Service Application Status Dashboard (Public Dashboard)
User Manual V 1.0

Contents

Document History

Version	Prepared by	Reviewed by	Approved by	Description of Changes	Date
1.0	Microsoft	KUM	KUM	User Manual	

1. Introduction

The dashboard provides a comprehensive view designed to streamline your experience, from overview to detailed level information which can be accessed without registering into portal. This will enable you to efficiently track your application progress and other key activities within the system

You may find the details of the visuals as indicated in the table below:

Table of reference

#	Visual	Description
1	Year	Filter to select Year, Quarter, Month
2	Period	Filter to select required period from the calendar
3	Status of application	Filter to select the Application Status
4	SLA Performance	The proportion of applications processed within the designated SAKALA timeframe out of the total number of applications submitted.
5	Departments, Services, Total Applications, Approved Applications, UnderProcess Applications, Rejected Applications	The all-encompassing count of departments, Services, Total Applications, Approved Applications, UnderProcess Applications, Rejected Applications respectively.
6	Department	Filter to select department
7	Department Applications	Distribution of applications across departments
8	Application Services	Distribution of applications across services within the chosen department, expressed along with percentages
9	Applications Status	Distribution of applications across Services within the chosen department, along with Status
10	Application Received	Annual receipt of applications
11	Search	Application numbers can be used to search for applications

2. Instructions for its usage

1. Select a Year or Period for which you want to view details on.
2. Click on Department from "Department Applications" & navigate to next level by clicking link available on top "View Details"

Select Department from the below graph and click on "View details" button
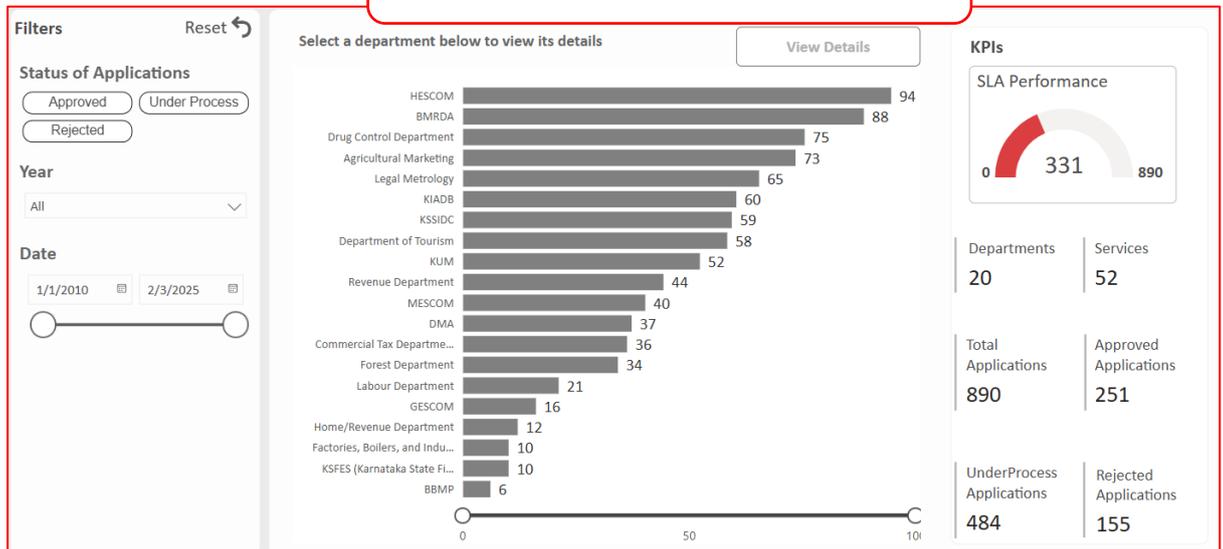
Note: View details button is enabled only when department is selected

