Lesson One

Introduction to Peabody

Review
This is the first lesson in the Peabody course.

Objective
In accordance with the Peabody User Manual and the Peabody Course Student Guide, you will be able to:

- Identify the Remote Monitoring and Logging System National Logging Network features
- Identify the Peabody functions
- Identify the Peabody security features
- Identify the procedures for activating your Peabody account
- Identify the procedures for logging in
- Identify the procedures for logging out

Motivation
This lesson introduces the Remote Monitoring and Logging System National Logging Network. It describes the operating environment and purpose of Peabody. Understanding the Peabody environment will help you understand the context for using Peabody.
Overview

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Introduction

This lesson will provide an overview of the Remote Monitoring and Logging System (RMLS) and Peabody. You will learn about activating a Peabody account and why it is necessary. You will learn the procedures for logging in and out of Peabody. Appendix C provides a list of acronyms used in this Student Guide.

RMLS Overview

RMLS is a modification of the Remote Monitoring and Maintenance System (RMMS). It provides technological improvements to the existing RMMS hardware and software and allows for a modern, fully redundant, secure network environment.

RMLS covers the re-hosting of applications and functions from the Maintenance Processor Subsystems (MPS) and servers located at the National Operations Control Center (NOCC), the Operations Control Centers (OCC), and Service Operations Centers (SOC), to a more secure platform. It allows the Federal Aviation Administration (FAA) to decommission outdated OCC/SOC servers and is the first step in the eventual decommissioning of the MPS.

The **RMLS National Logging Network (NLN)** is the first phase of RMLS. It includes:

- Re-hosting of the Event Manager and NOCC Event Manager applications to the OCC servers,
- Transfer of maintenance logging functions from the Maintenance Management System (MMS) to Simplified Automated Logging (SAL), Event Manager, and NOCC Event Manager.
- Introduction of the Peabody application which captures the non-logging and administrative functions from the MMS and Event Manager applications.

**Phase II** establishes the **RMLS National Remote Maintenance Monitoring Network (NRN)**. It includes:

- Re-hosting of the Remote Maintenance Monitoring (RMM) network,
- Re-hosting of the Maintenance Automation System Software (MASS), and
- Decommissioning of the MPS.

System Support Modification SSM-RMM-141 Remote Monitoring and Logging System National Logging Network releases the RMLS NLN to field users.
RMLS National Logging Network Features

RMLS NLN is a single system, sharing a common database, that uses the same application, Peabody, for administrative and support functions for the RMLS NLN operational applications. The RMLS NLN operational applications (Event Manager, NOCC Event Manager, and SAL) are very familiar to the user community because they use the graphical user interface of the legacy applications. The characteristics of the RMLS NLN are described in more detail below.

RMLS NLN System

RMLS NLN is a single system across the FAA Technical Operations enterprise. It consists of four geographically separate nodes at the NOCC, Atlantic OCC (AOCC), Mid-states OCC (MOCC), and Pacific OCC (POCC).

Load balancers provide system load balancing across the OCC nodes. If a node becomes unavailable, the load balancers automatically transfer users to other nodes. Users do not need to be aware of the node to which they are connected.

RMLS NLN Database

RMLS NLN has a single, centralized, and unified national database for all event and maintenance logging data and their supporting data. The database is accessible from the four nodes.

Initial Data Source

The initial population of data for the RMLS NLN database included information from the legacy Operational Data Store (ODS), legacy Event Manager systems, and WebFSEP.

- ODS data includes MMS data from the 23 operational MPS sites.
- Event Manager data includes event data from the NOCC and every OCC and SOC site.
- WebFSEP data includes data for Facility/Service, Pre-commissioned Facility, Facility Code, Cost Center, Location Identifier, Facility Type, and Short Name data.

RMLS NLN Database Updates

RMLS NLN database receives event and maintenance logging data from the Event Manager, NOCC Event Manager, and SAL applications, and administrative data from the Peabody application. RMLS NLN database continues to receive updated facility and service data from WebFSEP.
RMLS NLN Software Applications

RMLS NLN deploys four software applications that share data from the RMLS NLN database:

- **Event Manager** is the Control Center Specialist’s primary tool for initiating and processing National Air Space (NAS) event log entries for coordination and management. Event Manager users can also view and link their event log entries with SAL maintenance log entries.

- **NOCC Event Manager** is the national Control Center Specialist’s primary tool for monitoring the NAS.

