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	REPORTS PORTAL NAVIGATION FOR NEA END-USERS	<i>Rev. No.</i> 00	<i>Effective:</i> August 14, 2017

Title : Reports Portal Navigation for NEA End-Users
 Document Code : NEA-QMS-SP-XX

 Document Type : System Navigation Manual
 Effective Date : August 14, 2017

Prepared by:

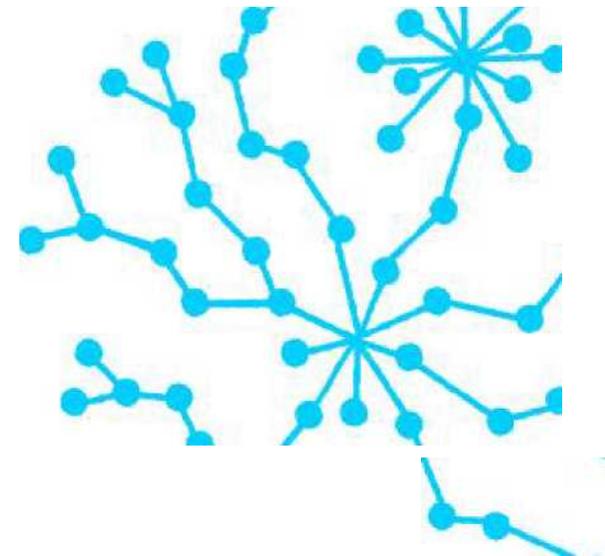
INDRA Philippines Inc.

Reviewed by:

ANA ROSA D. PAPA
 NEA Data Governance Lead

Approved by:

EDGARDO R. MASONGSONG
 NEA Administrator



Review Frequency : 1 Year
Distribution : Printed, LAN, Web

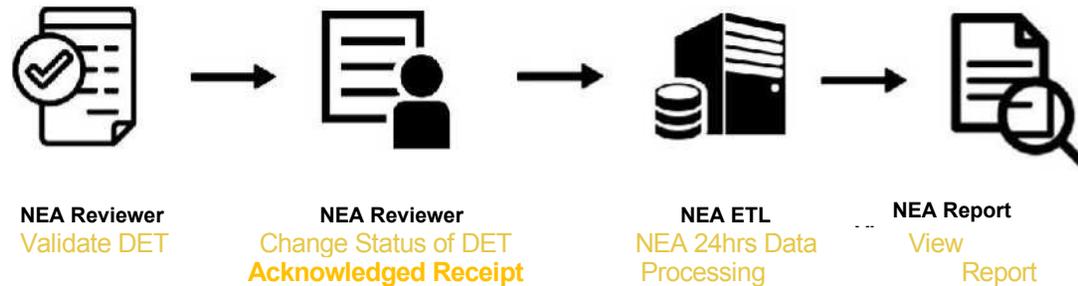
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Review / Revision History			
Revision No.	Date	Description	Approved By
0	02-2018	Initial Draft	
1			
2			
3			
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1.0 OBJECTIVE

This end user guide will assist NEA to become familiar with the Reports Portal functionalities that correspond to their role as Report Viewers. It provides the users the steps on how to navigate the NEA Reports Portal to properly execute the viewing of Operational Reports and Analytical Views.



2.0 SCOPE

This manual covers the NEA Reports Portal system guide and system navigation for NEA Report Viewers.

3.0 DEFINITION OF TERMS

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Data Entry Template (DET)

- Input Templates used to fill out information and submitted by the ECs to the NEA Web Portal for NEA acknowledgement and reports generation. These templates serve as inputs in the generation of reports.

NEA Reports Portal

- A web- based report generating system that is used to prepare and deliver a variety of interactive and printed reports. For NEA reports, the data that will be processed to generate reports such as Operational Reports and Analytical Views will come from the submitted and validated Data Entry Templates (DET) of the ECs.

4.0 ROLES AND RESPONSIBILITIES

Report Viewers

- Responsible for viewing and analysing data presented in Operational Reports and Analytical Views that are reflected from Data Entry Templates (DET).

