

PROGRAM SUPPORT CENTER

PSC RESERVATION ADMINISTRATOR-MANAGER TRAINING



Agenda

- Reservation Roles
- Reservations
 - Accessing
 - Creating Reservations
 - Participant Exercise
 - Reservation Snapshots
 - Reservation Events
- Features
 - Nuvolo Properties
 - Form, Filter, and Rules
 - Hard Buffer Rules
 - Notifications and Communications
- Q&A and Discussion Session

ROLES AND RESPONSIBILITIES

Roles and Responsibilities



ADMINISTRATOR

- Configuration and Customization
- System Maintenance
- Data Management
- Create
- Read
- Update
- Delete



MANAGER

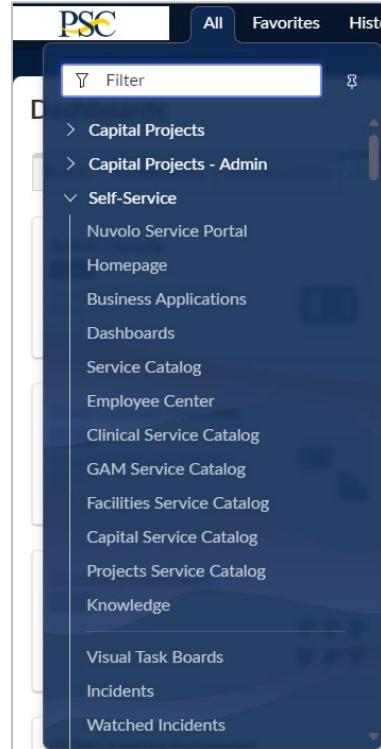
- Review
- Create
- Read
- Update
- Inform Admin of changes needed
- Delete and/or Bump

Overview

- Ensuring the smooth allocation of resources
- Effective management of reservations
- Maintaining streamlined and organized operations
- Overall workflow efficiency

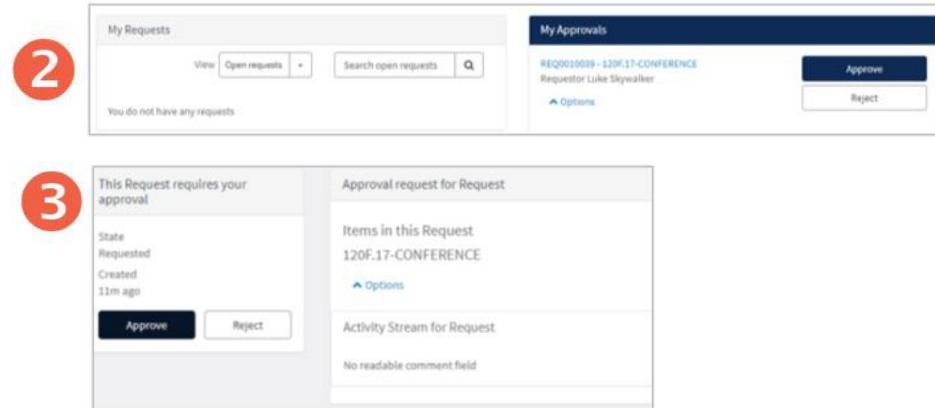
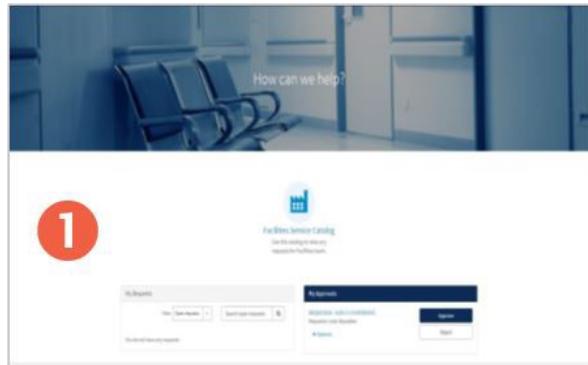
Accessing My Approvals

- Select “All” tab
- Click on “Self-Service” Arrow
- Scroll down and Click on “Nuvolo Service Portal”



Portal Landing Page: My Approvals

1. Click reservation under “My Approvals”
2. Click the reservation number
3. Review the reservation number and “Approve” OR “Reject”