- **Peabody** is used for maintaining the data that supports the Event Manager, NOCC Event Manager, and SAL applications.

- **SAL** is the Air Transportation System Specialist’s (ATSS) maintenance logging documentation tool. It provides users with RMLS NLN data on local workstations. A synchronization process allows users to send updates stored in the local database on their workstations to one of the RMLS NLN nodes. During the synchronization process, users also receive new and updated information. SAL allows users to view and link SAL log entries with Event Manager event log entries.

RMLS NLN Graphical User Interface

RMLS maintains the legacy Event Manager, NOCC Event Manager, and SAL graphical user interfaces with minor changes based on the new system, software, and database architecture. The primary change for the user in using RMLS is using Peabody, rather than MMS and Callback. Peabody has a very different look than the legacy MMS and Callback applications, but performs many of the same non-logging and administrative functions.
Peabody Functions

Peabody is a web-based application and its primary purpose is for maintaining the data that supports the Event Manager, NOCC Event Manager, and SAL applications. Peabody includes the non-logging and administrative functions previously found in MMS, availability and priority functions previously performed in Callback, and reporting functions previously found in the legacy Event Manager, MMS, and NOCC Event Manager applications. Appendix D provides a list of MMS file and screen names and their equivalent Peabody functions.

**Note:** The operational applications of Event Manager, NOCC Event Manager, and SAL are not covered in this course. This course only presents the Peabody functions and features used to support those operational applications.

Peabody functions are the menu items on the Peabody **Homepage** menu illustrated in Figure 1 - 1.

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**Figure 1 - 1: Peabody Functions on the Homepage Menu**
The Peabody functions are described in Table 1-1:

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilities</td>
<td>Provides access to the Facility, Service and Equipment Profile (FSEP) pages. Users with appropriate authority maintain equipment, module, line frequency, power and environment, facility relationships, site information, and facility attributes data.</td>
</tr>
<tr>
<td>People</td>
<td>Provides access to user records and the ability to change their password. SAL users customize their logging profile that defines the data to be transferred to their maintenance data terminal (MDT) or personal computer (PC). Users with appropriate authority will also maintain facility authorization data. Event Manager users are assigned a specific Control Center for filtering their event log entries.</td>
</tr>
<tr>
<td>Points of Contact</td>
<td>Provides access to points of contact and facility coordination data. Users with appropriate authority maintain points of contact data for their Control Center.</td>
</tr>
<tr>
<td>Callback</td>
<td>Provides Event Manager access to ATSSs’ callback information. Users with appropriate authority maintain availability, CTA availability, and priority for callback. Access to this function is limited.</td>
</tr>
<tr>
<td>PM/Certification</td>
<td>Provides access to the Periodic Maintenance (PM) and Certification scheduling pages. Users with appropriate authority maintain PM/certification master records along with local and national task glossary and certification statement records. This data is used by the RMLS PM Scheduler to automatically open scheduled maintenance/certification log entries.</td>
</tr>
<tr>
<td>Reports</td>
<td>Provides access to generating, printing and exporting reports using Crystal reports. All users have access to reports.</td>
</tr>
<tr>
<td>Administration</td>
<td>Provides access to administrative tools for maintaining Peabody users and data. Access to this function is limited.</td>
</tr>
</tbody>
</table>
Peabody Security Features
SSM-RMM-141 requires all legacy Event Manager, MMS, NOCC Event Manager, and SAL users to authenticate their MMS user identification (Sector and Initials) and activate their Peabody account before using the new RMLS NLN applications.

Permissions
Permissions are used to grant or deny user access to Peabody resources or functions. With Peabody permissions, users either have permission or do not. For example, users have permission to use Event Manager only when assigned the Event Manager User permission. You can view your assigned permissions in your user record. However, only Peabody User Administrators can view other user’s assigned permissions. Peabody permissions are described in Appendix A.

Scope
Scope filters the permissions by limiting user updates to a subset of RMLS data. There are two types of scope:

- District office scope – District office scope modifies the user’s ability to update only that data associated with one or more district office codes, typically the user’s ATO-W organization.
- Control center (AFCC (Airway Facilities Control Center)) scope – Control center scope modifies the user’s ability to update only that data associated with the user’s Control Center, either an OCC or SOC, event data.

