Refresh of DRC INSIGHT Portal Central Office Services

Starting in the fall of 2019, DRC is refreshing the look of the DRC INSIGHT Portal Central Office Services (COS) application. The principal goals for the enhancement are to:

- Deliver an easier and more intuitive user interface
- Enhance accessibility compliance
- Build on the framework for evolving DRC INSIGHT Portal applications
- Remove references to the Testing Site Manager (TSM) and Device Toolkit (DTK)

The following images display side-by-side views with the current Central Office Services pages on the left and the new pages on the right. The images are from DRC's demonstration site (a.k.a. Showcase client) and are intended to show the updated concept with the understanding that what individuals experience will vary based on their level of permissions.

Most of the enhancements are to the appearance of the pages within the application. The side-by-side views show that the same functionality remains on each page while the capabilities and usability of the application are enhanced.

You will notice that the Help toggle has been removed. In a future release, it will be replaced with a Global, Contextual Help icon that will be displayed on the top right side of the page, next to the user profile icon.

Application Menu Update

The first change you will notice is with the My Applications menu. Device Toolkit is removed from the My Applications menu and Central Office is updated to Central Office Services. This completes DRC's transition from the Device Toolkit to Central Office Services.
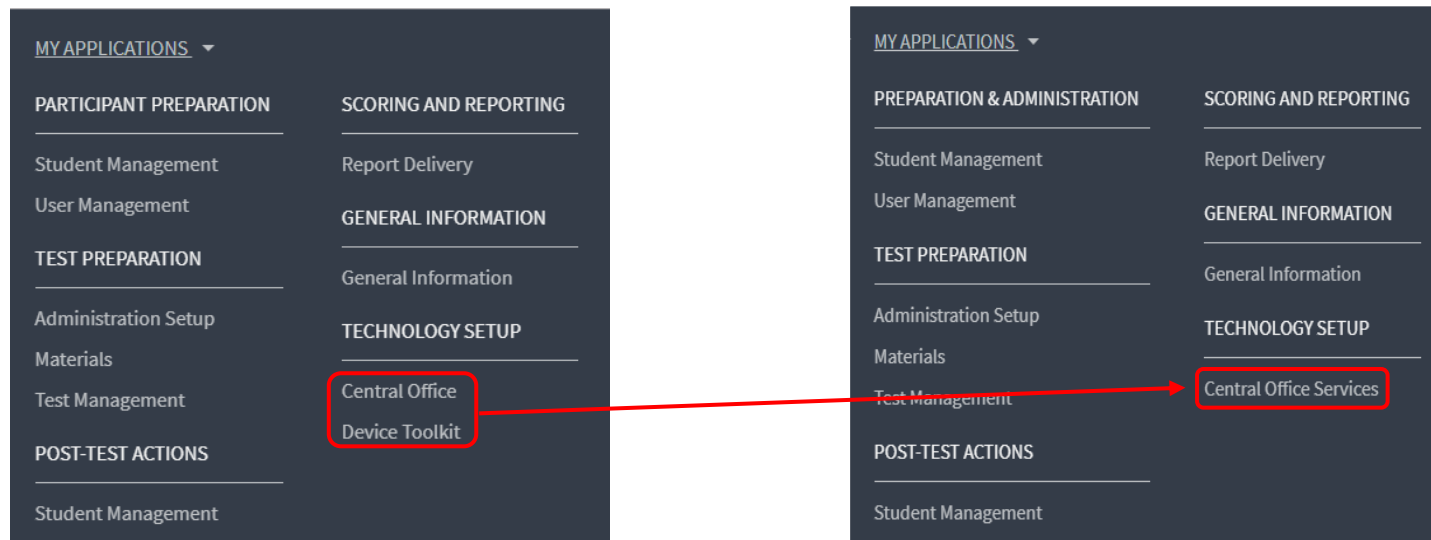
Integrated and Enhanced Site Selection

Rather than going to a separate page to select a site when the Central Office Services application is launched, the COS Dashboard is now displayed with the site selection integrated into the top of the page. Users will no longer need to navigate back to a separate page when moving to a different site.

The new site selection uses the enhanced site search feature that is being implemented across the DRC INSIGHT Portal. When searching for a site, a window will open that provides a better presentation of site information, making it easier to identify the desired site.