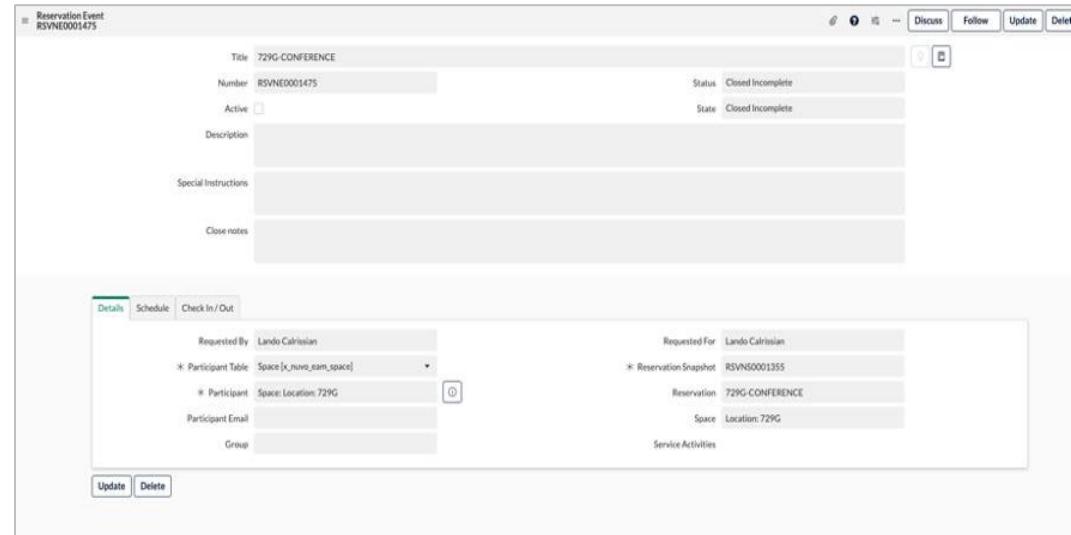
RESERVATIONS

NON-DECISIONAL CONFIDENTIAL
FOR INTERNAL USE ONLY

NOTE: People using assistive technology may not be able to fully access information in this file.
For assistance, contact the Program Support Center Room Management Support Team at GovSpace@psc.hhs.gov.

Reservation Events

- Initiating the Approval Process
- Reviewing Reservation Details
- Making Approval Decisions



The screenshot shows a 'Reservation Event' management interface. At the top, there is a header with the title 'Reservation Event' and the number 'RSVNE0001475'. The main area contains several input fields and buttons. The top row includes fields for 'Title' (729G-CONFERENCE), 'Number' (RSVNE0001475), 'Status' (Closed Incomplete), and 'State' (Closed Incomplete). Below these are fields for 'Active' (checkbox), 'Description', 'Special Instructions', and a 'Close notes' button. The interface is divided into tabs: 'Details' (selected), 'Schedule', and 'Check In / Out'. The 'Details' tab shows 'Requested By' (Lando Calrissian), 'Participant Table' (Space [x_novo_eam_space]), 'Participant' (Space Location: 729G), 'Participant Email', and 'Group'. To the right, there is a summary section with 'Requested For' (Lando Calrissian), 'Reservation Snapshot' (RSVNS0001355), 'Reservation' (729G-CONFERENCE), 'Space' (Location: 729G), and 'Service Activities'. At the bottom of the 'Details' tab, there are 'Update' and 'Delete' buttons.

Event Fields

General		Description
Title		Name of Reservation
Number		System generated ID number
Active		Determines if record is active
Reservation		Location of reservation
Status		Determines if the reservation is approved, pending, or rejected.
State		The current status of the reservation.
Description		Free form text
Special Instructions		Free Form Text
Close Notes		Free form text
Schedule		Description
Start		Time the meeting begins
End		Time the meeting ends
Until		The ending time of the reservation
Event Duration		Length of time for the reservation
All Day		Reserving a space for the entire day.
Private		A limited number of users can view the reservation details
Is Recurring		A repeated reservation for a specific duration
Simple		Non-recurring reservation
Details		Description
Requested By		The user that made the request for the reservation
Space		The location of the reservation
Participant Table		The table that is linked to the event. This is usually a table on the space hierarchy.
Participant		The user that made the reservation
Participant Email		Email addresses notified regarding event
Service Activities		Activities that are needed for reservation. List of options that can be created.
Requested For		User the reservation is being requested for
Reservation Snapshot		The summary of the reservation
Groups		Group of users in the reservation event
Reservation		Name of parent reservation

Reservation Screenshot

The screenshot shows a reservation management interface. At the top, the title is "Reservation Snapshot - RSVNS0001335" with a star icon. The application scope is "Connected Workplace" and the update set is "Default [Connected Workplace]". The main form contains the following fields:

