



Stat® Developer Overview

Course Description: The Stat® developer course combines a Stat end-user and Stat developer course into a single course offering. The course is geared toward the PeopleSoft developers and migrators. Key components of the end-user portion of the course cover basic overview of Stat, creating Change/Service Requests (CSRs), approving CSRs, working through workflow and closing CSRs. The 2-day Stat Developer portion covers basic overview of Stat, creating CSRs, adding objects to CSRs, locking objects within a CSR, performing migrations and working through workflow.

Objectives:

- Stat End-user Overview Objectives:
 - To build the skills and knowledge required to input and edit customer service (change) requests, work with the various wizards to find information in Stat, work with Stat queries, reports and graphics, and work with Stat project/task management tools.
- Stat Developer Objectives:
 - To build the skills and knowledge required to understand Stat change/version control tools, work with PS objects and flat files, lock, back-up, version, and migrate PS objects and flat files, manage change and documentation of objects, and run wizards to find information about objects and flat files.

Duration: 3 days

Labs: Yes

Training Formats: Customer Classroom, Quest Classroom, Virtual Classroom

Prerequisites: Basic knowledge of Microsoft Windows, PeopleTools, and PeopleSoft Development Process is helpful but not required

Intended Audience: PeopleSoft Developers, change control managers and/or Help Desk staff

Course Content:

- End-user Overview:
 - The customer support model, the service domain architecture, the security system, the Stat agent, logging on to Stat, and the Stat windows
 - Support console, organizing CSRs, tasks, and projects and email triggers
 - CSRs, the CSR window and fields, opening and creating new CSRs, mailing CSRs, and CSR security
 - Tasks and time entry, the relationship between tasks and activities, the task/time tab, estimating time and tracking progress automatically, tracking time spent on tasks, project management, adding CSRs to projects, creating new projects, working with tasks in projects, and working with Visual Gantt Charts in Stat to manage projects
 - Workflow, changing statuses, identifying status rules and transfer rules, completing transfer rules
 - Reports and graphics, report layout and categories, running reports based on categories, scheduling reports to run automatically, the Stat report viewer, and querying for specific criteria in reports
- Developer Overview
 - PeopleSoft change management, relationship between CSRs and PeopleSoft change requests, PeopleSoft tab, working with migration paths, working with objects and flat files, associating objects/flat files to CSR's, reading in PS projects, object locking and reservations, managing your object environment
 - Advanced PeopleSoft version control
 - Role and use of archive sets (previously termed S.W.A.T. sets), snapshots/versions of objects, using migration paths and distribution databases, creating new archive sets