Permissions are assigned either a district office scope or a control center scope depending on the type of permission. For example, the Facility Edit permission is modified by district office scope so that a user is limited to updating only those facility and service records associated with the user’s ATO-W organization. Likewise, the Outage Points of Contact permission is modified by control center scope so that a user is limited to updating only those points of contact records belonging to the user’s Control Center.
Activating a Peabody Account

SSM-RMM-141 requires all legacy Event Manager, MMS, NOCC Event Manager, and SAL users to authenticate their MMS user identification (Sector and Initials) and activate their Peabody account before using the new RMLS NLN applications. SSM-RMM-141 installation routine includes a Peabody shortcut on your desktop.

Clicking the shortcut accesses Internet Explorer™ browser and opens the Peabody Log In page, as illustrated in Figure 1 - 2.

Figure 1 - 2: Log In Page

The Log In page includes links for a password reset and account activation.
Clicking the **activate your account** link opens the **Request Account Activation** page, illustrated in Figure 1 - 3.

**Figure 1 - 3: Request Account Activation Page**

Peabody requires your MMS user identification (Sector and Initials), and a valid FAA e-mail address to activate your account.

Once the required information is authenticated, Peabody opens an **Account Activation Message Sent** page, as illustrated in Figure 1 - 4.

**Figure 1 - 4: Account Activation Message Sent Page**

You will need to check your FAA e-mail account. You should receive a message from **Peabody Support** with a subject of **Peabody Account Activation**. The message includes a link as illustrated in Figure 1 - 5.

**Figure 1 - 5: Peabody Account Activation E-mail Message**
The link is only valid for your account activation and expires within fifteen (15) minutes. Clicking the link opens the **Activate Account** page for entering a new password as illustrated in Figure 1 - 6.

The password rule matches common FAA security practices. A password must have at least 8 characters, and include at least one of each of the following: upper case letter, lower case letter, number, and punctuation.

If the **District Code** field is pre-populated, verify that it has the correct information. If you are not sure what your district office code is, you can use the **District Office/Sector Code Browser** at the bottom of the page to search for it. Type your sector code in the [Search](#) field and click [GO](#). The list is filtered to your sector code; the matching district office code displays to the right of the **Sector Code** below the **District Office** column. If necessary, type the correct district office code in the **District Code** field.

Identify if you are a SAL user in the **Are you a SAL User?** field.

After completing the four fields, click the [Activate Account](#) command.
Peabody opens the **Account Activation Completed** page, as illustrated in Figure 1 - 7.

![Account Activation Completed Page](image)

**Figure 1 - 7: Account Activation Completed Page**

You are now ready to log in. Clicking the link opens the **Log In** page.
Logging In

Logging in Peabody is performed through the Log In page as illustrated in Figure 1 - 8. The process includes typing your FAA e-mail address and your password.

Peabody automatically enters @faa.gov to your name if you leave it off and tab to the Password field.

When logging in Peabody:

- You are allowed three initial (3) password attempts.
- After the third attempt, your account is suspended for five (5) minutes.
- You are allowed three more attempts after the five minutes.

If you get an error message when logging in, make sure that you have typed your e-mail and password correctly. If you continue to have problems with the operational Peabody application, contact the ATO National Service Center IT Support desk at 1-866-954-4002, (405) 954-4002, or NSC@FAA.GOV. If your problems are with the Peabody training application, contact Peabody Training Support at 877-845-2916 (toll free).
Logging Out

Peabody allows users to log out through the **Log Out** link. It displays at the top of every Peabody page, as illustrated in Figure 1 - 9.

![Figure 1 - 9: Log Out Link](image)

Clicking the link ends your Peabody session and logs you out of the application. Peabody inserts a link to return quickly to the **Log In** page as illustrated in Figure 1 - 10.

![Figure 1 - 10: Link to Log In Page](image)

Clicking the link will display the **Log In** page.
Peabody also includes an **Automatic Log Out** feature that will log out of your account after 24 minutes of inactivity. An **Automatic Log Out** progress bar will pop up when there is only 4 minutes left before the account is automatically logged out. This is illustrated in Figure 1 - 11.

![Automatic Log Out](image)

**Figure 1 - 11: Automatic Log Out**

The **Automatic Log Out** will abort if it recognizes any activity; for example, moving your mouse.
Practice Exercises

This is the first of the RMLS Peabody Course practice exercises. All practice exercises should be completed in the order they are presented. Practice exercises provide instructions for using the features and functions on the Peabody training application described in the reading material of the lesson.