5.0 REFERENCES

5.1 Refer to **Section 5.0** of the End-User Navigation Guide.

6.0 SYSTEM GUIDE

This section provides the information the user needs to view Operational Reports and Analytical Views in the NEA Reports Portal

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6.1 System Requirements

6.1.1 Access to NEA Reports Portal

NEA Reports Portal is a web-based facility with a need to use a standard internet browser.

The NEA Reports Portal URL is <https://neabi.neagovph.net/Reports>

Username and passwords will be **provided via email by the System Administrator.**



Note: Ensure that you are connected to the internet.



Note: You need a *Username and Password* to access the system.

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7.0 NEA REPORTS PORTAL INTERFACE

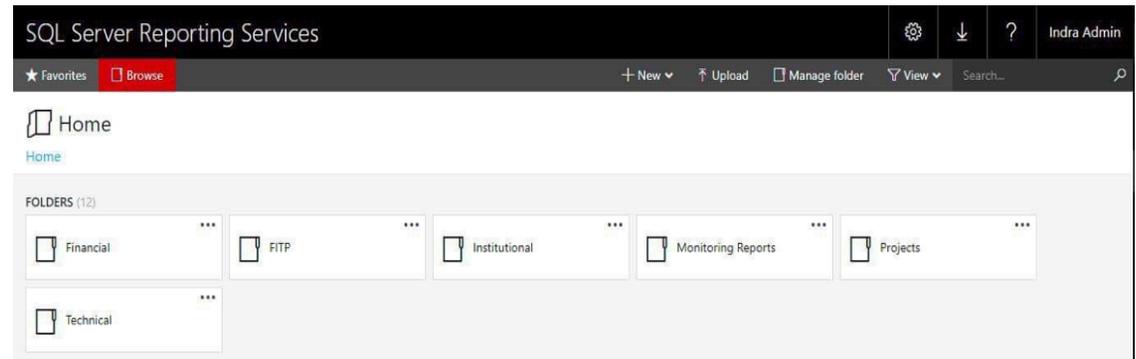
7.1 Home Page

Below is the user interface for NEA Reports Portal once the user is successfully logged in.

System Details

In the **Home Page screen**, the different subject area folders such as ***Financial, Institutional, Technical, Projects, FITP, and Monitoring Reports*** are displayed

System Screen/ Button





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Each subject area folder consists of sub folders such as the **Analytical Views** and **Operational Reports**.

A screenshot of the SQL Server Reporting Services (SSRS) web interface. The browser address bar shows 'Home > Institutional'. Below the address bar, a 'FOLDERS (2)' section is highlighted with a red box, containing two folder icons: 'Analytical Views' and 'Operational Reports'. The 'Institutional' folder name is also highlighted with a red box. The interface includes a top navigation bar with 'Favorites' and 'Browse' buttons, and a search bar.

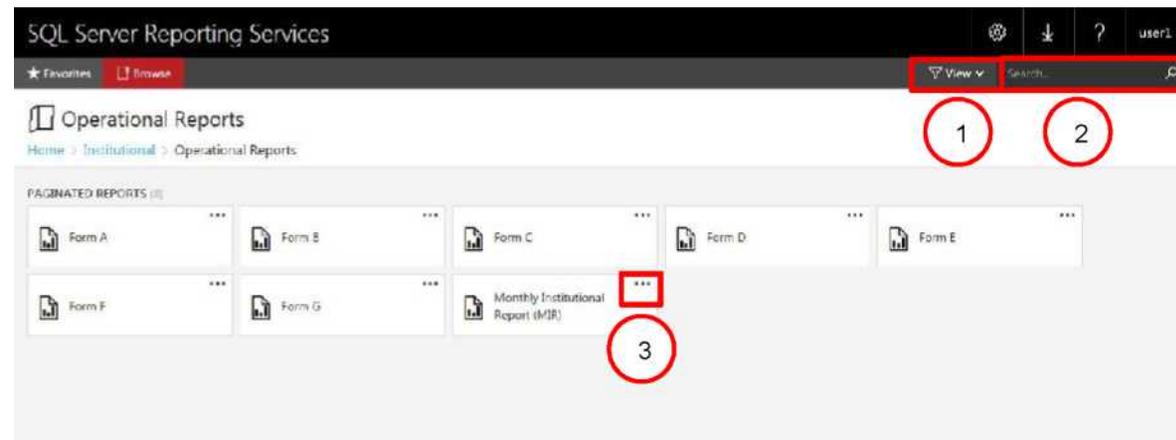
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7.1.1 Report Screen

