



Job Dispatcher Guide

Exercise 1 – Job Dispatcher Software

Exercise Objective:

You will learn how to add a job call to the Job Dispatcher database using the Lotus Notes program. Once the job call is entered, you'll learn how to amend and edit the record to correspond with the work you'll perform as a computer service and support technician.

Name:	
Period:	
Date:	

Discussion of Fundamentals:

The Job Dispatcher is a computer database application that keeps track of Work Orders. Initially, information is entered into the database from the Work Order form when the job is opened. Once the Work Order is opened, the Job Dispatcher will assign a Job Control Number (JCN) to the job. The technician will copy the JCN onto the Work Order form so there's a way of tracking the job from the time it's received to the time the equipment is returned to the customer.

Information on the back of the Work Order is keypunched into the database periodically. This procedure affords program managers the flexibility to collect maintenance data on equipment within a school, district, or system. The database is replicated between all schools participating in this course and can be examined at any location around the world. Studying this data helps managers determine maintenance trends, replacement part requirements, and employee productivity.

The Job Dispatcher will allow operators to add, delete, and edit records. This database software will also allow the operator to retrieve and print reports that organize the data in various formats. The Job Dispatcher is a real-world tool that assists managers in making important administrative decisions. Part of your work in this course will include working Dispatch. As the Job Dispatcher you will manage the Job Dispatch database. Working keypunch, you'll open jobs, add data, and print reports, forms, and labels to support your Computer Service and Support program.

Required Materials:

Networked Computer Workstation

Lotus Notes Software

Completed Forms from Forms and Publications Guide, Exercise 3

Procedure:

It's important to realize that the Job Dispatcher software used in the following exercise is not just for practice. It's a powerful tool that you will use to login the five or six computer service jobs you'll complete during this course. Therefore, it's very important that you know how to login work and retrieve data from the database. Here's a step-by-step approach to working with the Job Dispatcher software.

Job Dispatcher Tutorial

Step	Procedure	√ Review	
		Student	Supervisor
1	From either the CSS software or Lotus Notes, open the CSS Job Dispatcher database.		
2	Select the Job Control Log option to look at the jobs listed there.		
3	Double-click on any job in the log. This is how you bring up the details regarding any specific workorder.		
4	Reopen the Job Dispatcher and select By Status . This will allow you to select jobs as they are sorted into AWM, AWP, Complete, and In-Work categories. You can also list jobs by School and Request Type.		
5	Reopen the Job Dispatcher and select Create a New Workorder .		
6	Use the information from the "Forms Scenario" in the previous exercise to completely fill out an on-line workorder form. Don't forget to input the Job Control Number and save the record.		
7	Create and Print a Repairable Item Tag for this job call.		
8	Print out a copy of the job call you just entered.		
9	Answer the following questions using the Job Dispatcher database.		

1. What column of the Job Control Log determines the sequence in which the jobs are listed?
2. What is the technician's name that worked on job number 13450001?
3. How much time did the technician spend working on job 13450001?
4. How many jobs in the Job Dispatcher database are...
 - Awaiting Parts?
 - Awaiting Maintenance?
 - Complete?
5. Which school has the most jobs entered into the Job Dispatcher Database?

Conclusions:

Not only is the Job Dispatcher an electronic version of the Job Control Binder, it's an online database that's shared with all CSS programs around the world. The software allows job dispatchers to add, delete, and edit jobs in the database. Users can also retrieve and print reports that organize the data in various formats. This makes it much easier for managers to see maintenance and personnel trends. You'll use the Job Dispatcher software throughout the remaining portion of this course. You'll use it to login your work and research jobs that are in the database. Your supervisor will also use the program to keep track of your productivity so learn how to use it.