

System Management - Failure application management

Overview

Failure application management provides a function to register failure details and request for handling when a failure occurs.

Description

- **Failure application management** provides functions of registering, modifying, deleting, inquiring and inquiring lists of failure application information.

① Failure application list inquiry: inquire information defined as failure application in the order of registration time and display the result on the screen.

② Failure application registration: register failure application information and inquire results.

③ Failure application modification: modify registered failure application information.

④ Failure application deletion: delete registered failure application information.

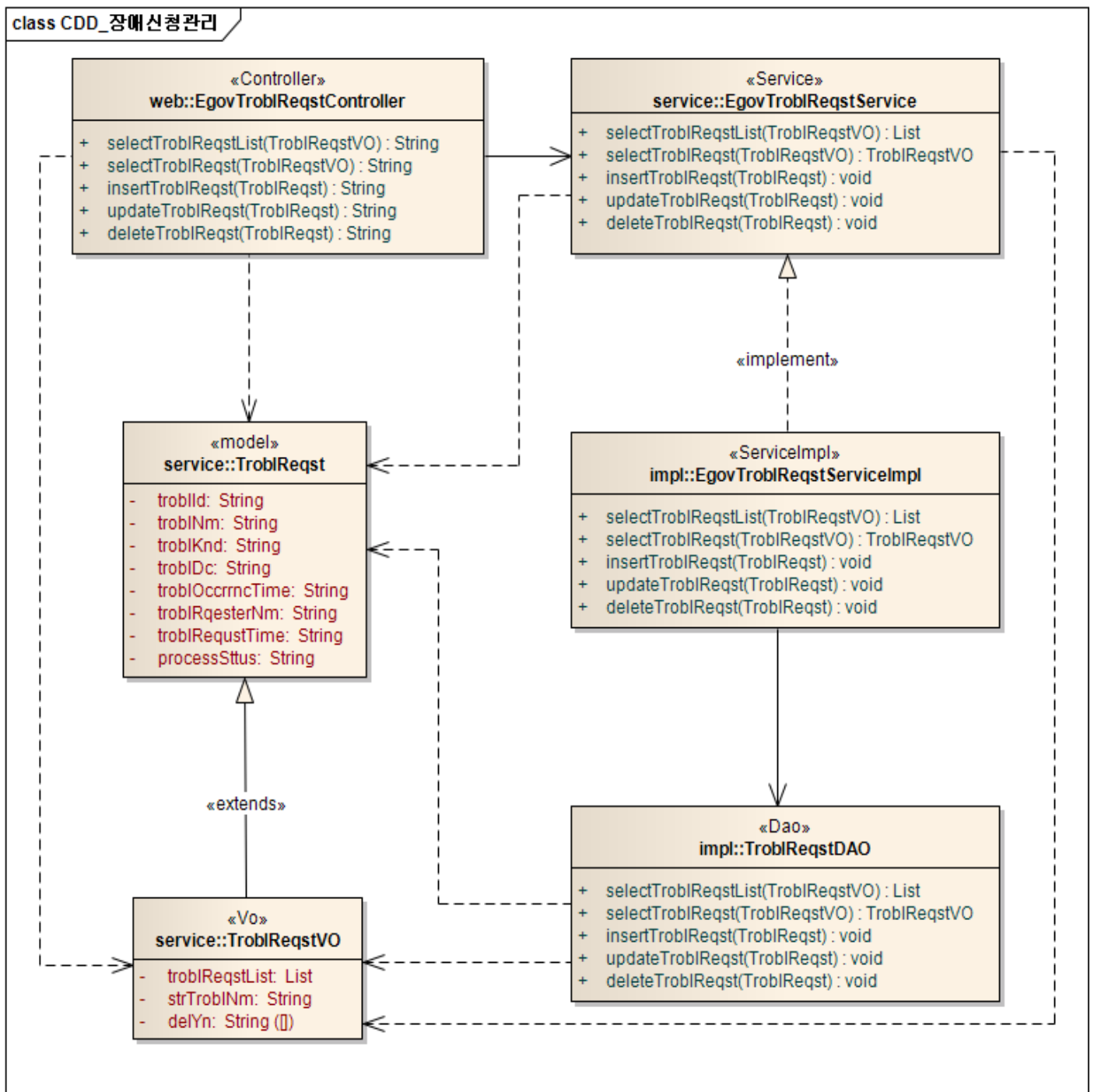
⑤ Failure application detail inquiry: inquire registered failure application information.

Related sources

Type	Target source names	Notes
Controller	egovframework.com.sym.tbm.tbr.web.EgovTroblReqstController.java	Controller class for failure application information management
Service	egovframework.com.sym.tbm.tbr.service.EgovTroblReqstService.java	Service Interface for failure application information management
ServiceImpl	egovframework.com.sym.tbm.tbr.service.impl.EgovTroblReqstServiceImpl.java	Service implement class for failure application information management
DAO	egovframework.com.sym.tbm.tbr.service.impl.TroblReqstDAO.java	Data processing class for failure application information management
Model	egovframework.com.sym.tbm.tbr.service.TroblReqst.java	Model class for failure application information management
VO	egovframework.com.sym.tbm.tbr.service.TroblReqstVO.java	VO class for failure application information management
JSP	/WEB-INF/jsp/egovframework/sym/tbm/tbr/EgovTroblReqstList.jsp	jsp page for failure application information list inquiry
JSP	/WEB-INF/jsp/egovframework/sym/tbm/tbr/EgovTroblReqstRegist.jsp	jsp page for failure application

		information registration
JSP	/WEB-INF/jsp/egovframework/sym/tbm/tbr/EgovTroblReqstUpdt.jsp	jsp page for failure application information modification
JSP	/WEB-INF/jsp/egovframework/sym/tbm/tbr/EgovTroblReqstDetail.jsp	jsp page for registered failure application information inquiry
XML	/egovframework/sqlmap/com/sym/tbm/tbr/EgovTroblReqst_SQL_*.xml	failure application information management QUERY XML

Class Diagram



Related Tables

Table name	Table name (English)	Note
Failure information	COMTNTROBLINFO	When system failure occurs, manage failure detail information.