After selection view button is enabled as shown below
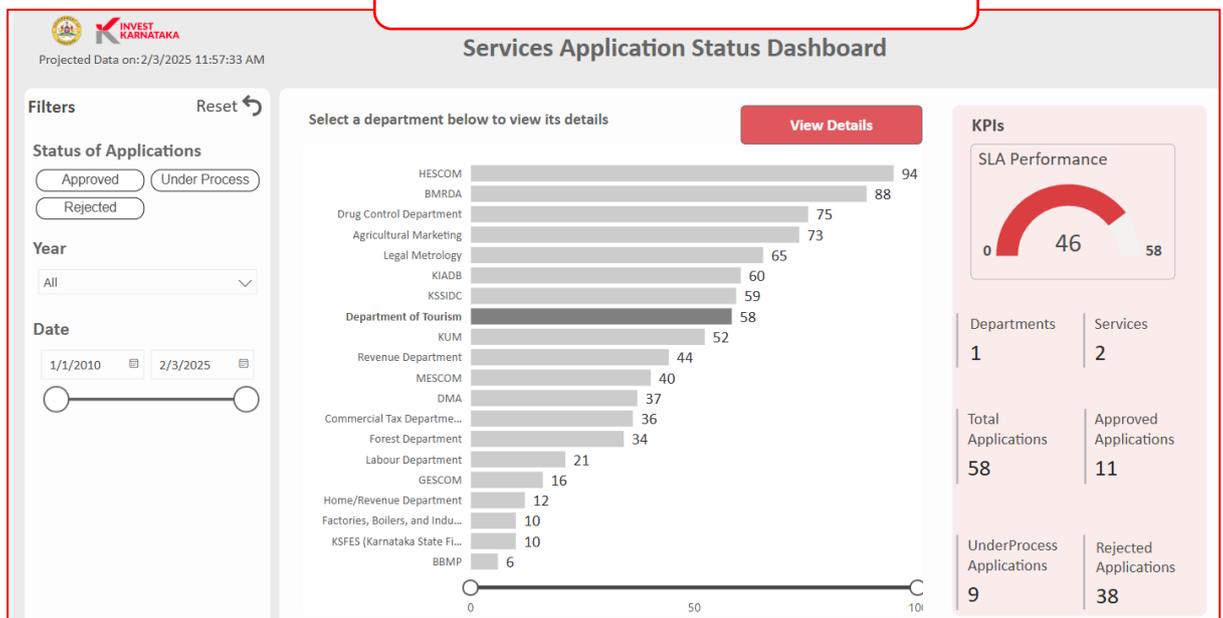
3. You are at the service level for the selected department.
4. You will be able to see all the services with respect to that department with respective fees, average, median, Maximum, Minimum time taken to act upon a application.

5. Select a service from table in which the application lies in and navigate to next level by clicking link available on top "View Details".

Click on the collapse to view the table in detail or focused view

6. Click collapse to view details from the table

Expanded view of service details in table

Here as well You can select service and click on view details to navigate to next level.

7. You are at the Application level for the selected service
8. This view shows the details of applications for selected service, which includes average time taken to approve applications, Minimum time taken to approve applications, Maximum time taken to approve applications and median time taken to approve applications for that service along with SAKALA timeline.
9. You can search for your application using application number in the search box.

10. Dashboard will then show you all the details like its current status, when was it created, amount of fees paid etc.
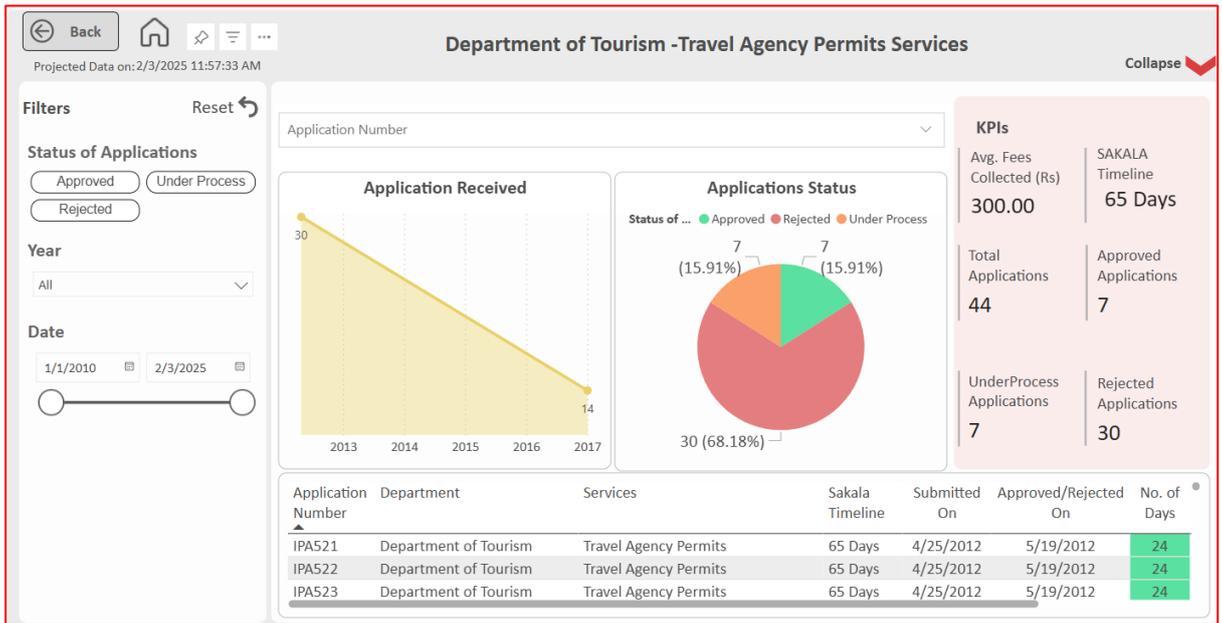
11. Click collapse to view details from the table below

12. If you want to go back to previous page click on the back button on the top left of the page. Similarly to navigate to home, click on home button.