

## CBAT Job Aid - 6

### How to Submit a User Bug found in the CBAT system

1. The User will need to submit a service ticket via the "BAT and CBAT Incident Report" website

[https://www.miamidade.gov/global/service.page?Mduid\\_service=ser1530303404128210](https://www.miamidade.gov/global/service.page?Mduid_service=ser1530303404128210)

The screenshot shows the Miami-Dade County website navigation bar with links for Services & Information, News & Social Media, Your Government, and Employees. Below the navigation bar is a breadcrumb trail: Home / Management and Budget / Budgeting Analysis Tool. The main heading is "Budgeting Analysis Tool". The page content includes a description of the tool, its integration with other systems, and its key functions. On the right side, there is a section titled "ONLINE OPTIONS" with four buttons: "BAT LOG-IN", "BAT AND CBAT INCIDENT REPORT" (circled in red), "RFR", and "PEOPLE SOFT".

2. Upon selecting the "BAT and CBAT Incident Report" icon, the USER will automatically be taken to the page below with his or her information already prepopulated

#### BAT and CBAT Incident Report

[Back to Service Page](#)

**Requested By**  
Gibboney, Anita (OMB)

**Date & Time**  
01/25/21 03:32 PM

**Submitting On Behalf of Someone Else?**

**Employee Number**  
156429

**User Display Name**  
Gibboney, Anita (OMB)

**Email Address**  
Anita.Gibboney@miamidade.gov

**Phone Number**  
(305) 375-5414

### 3. Next, the USER will need to select the application type

The screenshot shows a web browser window with the URL `nsd.miamidade.gov/sr/batcbatinc`. On the left is a navigation menu with items like 'PeopleSoft', 'Problem Management', 'Procurement', 'Reports', 'Service Requests', 'Tasks', and 'Minimize Menu'. The main form area contains fields for 'User Display Name' (Gibboney, Anita (OMB)), 'Email Address' (Anita.Gibboney@miamidade.gov), 'Phone Number' ((305) 375-5414), and 'Department' (OMB). Below these is an 'Application' dropdown menu that is open, displaying a list of options: 'CBAT', 'HCP', 'ODI', 'OpPlan', 'PeopleSoft Capital Improvements', 'RFRO', 'Scorecard', and 'Choose File'. The 'CBAT' option is highlighted in blue and circled in red.

### 4. Next, the reporting USER will need to select from the "Category" dropdown menu. Select.....

- **Data** – if there is an issue with the information you have entered or is reporting in CBAT
- **Functionality** – if something is not working the way you anticipated

This screenshot shows the same web form as above, but with the 'Category' dropdown menu open. The 'Application' dropdown is now closed and shows 'CBAT'. The 'Category' dropdown menu is open, showing options: '-- Select --', 'Enhancement', 'Data', 'Functionality', 'Infrastructure Reporting', 'Security/System Access', and 'Technical Issue'. The 'Functionality' option is highlighted in blue and circled in red. Below the dropdown is an 'Add Comments' field with a 1024 character limit.

5. Next, the USER will need to select from the "Priority" dropdown menu the priority level for the need

The screenshot shows a web browser window with the URL `nsd.miamidade.gov/sr/batcbatinc`. The form contains the following fields:

- Phone Number:** (305) 375-5414
- Department:** OMB
- Application:** CBAT
- Category:** Security/System Access
- Priority:** A dropdown menu with options: Normal, Low, Normal, High. The 'Normal' option is highlighted in blue and circled in red.
- Add Comments:** 1024 chars max
- Email Preferences:** Send an Email Notification (checked), Email Additional Users

The Windows taskbar at the bottom shows the time as 3:46 PM on 1/25/2021.

**6. After all the above has been appropriately selected, the USER must then add in the "Add Comments" box the following information...**

**Data** – Provide an explanation of the issue you are having. Include snap shot examples in your "CBAT Incident Report" whenever possible. If you feel more comfortable submitting your "BUG" in a word document and attaching that to the "CBAT Incident Report", that is ok too. However, when attaching a word document, please make that notation in the "Add Comments" box

**Functionality** – Provide an explanation of the issue you are having. Include snap shot examples in your "CBAT Incident Report" whenever possible. If you feel more comfortable submitting your "BUG" in a word document and attaching that to the "CBAT Incident Report", that is ok too. However, when attaching a word document, please make that notation in the "Add Comments" box

**Upload files**

Choose File

**Add Comments** 821 characters left

The Program Book view report for Capital Program # 20000001484 is not showing the correct dollar values in FY 21-22 column. Please see attached document for more information and a snap shot of this issue