System Details

System Screen/ Button

This section introduces the commonly used objects on the reports screen.





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System Details	System Screen/ Button																																																						
<p>1. View – click to view reports in a different layout</p>	<p>The screenshot shows the SQL Server Reporting Services interface. At the top, there is a navigation bar with 'Favorites' and 'Browse' buttons. Below this is a search bar and a 'View' dropdown menu. The 'View' menu is open, showing options: 'Tiles', 'List', and 'Viability'. The main content area displays a table of reports with columns: 'Name', 'Description', 'Size', 'Modified', 'Viability', and 'Modified by'. The table contains several rows of report data, including 'Form A', 'Form B', 'Form C', 'Form D', 'Form E', 'Form F', and 'Form G'. The 'View' button is highlighted in red in the original image.</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Description</th> <th>Size</th> <th>Modified</th> <th>Viability</th> <th>Modified by</th> </tr> </thead> <tbody> <tr> <td>Form A</td> <td></td> <td>633.4 KB</td> <td>May 18, 2017 12:50:38 PM</td> <td></td> <td>NEA\nea_admin</td> </tr> <tr> <td>Form B</td> <td></td> <td>633.4 KB</td> <td>May 18, 2017 12:50:38 PM</td> <td></td> <td>NEA\nea_admin</td> </tr> <tr> <td>Form C</td> <td></td> <td>633.4 KB</td> <td>May 18, 2017 12:50:38 PM</td> <td></td> <td>NEA\nea_admin</td> </tr> <tr> <td>Form D</td> <td></td> <td>633.4 KB</td> <td>May 18, 2017 12:50:38 PM</td> <td></td> <td>NEA\nea_admin</td> </tr> <tr> <td>Form E</td> <td></td> <td>633.4 KB</td> <td>May 18, 2017 12:50:38 PM</td> <td></td> <td>NEA\nea_admin</td> </tr> <tr> <td>Form F</td> <td></td> <td>633.4 KB</td> <td>May 18, 2017 12:50:38 PM</td> <td></td> <td>NEA\nea_admin</td> </tr> <tr> <td>Form G</td> <td></td> <td>633.4 KB</td> <td>May 18, 2017 12:50:38 PM</td> <td></td> <td>NEA\nea_admin</td> </tr> <tr> <td>Monthly Institutional Report (MIR)</td> <td></td> <td>1.37 MB</td> <td>May 18, 2017 12:50:38 PM</td> <td></td> <td>NEA\nea_admin</td> </tr> </tbody> </table>	Name	Description	Size	Modified	Viability	Modified by	Form A		633.4 KB	May 18, 2017 12:50:38 PM		NEA\nea_admin	Form B		633.4 KB	May 18, 2017 12:50:38 PM		NEA\nea_admin	Form C		633.4 KB	May 18, 2017 12:50:38 PM		NEA\nea_admin	Form D		633.4 KB	May 18, 2017 12:50:38 PM		NEA\nea_admin	Form E		633.4 KB	May 18, 2017 12:50:38 PM		NEA\nea_admin	Form F		633.4 KB	May 18, 2017 12:50:38 PM		NEA\nea_admin	Form G		633.4 KB	May 18, 2017 12:50:38 PM		NEA\nea_admin	Monthly Institutional Report (MIR)		1.37 MB	May 18, 2017 12:50:38 PM		NEA\nea_admin
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2. **Search** – click to search for a specific report

SQL Server Reporting Services

Search results for name and description including **MIR**.

