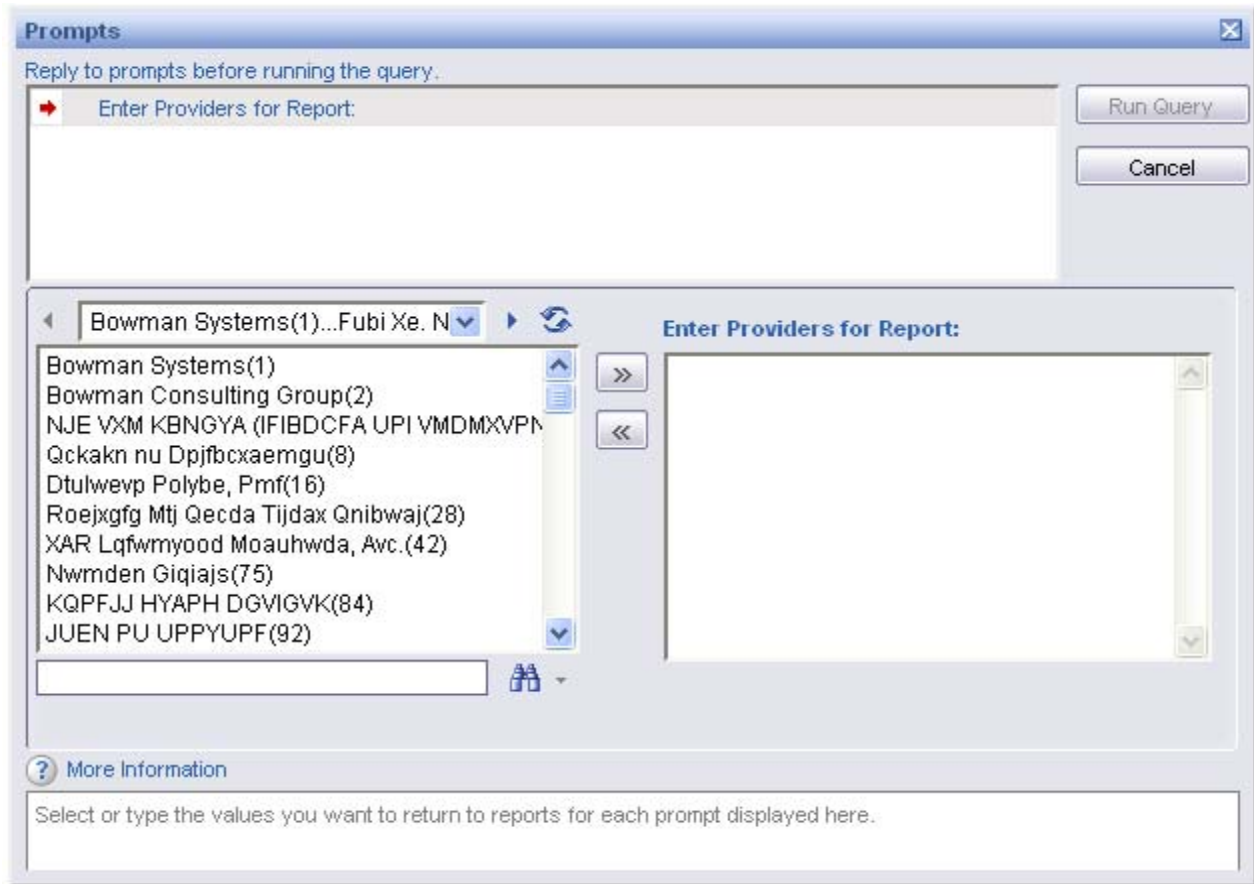


Diagram 1

The only user prompt contained in this report is:

**Enter Providers for Report:** First click the “refresh list” icon and wait for the left window to refresh. Then select the providers to include by highlighting them in the left window and moving them into the right window using the right selection arrow.