- Title:** 120F.17-CONFERENCE
- Number:** RSVNS0001335
- Reservation:** 120F.17-CONFERENCE
- Status:** Pending Approval
- State:** Pending
- Description:** (Empty text area)
- Close notes:** (Empty text area)

Below the form, there are three tabs: **Schedule** (selected), **Details**, and **Check In / Out**. The **Schedule** tab displays the following details:

- Start:** 2024-02-02 11:00:00
- End:** 2024-02-02 12:00:00
- Until:** 2024-02-02 12:00:00
- Event Duration:** 0 01 00 00
- Is All Day:** (checkbox)
- Private:** (checkbox)
- Is Recurring:** (checkbox)
- Simple:** (checkbox)

At the bottom of the screen are "Update" and "Delete" buttons.

Fields Snapshot

General	Description
Title	Name of Reservation
Number	System generated ID number
Active	Determines if record is active
Reservation	Location of reservation
Status	Determines if the reservation is approved, pending, or rejected.
State	The current status of the reservation.
Description	Free form text.
Close Notes	Free form text.
Schedule	Description
Start	Time the meeting begins
End	Time the meeting ends
Until	The ending time of the reservation
Event Duration	Length of time for the reservation
All Day	Reserving a space for the entire day.
Private	A limited number of users can view the reservation details
Is Recurring	A repeated reservation for a specific duration
Simple	
Details	Description
Requested By	The user that made the request for the reservation
Space	The location of the reservation
Users	Participants in the reservation
Groups	Groups in the reservation
Assets	Assets being utilized in the reservation
Service Activities	Activities that are needed for reservation
Requested For	User the reservation is for

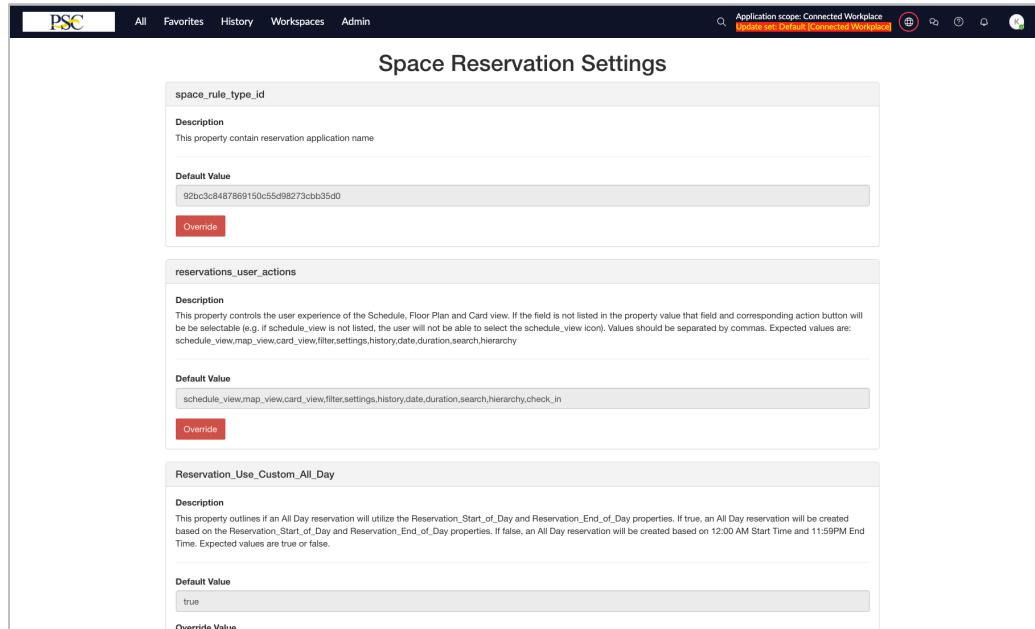
NUVOLO PROPERTIES

NON-DECISIONAL CONFIDENTIAL
FOR INTERNAL USE ONLY

NOTE: People using assistive technology may not be able to fully access information in this file.
For assistance, contact the Program Support Center Room Management Support Team at GovSpace@psc.hhs.gov.

Nuvolo Properties

- Viewing Nuvolo Properties
- Modifying Nuvolo Properties



The screenshot shows the PSC application interface with the title "Space Reservation Settings". The interface is divided into three sections, each containing a property name, a description, a default value, and an "Override" button.

