













Mastered Program Maintenance Frequently Asked Questions (FAQs):

Can I add old mastered programs for maintenance only?	Yes – Once you have assigned the program to the client, you will need to run one execution of the program, then force-master it from the Manage Programs page.
Do all maintenance trials need to be entered to record data?	Yes – you must enter all data points in order to record program maintenance data.
What will my staff see once program maintenance is enabled?	<p>Until mastered programs are configured for maintenance, staff will not see any change to their program lists. However, once you have configured maintenance for mastered programs, any programs that are scheduled for execution each day will appear at the top of the program list highlighted in orange; the execution icon appears as a wrench. Once a maintenance program is executed and recorded, the program is hidden from the program list until the date of its next scheduled execution.</p> <p>To view the next scheduled date for the maintenance of a particular program, look in the Program List Detail, under the dropdown menu for the program.</p>
Which DATs have program maintenance capability?	Whole program maintenance is available for Discrete Trial, Probe, Natural Environment, Task Analysis and Rating Scale data acquisition types.
A program failed its maintenance check and is now labeled as “Maint Error” – what do I do now?	<p>When a program in maintenance has stepped back as far as it can go (that is, there are no lower maintenance frequencies left to step back to), the program is temporarily removed from maintenance and its status will change to 'maintenance error'.</p> <p>To return this program to acquisition, go to the Manage Programs page, click the actions button (“...”) for the program and select “Edit Configuration”. Review the program parameters and select “Store Changes” and the program will be reintroduced in the program list in the next execution. If you’d like to edit the targets for the program, select “Edit Targets List” from the Manage Programs page.</p>
Can I change the date for my maintenance program?	No – because program maintenance is configured with a schedule for execution (which also cannot be altered to prevent data from being skewed), the program data cannot be backdated.

<p>I was not able to run all of the maintenance programs that were scheduled for today – what will happen to those programs?</p>	<p>Any maintenance executions that are not run on their scheduled day will remain highlighted at the top of the program list until they are executed and recorded.</p>								
<p>How is it determined whether or not a program passes or fails a maintenance check?</p>	<p>All targets are combined for a percentage to determine whether or not a program meets step-back or step-up criteria.</p>								
<p>What do the terms “step-up” and “step-back” criteria mean?</p>	<p>The “step-up” criteria is the benchmark that the maintenance execution result must meet or exceed for the prescribed number of executions (“correct threshold”) in order to transition to the next maintenance frequency (for example from weekly to monthly). The “step-back” criteria is the marker that a maintenance execution result must meet or exceed to remain at its current execution schedule. If the execution fails to meet this marker for the prescribed number of executions (“incorrect threshold”), the maintenance frequency will step back to the next most frequent schedule (for example, from monthly to weekly).</p> <p>If the maintenance schedule is already at its most frequent when the program fails to meet step-back criteria, the program will be labeled as a “maintenance error” and can be reintroduced to acquisition (see Maintenance Error question above).</p>								
<p>Can I change the execution frequency schedule for a program that is in maintenance?</p>	<p>No, once the maintenance execution schedule is set during the configuration process it cannot be changed.</p>								
<p>What do the icons in the Maintenance Historic Detail page mean?</p>	<table border="1"> <tr> <td data-bbox="626 1388 792 1461">  </td> <td data-bbox="799 1388 1489 1461"> <p>Pass</p> </td> </tr> <tr> <td data-bbox="626 1465 792 1545">  </td> <td data-bbox="799 1465 1489 1545"> <p>Step up to less frequent execution (e.g. weekly to monthly)</p> </td> </tr> <tr> <td data-bbox="626 1549 792 1629">  </td> <td data-bbox="799 1549 1489 1629"> <p>Fail</p> </td> </tr> <tr> <td data-bbox="626 1633 792 1747">  </td> <td data-bbox="799 1633 1489 1747"> <p>Step back to more frequent execution (e.g. monthly to weekly)</p> </td> </tr> </table>		<p>Pass</p>		<p>Step up to less frequent execution (e.g. weekly to monthly)</p>		<p>Fail</p>		<p>Step back to more frequent execution (e.g. monthly to weekly)</p>
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