The link for the Peabody Training application is:

http://peabody-train.rmls.faa.gov

The Peabody Training application is modified from the Peabody operational application in the following ways:

- The Peabody Training application is installed from an earlier version of the Peabody operational application. Generally, the features and functions in the Peabody Training application are the same as the Peabody operational application. However, known software issues that have been addressed in subsequent versions of the Peabody operational application may still be present in the Peabody Training application.

- If you have an existing MMS logon and complete account activation on the Peabody Training application, the Peabody Training system automatically assigns permissions and scope. Permissions and scope you are assigned should provide you the authority to successfully complete practice exercises.

- The banner at the top of all Peabody Training application pages prominently display “PEABODY (TRAINING)” in the title so that the Peabody Training application can be visually distinguished from the Peabody operational application.

This section has three exercises. In these exercises you will:

1. Activate your Peabody account.
2. Log in to Peabody.
3. Log out of Peabody.
1. Activate your Peabody account.

   This practice exercise applies only to legacy Event Manager, MMS, NOCC Event Manager, and SAL users.

   If you are not a legacy user, follow the instructions for **New Users** below.

   If you are a legacy user who participated in RMLS operational testing, follow the instructions for **Test Users** below.

   If you are a legacy user, see **Legacy Users** below.

**New Users**

If you do not have an existing MMS user identification, the Peabody Training Support staff will need to add your user account to Peabody Training. Contact **Peabody Training Support** at **(877) 845-2916** (toll free) and leave a voicemail message. Leave your **name, telephone number**, and indicate you need a **Peabody Training account**. The Peabody Training Support staff will also need your **FAA e-mail address** and the five-digit **district office code** for your work location.

A member of the Peabody Training Support staff will respond to your call as soon as possible during the Peabody Training Support operating hours, 8:00 am – 4:00 pm (EST). You will be added as a Peabody Training user and assigned appropriate permissions and scope for training. Once you are added as a Peabody Training user, you do not need to activate your Peabody Training account; proceed to the next exercise.

**Test Users**

Your Peabody Training account may already be activated from the test database. If this is the case, you do not need to activate your account; proceed to the next exercise and log in using the password you were assigned for testing. If you cannot log in or you want to verify your Peabody training user record, contact Peabody Training Support at **(877) 845-2916** (toll free) and leave a voicemail message with your name, telephone number, and your question or a brief description of your problem. A member of the Peabody Training Support staff will respond to your call as soon as possible during the Peabody Training Support operating hours, 8:00 am – 4:00 pm (EST).

**Legacy Users**

SSM-RMM-141 requires all legacy Event Manager, MMS, NOCC Event Manager, and SAL users to authenticate their MMS user identification (**Sector** and **Initials**) and activate their Peabody account before using the new RMLS NLN applications. Your MMS user identification is included in the Peabody Training database.

You must also have access to your FAA e-mail account. If you cannot access your FAA e-mail account contact the NSC IT support desk at 1-866-954-4002, (405) 954-4002, or **NSC@FAA.GOV**.

A. **Open Peabody**

   Open an Internet browser window and access the Peabody Training System. The link for the Peabody Training System is:

   [http://peabody-train.rmls.faa.gov](http://peabody-train.rmls.faa.gov)
The Peabody Log In page opens as illustrated in Figure 1 - 12.

**Figure 1 - 12: Log In Page – Click the Active Your Account Link**

**B. Request account activation**

1). **Click the activate your account link.**
The **Request Account Activation** page opens as illustrated in Figure 1 - 13.

![Request Account Activation](image)

**Figure 1 - 13: Request Account Activation**

2). **Type your sector code and user initials in the Sector and Initials fields.**
   
   **Note:** Existing MMS user identification is included in the Peabody training system. If you have multiple MMS user identifications to multiple MPS sites, you can only activate your Peabody account one time. Choose the sector code that represents the most facilities.
   
   Also, account activation requires that you have access to your FAA e-mail account and that you respond to the account activation e-mail message within fifteen (15) minutes.

3). **Type your FAA E-mail Address.**

4). **Click Submit.**
   
   A message is sent to your FAA e-mail account with the details on the account activation process.
   
   **Note:** If an error message displays indicating the e-mail address already exists, your Peabody account may already be activated. This occurs for users who participated in RMLS operational testing. Contact Peabody Training Support at (877) 845-2916 (toll free) and leave a voicemail message with your name, telephone number, and a brief description of your problem.

5). **Check your FAA e-mail account.**
   
   You should see a message from the **Peabody Support** with a subject heading of **Peabody Account Activation**.
   