**Email Preferences**

Send an Email Notification

Email Additional Users 

Submit

**7. When attaching a file simply CLICK on "Choose File" to upload your document for viewing**

Upload files

Choose File

A Gibboney\_ Prg 2000001484 issue.docx

Add Comments 821 characters left

The Program Book view report for Capital Program # 20000001484 is not showing the correct dollar values in FY 21-22 column. Please see attached document for more information and a snap shot of this issue

Email Preferences

Send an Email Notification

Email Additional Users 

**8. And lastly, include the email address of your OMB Budget Analyst and anyone in your department you feel should be aware of this "CBAT Incident Report"**

Upload files

Choose File

A Gibboney\_ Prg 2000001484 issue.docx

Add Comments 821 characters left

The Program Book view report for Capital Program # 20000001484 is not showing the correct dollar values in FY 21-22 column. Please see attached document for more information and a snap shot of this issue

Email Preferences

Send an Email Notification

Email Additional Users 

**9. Once all the information above has been accurately reflected, the submitter must CLICK the "Submit" button to process the request**

**Upload files**

**Choose File** A Gibboney\_ Prg 2000001484 issue.docx

**Add Comments** 821 characters left

The Program Book view report for Capital Program # 20000001484 is not showing the correct dollar values in FY 21-22 column. Please see attached document for more information and a snap shot of this issue

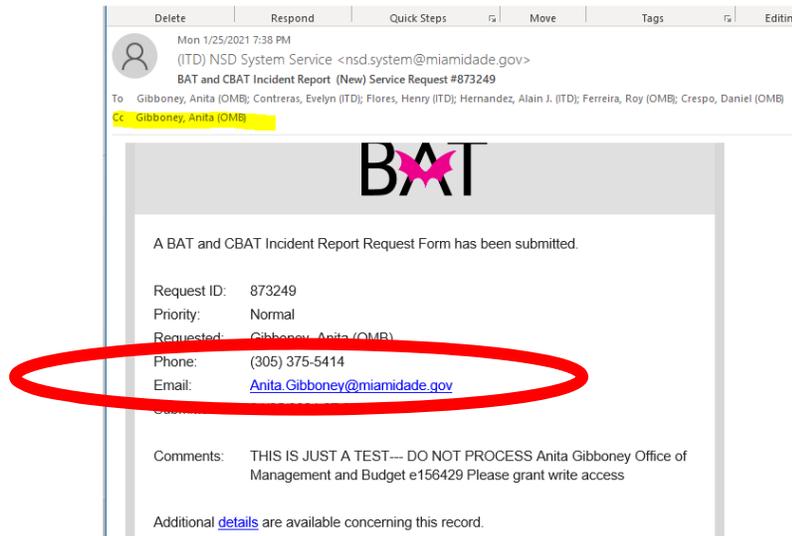
**Email Preferences**

Send an Email Notification

Email Additional Users

**Submit**

**10. As soon as the Incident Report has been submitted, all the individuals identified in section 9 will receive an email notification similar to the email below advising them a request has been submitted**



**11. The following day, the CBAT Administrative Team will receive notification of the request thru a service ticket similar to what is seen below**

**Escalation: Service Requests Aged >= 5 days**

This is a daily report which contains a summary of the service requests assigned to groups that you manage that have not been completed and have an age greater than or equal to 5 days. There are currently **2** open service requests that have been escalated for your review.

---

SR #	<a href="#">864728</a>
Submitted On	01/13/2021
Submitted By	Rodriguez, Emma (DTPW)
SR Age (Days)	9
SR Status	New
Form	BAT and CBAT Incident Report
Assigned To	Hyperion BAT

SR #	<a href="#">866346</a>
Submitted On	01/14/2021
Submitted By	Melean, Sandra (DTPW)
SR Age (Days)	8
SR Status	New

**12. Upon receiving the daily "Service Ticket" report, the CBAT Administrative Team will be able to review the report and review the issues by simply clicking on the blue SR# hyperlink**

**The SR# hyperlink will allow the CBAT Administrative Team to open the service tickets and review the issue at hand**

DeleteRespondQuick StepsMoveTags

Fri 1/22/2021 7:30 AM

 NSD System Account (ITD) <nsdSystemAcc@miamidade.gov>

Escalation: Service Requests Aged >= 5 days

To: Gibboney, Anita (OMB)

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**13. Once the CBAT Administrative Team has addressed the issue and or enhancement request, the Team will then need to update the "Process Request" section by selecting an option from the "Status Update" drop down menu**

**Should the CBAT Administrative Team select "Complete" from the drop-down menu, this will close the service ticket out**

**If the team wishes to add a comment, they can do so by typing in the "Add Comments" section below**

