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This is a quarterly newsletter distributed by StrataCom, Inc.

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ServiceCenter Tip of the Quarter

Business Days in ServiceCenter

The objective of this development is to enable on the fly usage of business days throughout the ServiceCenter tool. This business day logic is then available in all situations, especially when using additional calculations is not possible. The Business Day development consists of a new ServiceCenter file with a corresponding form, a script and a global list.

XXXenvironment File

Create an environment file (where XXX is the acronym associated with the business). The version delivered in the unload is using straenvironment. The environment file will be used to house the results from the generated dates. Name is the name associated with this business day rule (Default:Business Days). Bd.number is set to the number of days to be calculated. Last.businessdays and next.businessdays hold the number of business days forward and backward desired. This file should contain the following fields:

- Name (character) [KEY]
- Bd.number (number)
- Last.businessdays (array/date)
- Next.businessdays (array/date)

XXXenvironment Form

Create a generic form with all of the fields from the XXXenvironment file on. The form delivered in the unload is stra.environment.g. Once created, use this form to create a record named BusinessDays.

Stra Canned Script Library

There is a canned ScriptLibrary that contains reusable Javascript functions that are used in the process. The ScriptLibrary package contained in the unload is named stra. This name should not change nor should the call to this function.

XXX.gen.environment Script

This script will query and generate all of the business dates to be used. The rules in this script will bypass all Saturday and Sunday days and will also bypass all company holidays as defined in the calholidays. The delivered version of this script in the unload is stra.gen.environment.

This script is the major component of this canned solution. The script processes,

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Corporate Office

1316 23rd St S
Fargo, ND 58103
877.880.5697

Satellite Office

Locations:

Minneapolis, MN
Sioux Falls, SD
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regenerates the businessdays, saves the new date criteria and lastly updates the global list in the client.

Line one of the script performs housekeeping. It initializes the environment file and selects the record named above.

Lines two and three calculate the previous and the next business days respectively. Bd.number equals the number of business days forward and backward that are required for effective system processing. This number will vary from organization to organization. This number will be the number of captured business days in each direction. It will not include the bypassed days for weekends and holidays. Each time through the loop, the day counter will increment/decrement one additional day. That record is then checked against the Javascript str.HolidayLookup. If the date is a holiday or the day is a Saturday or a Sunday, the date is skipped. Otherwise the date is added to the array of business days.

Line five saves the environment record that was built in lines two and three.

The next four lines initialize, select, and update the global list. The variable \$G.busdays.prev contains the business days in the past and \$G.busdays.next contains the business days in the future.

Schedule Record

A schedule record is required to run this script on a regular timeframe. This will ensure that the dates are always correct from the perspective of the current date and time. There is no schedule record included in the unload.

What the Business Days Function Provides

This script produces two arrays of dates. One variable contains the business days in the past and the other contains the business days in the future. These dates can then be reused throughout the application whenever a number of business days from the current date is required.

Examples:

- `date(open.date) < 5` in `$G.busdays.prev` -- This example will result in true if the `open.date` was earlier than 5 business days ago.
- `Target.date` in `$file=$numberdays` in `$G.busdays.next` – This example will set `target.date` equal to the nth element in `$G.busdays.next`.

Additional Information

A RAD Application has to be replaced to run scripts properly as part of a schedule.

Further Questions? Please feel free to contact Eric Krueger at ekrueger@stratacominc.com.

tied and enhanced by configuration management.

Upgrade Services:

StrataCom is perfectly positioned to upgrade ServiceCenter clients to the new Service Manager. Having explored the beta version, we have learned the gaps and can put together an accurate quote to move your team to the newest technology. Contact Laura Walker today to learn more about this valuable service: 701-232-5697 ext 27 or lwalker@stratacominc.com.

HP ServiceCenter Outlook Integration

Our HP ServiceCenter Outlook Integration Toolbar allows your analysts to update and close HP ServiceCenter tickets and provides the ability to approve and disapprove changes based on email notifications generated from ServiceCenter.

How it works:

1. Ticket is created in ServiceCenter
2. Analyst is notified of ticket assignment, change needs to be approved
3. After reviewing email, analyst can use the toolbar to perform various actions
4. Integration tool verifies that analyst wishes to perform the action, then attempts to complete the action using ServiceCenter
5. Analyst is notified that the action succeeded or failed
6. Analyst may then get another email indicating success, such as ticket closed or change approved

Please contact [Laura Walker](#) today for more information and scheduling regarding this popular upgrade service.

HP Software Universe 2008

Hewlett Packard has announced the details of HP Software Universe 2008! The next Software Universe conference is schedule for June 17-19 in Las Vegas.

For more information on UserWorld 2008, contact Laura Walker at 701-232-5697 ext. 27 or walker@stratacominc.com. You may also visit the Software Universe 2008 website at: <http://h30350.www3.hp.com/event/>.

consulting in the corporate world, they firmly believed that they had enough exposure and experience to begin a company that knew how to do things not only right, but GREAT!

Nine years later, StrataCom is still going strong with Eric, Steve, and Bill continuing as our fearless leaders. With a full time devoted staff of BMC Remedy consultants, we continue to strive for excellence in service and are proud of the fact that never in our history have we had a single dissatisfied customer. Our mantra is, "We never want to have a conversation with an unhappy client . . . and know that they are right."

We pride ourselves on the fact that our clients can count on StrataCom to recognize the individuality of their business processes. We work diligently to maximize the return on their BMC Remedy investments; for it is our firm belief that no company should ever have to change its business to fit a software package. It is your company. You know what works.

If you are considering any of the following initiatives for your BMC Remedy environment, we would be thrilled if you would consider us!

- Implementation
- Customization
- Data Migration
- Integration

Contact



Laura Walker

StrataCom
Business Development Manager
walker@stratacominc.com
701-232-5697 ext 27



Audra Kutz-Behl

StrataCom
Director of business development
akutz@stratacominc.com
701-232-5697 ext 21

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