   Open the **Peabody Account Activation** e-mail message.
The e-mail message provides a link to activate your account as illustrated in Figure 1-14.

**Hello JAMES COOPER,**

A request was made to activate your account. If you did not make this request, you may simply ignore this message.

Click the following link to activate your account:

http://peabody-train.rmls.faa.gov/account_activation.php?key=5FB54417940D8A244F3CFCE8B2795AFEBA9F4

This link will expire and is only good for a single account activation. If you wish to activate your account, please do so by clicking this link now.

Thank you.

**Figure 1 - 14: Account Activation Message – Click the Link**

C. Activate your account.

1). Click the link in the e-mail message.
The **Activate Account** page opens as illustrated in Figure 1 - 15.

2). Type a password in the **New Password** field.

   Remember, the password rule matches common FAA security practices. A password must have at least 8 characters, and include at least one upper and lower case letter, a number and punctuation.

   The password you create will be used throughout training, so create a password you can easily remember.

3). Re-type your password in the **Re-enter** field.

4). Type your district office code in the **District Code** field.

   If the **District Code** field is pre-populated, verify that it has the correct information. If you are not sure what your district office code is, you can use the **District Office/Sector Code Browser** at the bottom of the page to search for it.

5). Use the drop-down menu to answer the **Are you a SAL user?** field.
6). Click [Activate Account].

An Account Activation Completed page opens as illustrated Figure 1 - 16. It provides a Login page link.

![Figure 1 - 16: Account Activation Completed – Click Login Page Link](image)

D. Click the Login page link.

The Peabody Log In page opens as illustrated in Figure 1 - 17. You are ready to log in to Peabody. Keep the Log In page open for the next exercise.

![Figure 1 - 17: Log In Page](image)
2. Log in to Peabody.

For this exercise, start from the **Log In** page as illustrated in Figure 1 - 18.

![Log In page](image)

**Figure 1 - 18: Log in to Peabody**

A. Type your FAA e-mail address in the **E-mail Address** field.

   **Note:** You only need to type your `firstname.lastname` portion of your e-mail address. Peabody automatically appends the `@faa.gov` portion when you Tab to the next field.

B. Press the Tab key.

C. Type your password in the **Password** field.

D. Click **Log In**.
The Peabody **Homepage** menu opens as illustrated in Figure 1 - 19.

![Homepage Menu](image)

**Figure 1 - 19: Homepage Menu**

Keep the **Homepage** menu open for the next exercise.
3. Log out of Peabody.
   A. Click the Log Out link in the upper-right corner of the page.
      The You are now logged out of the system message opens as illustrated in Figure 1 - 20.

![Figure 1 - 20: Logged Out](image)

   B. Close your Internet browser.

This completes the practice exercises for Lesson 1 Introduction to Peabody. Turn to the self-test and test your knowledge of the material you learned in this lesson. The answers to the self-test are included in Appendix B.

When you have completed the self-test, begin Lesson 2 Peabody Basics.
Self-Test
There are three types of challenges. For true/false, circle the correct answer: T if it is True, F if it is False. For multiple-choice, choose the most correct option. For fill-in-the-blank, write in the word(s) that best complete the statement.
Answers are in Appendix B.

1. RMLS NLN is a single system across the FAA Technical Operations enterprise. T F
2. RMLS NLN consists of ______ geographic nodes.
   a. two        b. three        c. four        d. five
3. Initial data for the RMLS NLN database includes information from ODS, legacy Event Manager systems and ______.
4. RMLS NLN consists of four software applications: Event Manager, NOCC Event Manager, Peabody, and ______.
5. The purpose of Peabody is to add event log entries and document maintenance activities. T F
6. Peabody includes non-logging and administrative functions found in MMS. T F
7. Peabody has five functions: Callback, Events, People, Points of Contact, and WebFSEP. T F
8. The purpose of ______ is to grant or deny access to Peabody resources or functions.
9. The purpose of ______ is to filter the permissions by limiting user updates to a subset of RMLS data.
10. There are two types of scope: Control Center and ______.
    a. Facility Type        b. Sector Code        c. NOCC        d. District Office
11. All MMS, SAL and EM users must authenticate and activate their usernames through Peabody before using any part of the RMLS NLN. T F
12. Peabody allows ______ initial password attempts.
    a. two        b. three        c. four        d. five
13. Logging out is only performed on the Peabody Homepage. T F