Enhanced COS Dashboard Page

Once a site is selected, the COS Dashboard is displayed. The main difference on this page is the graphical display. To improve accessibility, the donuts are now bar charts. The updated COS Dashboard also offers enhanced filtering and searching of a site's available COS Configurations. Also note the removal of the reference to Device Toolkit from the page, and Add Configuration is now a button in the upper right corner of the page rather than a separate tab.
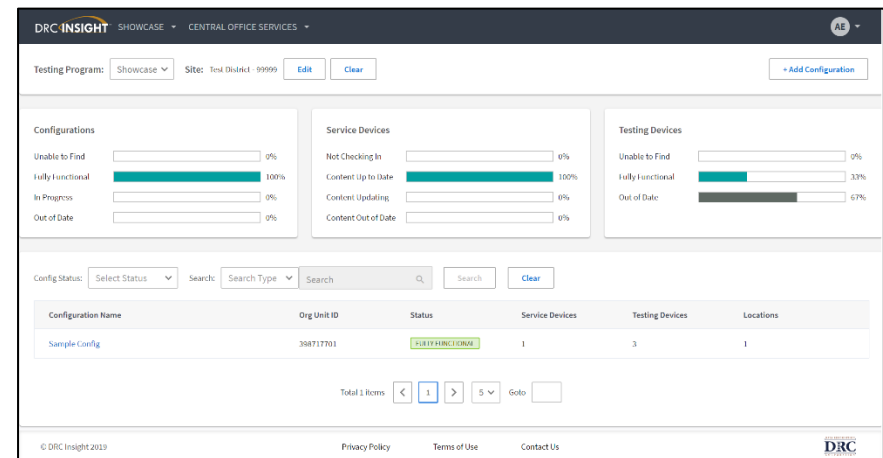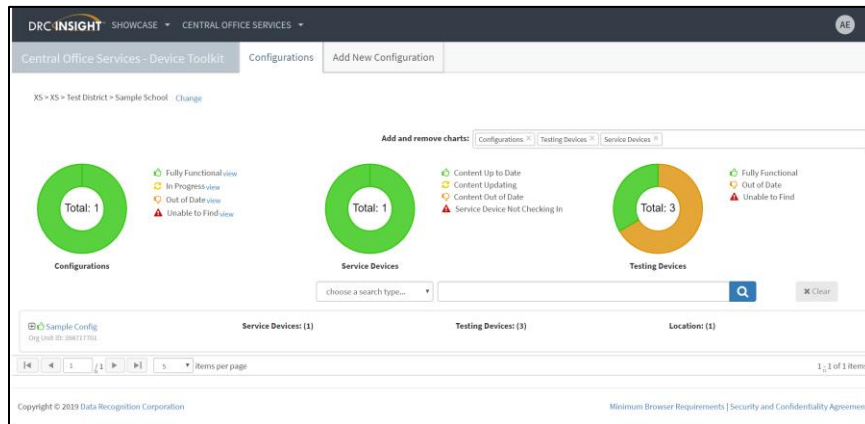
Enhanced Configuration Information Page

The Enable Auto Updates for testing devices is now a toggle rather than a check box and the Update Configuration is now at the top of the page. The order of the secondary menu has also changed, with the more commonly used functions listed first.

Enhanced Locations Page

TSM Content and Response Caching have been removed from this page. It is important to note that all TSMs should be removed from COS Configurations before a client moves to the updated Central Office Services interface. This page is also using the enhanced site search feature. In addition, is there is no longer the need to select Update Configuration before leaving the page. All updates to COS Locations are applied as they are made.

Enhanced Content Management Page

The functionality on this page remains the same. The Update Configuration button has moved to the top of the page.

Enhanced Content Hosting Page

The functionality on this page remains the same. The Update Configuration button has moved to the top of the page.

Enhanced Service Devices Page

The functionality on this page remains the same. The status of a device is no longer represented by an icon.

Enhanced Deployment Page

The functionality on this page remains the same. The labels on the buttons have changed. The Create Deployment Configuration is now Download Configuration and Create Central Office Services Unattended Install Scripts is now Download Install Scripts.

Enhanced Testing Devices Page

The functionality on this page remains the same.

Enhanced Deletion of a COS Configuration

The process for deleting a COS Configuration has changed. It is no longer listed in the secondary menu; it is now a button on the top right of the page. To help guard against accidental or unintended deletion of a COS Configuration, all COS Service Devices must be removed from the COS Configuration before the COS Configuration can be deleted.

Enhanced Addition of a New COS Configuration

Adding a new COS Configuration has been simplified and is now consolidated to one page.