**How to read:** The report results consist of three report tabs (A – C). Tab A give a summary of Users’ ServicePoint inactivity based on last login date. Tab B provides details of each user and their last login date. Tab C shows prompt information and providers contributing information. Screen shots and descriptions of these tabs are provided below.



Diagram 2

**Tab A: Summary: (Diagram 2)** This tab contains a graphic that summarizes the last ServicePoint login for active and inactive users. It also contains a table of the same information broken out by provider. This tab does not contain user names.

e. 4-6 Months Since Last Login					Total Active: 35	
Name	Access Level	User ID	Provider	Status	Last Login	
Amijim Cypbpu	Agency Staff	1793	1 South East Family Services(2172)	Active	6/29/2009	
Amymkbb Xxyujeahwqx	Agency Administrator	1585	1 Western-State Community Action Agency(819)	Active	6/23/2009	
Bpnxeg Meuchqhv	Case Manager II	1987	1 Old Towne Shelter(1431)	Active	6/25/2009	
Case Manager	Case Manager II	2321	Bowman Consulting Group(2)	Active	7/10/2009	
Case Manager 2	Case Manager II	2333	Bowman Consulting Group(2)	Active	7/10/2009	
Darrell Holloway	System Administrator I	2322	Bowman Consulting Group(2)	Active	6/30/2009	
Darrell Holloway	Case Manager II	1588	1 The Greater Green Bay Community Services(2543)	Active	6/29/2009	
e. 4-6 Months Since Last Login					Total Inactive: 2	
Name	Access Level	User ID	Provider	Status	Last Login	
Cwnhl Ifujglbi	System Administrator II	1860	Bowman Consulting Group(2)	Inactive	4/30/2009	
iqdqidq andnd	System Administrator II	1302	Bowman Consulting Group(2)	Inactive	5/20/2009	
f. 7-12 Months Since Last Login					Total Active: 2	
Name	Access Level	User ID	Provider	Status	Last Login	
Gxmfc Niove	Agency Administrator	2085	Bowman Consulting Group(2)	Active	3/17/2009	
Jwivdgu Epnmo Ltrod	Agency Administrator	1854	1 South East Family Services(2172)	Active	11/3/2008	
f. 7-12 Months Since Last Login					Total Inactive: 1	
Name	Access Level	User ID	Provider	Status	Last Login	
Coxbuv Ebhojg Vfhfj Oqiqebdnb - Qnu Xmwhvg	Case Manager II	1577	1 10th Street Shelter(2055)	Inactive	11/22/2008	
g. Over 1 Year Since Last Login					Total Active: 3	
Name	Access Level	User ID	Provider	Status	Last Login	
Hsbqpc Xuxor	System Administrator II	751	Bowman Consulting Group(2)	Active	10/28/2003	
Kkxvh Ubrmbkvog	Agency Administrator	75	Bowman Consulting Group(2)	Active	1/9/2007	
Unr Umamngy	Case Manager II	2001	1 The Greater Green Bay Social Services Program(7859)	Active	4/8/2008	
g. Over 1 Year Since Last Login					Total Inactive: 1	
Name	Access Level	User ID	Provider	Status	Last Login	
Ejqq Bshat	Case Manager II	1345	1 EFC Pine Street Men's Drop-In Shelter(3373)	Inactive	1/13/2008	

Diagram 3

**Tab B: Use Detail (Diagram 3):** This tab lists names, access levels, and last login dates for users of the providers selected in the initial prompt. The data is sectioned first on *Time Since Last Login*, then by Active and Inactive users and finally sorted alphabetically by user name. Each group contains a header bar that displays the *Time Since Last Login* and the total number of Active or Inactive Users in that group.