PAGINATED REPORTS (1)

- Monthly Institutional Report (MIR)

3. **Ellipsis** - located on the upper right corner a report. Click to view details of the report.

SQL Server Reporting Services

Operational Reports

Home > Institutional > Operational Reports

PAGINATED REPORTS (8)

- Form A
- Form B
- Form C
- Form F
- Form G
- Monthly Institutional Report (MIR)

Monthly Institutional Report (MIR)

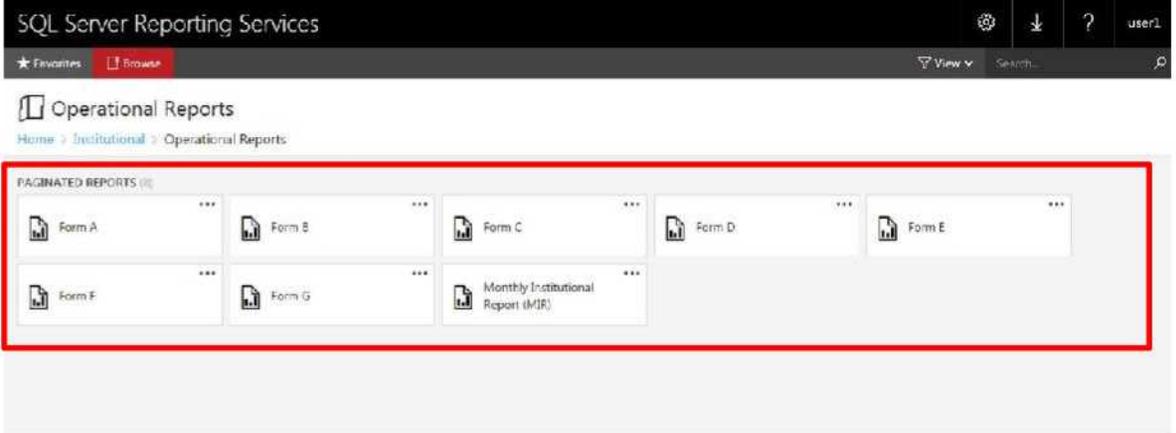
- Changed by NEA\nea_admin on 5/18/2017 12:50 PM
- Created by NEA\nea_admin on 4/3/2017 6:26 PM
- Add to Favorites
- Open
- View history snapshots
- Manage

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8.0 OPERATIONAL REPORTS

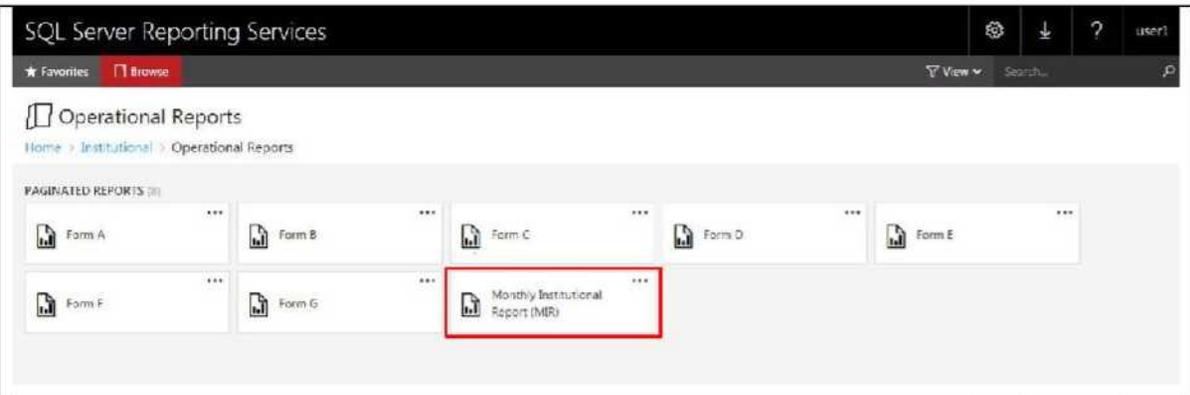
Operational Reports refer to current and future reports intended to support the day to day activities of NEA.