- space_rule_type_id**
Description: This property contain reservation application name
Default Value: 9203c3b8467869150c55d98273cbb35d0
Override
- reservations_user_actions**
Description: This property controls the user experience of the Schedule, Floor Plan and Card view. If the field is not listed in the property value that field and corresponding action button will be selectable (e.g. if schedule_view is not listed, the user will not be able to select the schedule_view icon). Values should be separated by commas. Expected values are: schedule_view,map_view,card_view,filter,settings,history,date,duration,search,hierarchy
Default Value: schedule_view,map_view,card_view,filter,settings,history,date,duration,search,hierarchy,check_in
Override
- Reservation_Use_Custom_All_Day**
Description: This property outlines if an All Day reservation will utilize the Reservation_Start_of_Day and Reservation_End_of_Day properties. If true, an All Day reservation will be created based on the Reservation_Start_of_Day and Reservation_End_of_Day properties. If false, an All Day reservation will be created based on 12:00 AM Start Time and 11:59PM End Time. Expected values are true or false.
Default Value: true
Override Value

Reservation Filter Rules

Application scope: Connected Workplace
Update set: Default [Connected Workplace]

Reservation Filter Rules

All

	Name	Active	Condition	Order	Domain	Table	Target Condition	Target Table	Type
	Location belongs to Americas	false		100	global	Space [x_nuvo_eam_space]	region=59df6928dbe51050a91f90b3db961998^EQ	Space [x_nuvo_eam_space]	Reservation Data lookup
	User's OpDiv Filters	false	document_table=x_nuvo_eam_elocation^EQ	200	global	Space [x_nuvo_eam_space]		Space [x_nuvo_eam_space]	Reservation Data lookup
	User's Department is Space Owner	false	document_table=x_nuvo_eam_elocation^EQ	200	global	Space [x_nuvo_eam_space]			Reservation Data lookup
	Reservation BG Services Rule	false		200	global	Space [x_nuvo_eam_space]	region=a040597e97caf1102b9bf7300153af9e^EQ	Space [x_nuvo_eam_space]	Reservation Data lookup
	User's Department is Space Tenant	false	document_table=x_nuvo_eam_elocation^EQ	400	global	Space [x_nuvo_eam_space]			Reservation Data lookup
	Project Amenities Filter	false		500	global	Space [x_nuvo_eam_space]	amenitiesLIKE39cf00f0db38e70036573ebd7c9...	Space [x_nuvo_eam_space]	Reservation Data lookup

Hard Buffer Rules

- Hard Buffer Rules Definition
- Hard Buffer Rules in Reservations

Reservation Hard Buffer Rule

New record

Name

Apply to all space layouts

Space Layout

Title

Description

Active

Submit

Notifications and Communications

- Utilizing Notification Features
- Communicating Approval/Rejection Decisions

All > Active = true > Name contains reservation					
	Name	Active	Table	Category	Email template
	*reservation	=true	Search	Search	Search
	Outlook: NewReservationForMtgTimeChange	true	Reservation [x_nuvo_eam_reservation]	Uncategorized	Outlook:SpaceAvailableNewTime
	SFM Reservation Cancelled iCal (Non-Rec)	true	Reservation Snapshot [x_nuvo_sfm_reservation_snapshot]	Nuvolo Space Reservation	SFM Reservation (Non-Rec)-iCal-Cancelled
	SFM - Rec Reservation Users Added	true	Reservation Snapshot [x_nuvo_sfm_reservation_snapshot]	Nuvolo Space Reservation	SFM Reservation (Rec) - iCal - Approved
	SFM - Non-Rec Reservation Users Added	true	Reservation Snapshot [x_nuvo_sfm_reservation_snapshot]	Nuvolo Space Reservation	SFM Reservation(N-Rec) - iCal - Approved
	SFM - Rec Reservation Users Removed	true	Reservation Snapshot [x_nuvo_sfm_reservation_snapshot]	Nuvolo Space Reservation	SFM Reservation (Rec) - iCal - Cancelled

Q&A



NON-DECISIONAL CONFIDENTIAL
FOR INTERNAL USE ONLY

NOTE: People using assistive technology may not be able to fully access information in this file.
For assistance, contact the Program Support Center Room Management Support Team at GovSpace@psc.hhs.gov.

Thank You



CONTACT INFORMATION

Jim Nieberding
Room Management Lead
E: GovSpace@psc.hhs.gov
P: (301) 443-0080



RESOURCES

Web: <https://intranet.hhs.gov/working-at-hhs/hhs-facilities/humphrey-building-facilities-manual/room-and-events>