ID Generation

- In order to use ID Generation Service, add **TROBL_ID** to COMTECOPSEQ, the sequence storing table.

```
INSERT INTO COMTECOPSEQ VALUES('TROBL_ID','0');
```

Related Screen and Execution Manual

Failure application list inquiry

Action	URL	Controller method	QueryID
Inquire	/sym/tbm/tbr/selectTroblReqstList.do	selectTroblReqstList	"troblReqstDAO.selectTroblReqstList"
			"troblReqstDAO.selectTroblReqstListTotCnt"

10 failure application lists are retrieved per page and paging is carried out every 10 page. The search conditions are **failure name, failure type and handling status**.

There are three handling statuses: **submitted** (failure registered), **requested** (failure applied) **and completed** (result registered).

During the requested status, failure application modification is not allowed. If modification is required, cancel the request before modifying failure application information.

장애신청 관리

장애명 :

장애종류 :

처리상태 :

장애ID	장애명	장애종류	장애발생시간	등록자	처리상태
TBM_00000000000000012	랜선 절단	네트워크 장애	2010-10-30 12:30:00	홍길동	요청
TBM_00000000000000013	디스크 Full	네트워크 장애	2010-09-02 04:00:00	홍길동	완료
TBM_00000000000000014	네트워크 다운	네트워크 장애	2010-09-03 08:44:08	홍길동	접수
TBM_00000000000000015	랜선 절단	하드웨어 장애	2010-09-02 10:00:00	홍길동	요청
TBM_00000000000000019	시스템 장애	정전	2010-09-10 03:59:02	홍길동	요청
TBM_00000000000000041	모니터링장애	모니터링 장애	2010-09-13 00:00:00	홍길동	접수
TBM_00000000000000043	서비스 장애	어플리케이션 장애	2010-09-28 02:00:00	홍길동	요청
TBM_00000000000000044	홀수 장애	홀수	2010-09-21 00:00:00	홍길동	요청
TBM_00000000000000045	화재	화재	2010-09-23 00:00:00	홍길동	접수
TBM_00000000000000048	네트워크 다운	네트워크 장애	2010-10-13 02:02:04	홍길동	완료

1 2

Inquire: retrieve registered failure application list.

Register: to register a failure application, press Register button on the top to move to **failure application registration** screen.


Inquire in detail: to inquire detailed information of failure application, select **failure ID** move to **failure application detail inquire** screen.

Failure application registration

Action	URL	Controller method	QueryID
Register	/sym/tbm/tbr/addTroblReqst.do	insertTroblReqst	"troblReqstDAO.insertTroblReqst"

Enter and register the property information of failure application.

장애신청 등록

장애ID *	<input type="text"/>
장애명 *	<input type="text"/>
장애종류 *	네트워크 장애 ▼
장애설명 *	<div style="border: 1px solid #ccc; height: 60px;"></div>
장애발생시간 *	<input type="text"/>  00 ▼ 00 ▼ 분 00 ▼ 초
장애등록자 *	<input type="text"/>

저장 목록

Save: to register a failure application, enter the property information of failure application and **Save button** in the top. The **failure ID** is automatically allocated when registered.


List: move to the failure application detail inquiry screen.

Failure application modification

Action	URL	Controller method	QueryID
Modify	/sym/tbm/tbr/updtTroblReqst.do	updateTroblReqst	"troblReqstDAO.updateTroblReqst"

Modify and save the property information of failure application.

장애신청 수정

장애ID *	TBM_0000000000000012
장애명 *	랜선 절단
장애종류 *	네트워크 장애 ▼
장애설명 *	랜선 절단으로 인한 네트워크 장애
장애발생시간 *	2010-09-01  12 ▼ 시 30 ▼ 분 00 ▼ 초
장애등록자 *	홍길동

저장 삭제 목록

Save: modify the property of registered failure application and press **Save button** in the top.
 Inquire: move to the failure application detail inquiry screen.

Failure application detail inquiry

Action	URL	Controller method	QueryID
Inquire in detail	/sym/tbm/tbr/getTroblReqst.do	selectTroblReqst	"troblReqstDAO.selectTroblReqst"
Delete	/sym/tbm/tbr/removeTroblReqst.do	deleteTroblReqst	"troblReqstDAO.deleteTroblReqst"
Request	/sym/tbm/tbr/reqstTroblReqst.do	reqstTroblReqst	"troblReqstDAO.reqstTroblReqst"
Cancel request	/sym/tbm/tbr/reqstTroblReqstCancl.do	reqstTroblReqstCancl	"troblReqstDAO.reqstTroblReqst"

Inquire the property of failure application.

⊙ 장애신청 상세조회

장애ID *	TBM_0000000000000012
장애명 *	랜선 절단
장애종류 *	네트워크 장애
장애설명 *	<div style="border: 1px solid #ccc; padding: 5px; min-height: 60px;"> 랜선 절단으로 인한 네트워크 장애 </div>
장애발생시간 *	2010-09-01 12:30:00
장애등록자 *	홍길동
장애요청시간 *	2010-09-27 16:51:10
처리상태 *	요청

Modify: modify the property of registered failure application and press **Modify button** in the top to move to the failure application modification screen.
 Delete: delete registered failure application.
 List: move to failure application list inquiry screen.
 Request: request failure application handling.
 Cancel request: cancel failure application handling request.