8.1 Operational Report Viewing

System Details	System Screen/ Button
<p>1. Select <i>Operational Reports</i> sub folder from the chosen subject area.</p> <p>List of reports will be displayed</p> <p> Reports are displayed in "tile" view by default</p>	 <p>The screenshot shows the 'Operational Reports' page in SQL Server Reporting Services. The page title is 'Operational Reports' and the breadcrumb is 'Home > Institutional > Operational Reports'. Below the title, there is a section titled 'PAGINATED REPORTS (8)' which contains eight report tiles: Form A, Form B, Form C, Form D, Form E, Form F, Form G, and Monthly Institutional Report (MIR). Each tile has a document icon and three dots for options. A red rectangular box highlights this entire section of report tiles.</p>

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	<i>Document Title:</i> <p style="text-align: center;">REPORTS PORTAL NAVIGATION FOR NEA END-USERS</p>	<i>Rev. No.</i> <p style="text-align: center;">00</p>	<i>Effective:</i> <p style="text-align: center;">August 14, 2017</p>

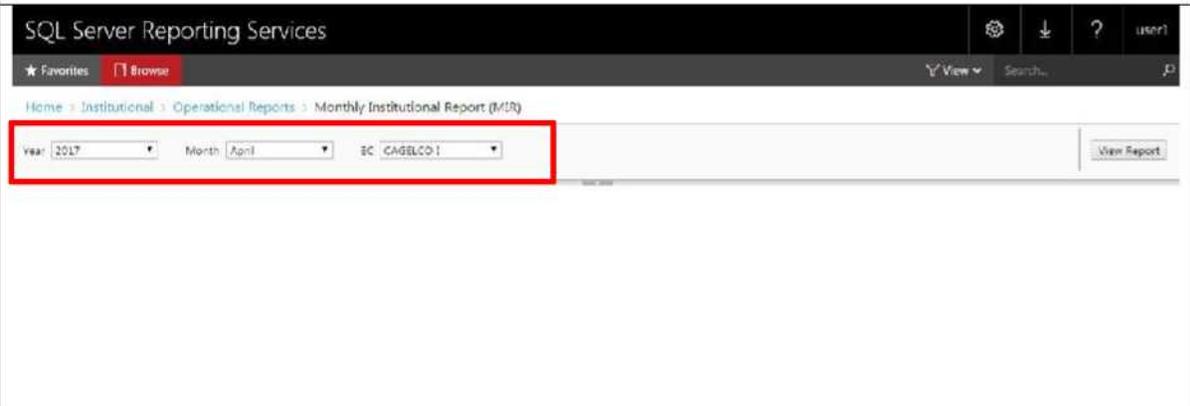
2. Click a report to open



3. Select value from the dropdown filters

 Default filter values are pre-selected in some of the reports.

 Dropdown filters may be *Single Select* or *Multiple Select*





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4. Click **View Report**

A report is generated.



Click the Sub Folder or Main Folder on the top screen to go back to the list of reports

The screenshot shows the SQL Server Reporting Services interface. At the top, there's a navigation bar with 'Home > Institutional > Operational Reports > Monthly Institutional Report (MIR)'. Below this, there are dropdown menus for 'Year: 2017', 'Month: April', and 'SC: CAGBLCO1'. A red box highlights the 'View Report' button on the right side of the report selection area. Below the report selection area, there are navigation controls (back, forward, refresh, zoom) and a list of report forms (Form A through Form G). The main content area displays the report header for 'Monthly Institutional Report for the Month of April, 2017' and includes contact information for Capayan Electric Cooperative, Inc. and a section for the Board of Directors.