User Prompt Field	Value Selected
Enter Providers for Report:	Bowman Systems(1); Bowman Consulting Group(2); 1 10th Street Shelter(2055); 1 EFC Pine Street Men's Drop-In Shelter(3373); 1 Old Towne Shelter(1431); 1 South East Family Services(2172); 1 The Greater Green Bay Community Services(2543); 1 The Greater Green Bay Social Services Program(7859); 1 Western-State Community Action Agency(819)
Providers Reporting Information in this Report	Count Users
1 10th Street Shelter(2055)	3
1 EFC Pine Street Men's Drop-In Shelter(3373)	5
1 Old Towne Shelter(1431)	8
1 South East Family Services(2172)	8
1 The Greater Green Bay Community Services(2543)	8
1 The Greater Green Bay Social Services Program(7859)	5
1 Western-State Community Action Agency(819)	3
Bowman Consulting Group(2)	22
Bowman Systems(1)	1

Diagram 4

**Tab C: Additional Information (Diagram 4):** This tab is provided as a reference to the user running the report and lists the parameters specified in the user prompts as well as a complete list of the user counts by provider.

**TECHNICAL NOTES:**

- Inactive (highlighted in red text) ServicePoint users are users who have expired passwords or users that have inactivated their ServicePoint account by entering the wrong password too many times.
- Users that have been deleted do not appear in this report.
- Time Since Last Login is calculated by subtracting the last login date from the current date. Time categories are broken into seven groups:
  - a. 0-7 Days
  - b. 8-30 Days
  - c. 31-60 days
  - d. 61-90 Days
  - e. 4-6 Months
  - f. 7-12 Months
  - g. Over 1 year.
- To view data on ALL users for all active providers, simply delete the filter object



from the Query Filters.

## REPORT MODIFICATION

Users with ad-hoc ART licenses may wish to modify/customize this report to better suit their needs and purposes. When modifying an ART Gallery report such as this one, the user will need to make a copy of the original report into a different folder. This copy can be created either by using the “save as” feature or by clicking on the “organize” icon in folder view.

NOTE: The original un-modified version of this report must be retained in the “ART Gallery Templates” folder. This folder is read-only so that changes cannot be inadvertently made to the original version. Since the “ART Gallery Templates” folder is a read-only folder, any/all copies of the report for modification purposes must be made into some other folder.

## MODIFICATION OPTIONS

Ad-hoc users may choose to customize this report to display additional information. It should be noted however, that changing or adding fields will affect the printability of the reports and that if printability is needed, additional changes to the page layout will need to be made. By adjusting various options such as font size, page margins, page orientation, text wrap, etc, the reports can be adjusted to be both viewable and printable. If these adjustments fail to produce the desired result, another option would be to create a duplicate of the tab, and include half of the fields in one and the other half in the other.

Experienced ad-hoc users will be able to include additional fields in the report if needed. This can be accomplished by:

- adding the needed provider related field(s) to the query’s results objects
- adding the new field(s) as column(s) in the reports
- creating the appropriate variables by replicating the logic utilized for the other report elements
- creating the appropriate formula for completion of the data tables, again replicating the logic utilized for the other elements
- applying the appropriate alerters to the reports
- testing printability and modifying the page layout as needed

**MAPPING OBJECTS**

UNIVERSE: template\_provider\_u

This report is mapped to the provider universe (template\_provider\_u) and should be copied to your Public or Favorite folder then mapped to the equivalent provider universe for your site (ex. *yoursite\_provider\_u*). Mapping can be done from the first query (Users).

NOTE: The second query (Calendar) **does not require mapping** as this query is based on the calendar universe and does not contain site specific data.

QUERY NAME	FIELD NAME	LOCATION/TYPE/USE
Users	Users Uid	Location: Users Type: System Field Use: Result Object
	Users Access Level	Location: Users Type: System Field Use: Result Object
	Users Inactive	Location: Users Type: System Field Use: Result Object/ Query Filter
	Users Name	Location: Users Type: System Field Use: Result Object
	Users Pageload Expiration	Location: Users Type: System Field Use: Result Object
	Providers Provider Merge Id	Location: Providers Type: System Field Use: Result Object/ Query Filter
	Users Consecutive Bad Login	Location: Users Type: System Field Use: Result Object
	Providers Inactive	Location: Providers Type: System Field Use: Query Filter