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	<p style="text-align: center;">REPORTS PORTAL NAVIGATION FOR NEA END-USERS</p>	<i>Rev. No.</i> <p style="text-align: center;">00</p>	<i>Effective:</i> <p style="text-align: center;">August 14, 2017</p>

8.2 Getting Around the Operational Report

8.2.1 Report Components

8.2.1.1 Header

Report Layout Description

Report Title and Sub Title - displays information about the report

Navigational Tabs - click to navigate to other reports related

Latest Available Date - displays when the data is last updated

Report Layout



National Electrification Administration
Monthly Institutional Report
 for the Month of April, 2017



Latest Available Data: Apr 30, 2017

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8.2.1.3 Footer

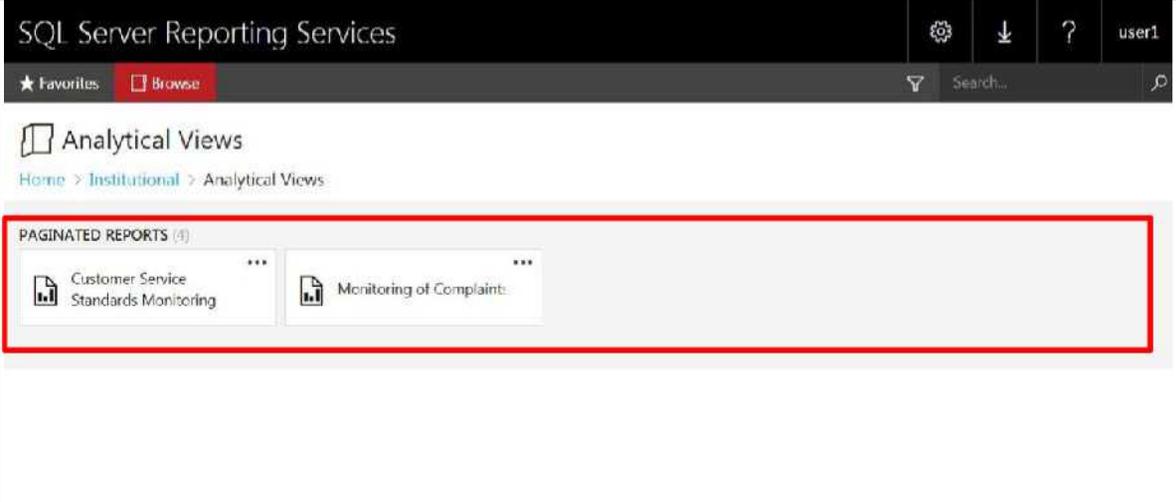
Report Layout Description	Report Layout
Last Refreshed Date - displays when the report is last refreshed	Last Rdresh Date: Jun 08.2017
Pagination - displays the page number	Page 1 of 2

9.0 ANALYTICAL REPORTS

Analytical Views are composed of charts and graphs that help summarize data in visual format. It enables to represent very large datasets as aggregated information available at glance to the report viewers.

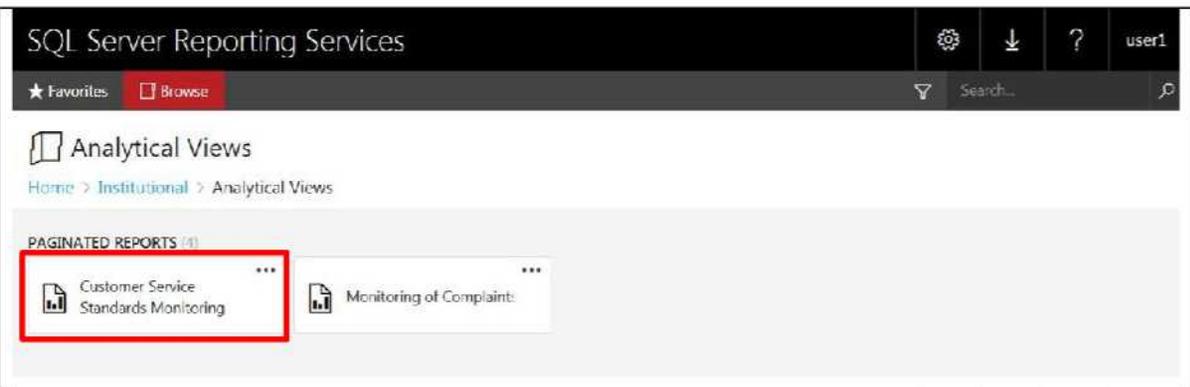
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9.1 Analytical Report Viewing

System Details	System Screen/ Button
<p>1. Select <i>Analytical Views</i> sub folder from the chosen subject area.</p> <p>List of reports will be displayed</p> <p> Analytical Views are displayed in "tile" view by default</p>	 <p>The screenshot shows the SQL Server Reporting Services web portal. The breadcrumb navigation is 'Home > Institutional > Analytical Views'. A red box highlights the 'PAGINATED REPORTS (4)' section, which contains two report tiles: 'Customer Service Standards Monitoring' and 'Monitoring of Complaints'.</p>

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2. Click an analytical view to open



3. Select value from the dropdown filters

 Default filter values are pre-selected in some of the reports.

 Dropdown filters may be *Single Select* or *Multiple Select*





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4. Click **View Report**

A report is generated.



Click the Sub Folder or Main Folder on the top screen to go back to the list of reports

The screenshot shows the SQL Server Reporting Services (SSRS) interface. The breadcrumb navigation is: Home > Institutional > Analytical Views > Customer Service Standards Monitoring. The configuration fields are: Year: 2017, Month: April, Island Group: LUZON, Region: Region II, and EC: CAGRICOI. A 'View Report' button is highlighted with a red rectangular box.

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SQL Server Reporting Services

user1

★ Favorites Browse Search...

Home > Institutional > Analytical Views > Customer Service Standards Monitoring

Year: 2017 Month: April

Island Group: LUZON Region: Region II EC: CAGELCO I

View Report

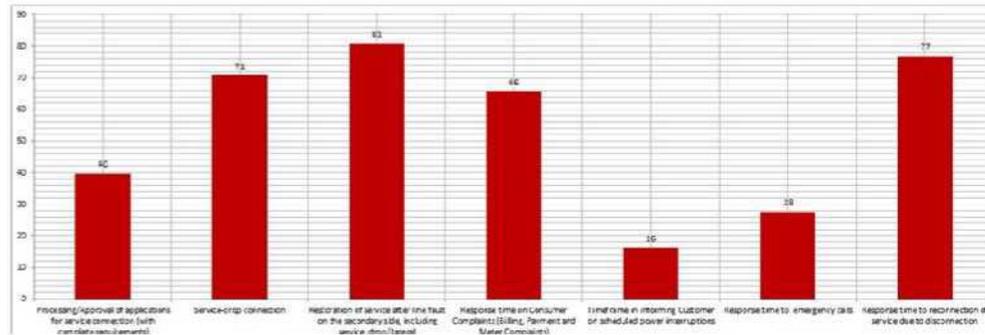


Republic of the Philippines
National Electrification Administration
Customer Service Standards Monitoring
April 2017

Total Count of Compliance

Latest Available Data: May 18, 2017

Total Count of Full Compliance Per Customer Service Standard



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9.2 Getting Around the Analytical Report

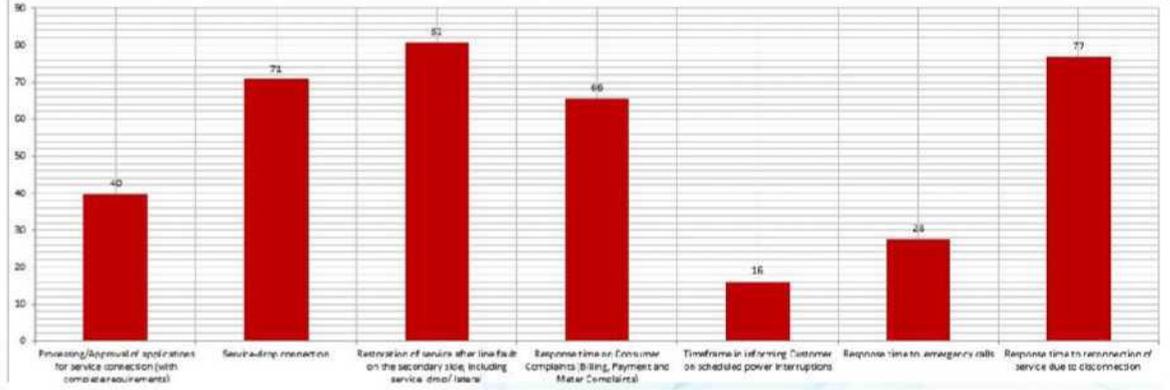
9.2.1 Report Components

9.2.1.1 Header

Report Layout Description	Report Layout
Report Title and Sub Title - displays information about the report	 <p>RepubliK of the Philippines National Electrification Administration A-1 — Customer Service Standards Monitoring April 2017</p>
Navigational Tabs - click to navigate to other reports related	
Latest Available Date - displays when the data is last updated	Latest Available Data: May 18, 2017

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9.2.1.2 Report Body

Report Layout Description	Report Layout																
<p>Table – consists of columns and row headers and the actual data</p> <p>Graph/Chart – visual representation of aggregated data</p> <p> A graph may be a Line, Pie, Column, or Stack.</p>	<p>Total Count of Non-Compliance Per Customer Service Standard</p>  <table border="1"> <thead> <tr> <th>Customer Service Standard</th> <th>Total Count of Non-Compliance</th> </tr> </thead> <tbody> <tr> <td>Processing/Approval of applications for service connection (with complete requirements)</td> <td>40</td> </tr> <tr> <td>Service-drop connection</td> <td>71</td> </tr> <tr> <td>Restoration of service after line fault on the secondary side, including service drop failure</td> <td>82</td> </tr> <tr> <td>Response time of Cross-over Complaints (Billing, Payment and Meter Complaints)</td> <td>65</td> </tr> <tr> <td>Timeframe in informing Customer of scheduled power interruptions</td> <td>16</td> </tr> <tr> <td>Response time to emergency calls</td> <td>28</td> </tr> <tr> <td>Response time to resumption of service due to disconnection</td> <td>77</td> </tr> </tbody> </table>	Customer Service Standard	Total Count of Non-Compliance	Processing/Approval of applications for service connection (with complete requirements)	40	Service-drop connection	71	Restoration of service after line fault on the secondary side, including service drop failure	82	Response time of Cross-over Complaints (Billing, Payment and Meter Complaints)	65	Timeframe in informing Customer of scheduled power interruptions	16	Response time to emergency calls	28	Response time to resumption of service due to disconnection	77
Customer Service Standard	Total Count of Non-Compliance																
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Response time to emergency calls	28																
Response time to resumption of service due to disconnection	77																

9.2.1.3 Footer

Report Layout Description	Report Layout
<p>Last Refreshed Date - displays when the report is last refreshed</p>	<p>Last Refresh Date: Jun 08.2017</p>
<p>Pagination - displays the page</p>	<p>Page 1 of 2</p>



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number

10.0 SCREEN NAVIGATION BUTTONS

System Details	System Screen/ Button
<p>Page Navigation - click to view next page or previous page, first page and the last page</p>	<p style="text-align: center;"> < < fi Of 3 > t> </p>
<p>Refresh - click to refresh the report</p>	<p style="text-align: center;">o</p>
<p>Back Button - click to go back to parent report</p>	<p style="text-align: center;">©</p>
<p>Page Width - click to zoom in or zoom out the report</p>	<p style="text-align: center;">Page Wet- ▼ Wbc e 3age 500% 200% 150% ::c i 75% : c ,</p>

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Save - click to save report to PDF or Excel.



Saving of report is per report tab.

Note: Users are responsible for all downloaded files' safekeeping or distribution and printed reports.

Note: Confidentiality of information of the reports must always be considered

11.0 EXIT REPORTS PORTAL

Close the browser to exit NEA Reports Portal.

12.0 REPORT DISTRIBUTION GUIDELINES

- A. Data Governance committee will classify if reports are for public (NEA website) or for specific consumption
- B. Standard Process & System Changes procedure must be followed if there are modifications in the report distribution
- C. Viewer access can be revoked anytime by the Data Governance committee