**Ohio** | **Department of Job and Family Services**

# Ohio Statewide Automated Child Welfare Information System (SACWIS)

*OHIO* **SACWIS**

## SACWIS Help Desk Reference Guidelines

| | |
|---|---|
| **Web -** | http://jfs.ohio.gov/sacwis/ |
| **Email -** | sacwis_help_desk@jfs.ohio.gov |
| **Phone -** | 1-800-686-1580 or 614-466-0978, select option 3, then option 5, follow phone menu options |
| **Fax -** | (To Be Determined) |

## Hours of Operation:

| Hours | Type of Call | Comments |
|---|---|---|
| 8 a.m. – 5 p.m. Monday – Friday, excluding State Holidays | All SACWIS problems. | SACWIS customers should follow Agency defined procedures to report problem to Super User for initial review.  Select Super Users (on Approved Caller List) will report all unresolved problems to the SACWIS Help Desk. |
| 5 p.m. – 8:00 a.m. Monday – Friday and all day on weekends and Holidays | All SACWIS problems | Follow procedures as above, send email or leave voicemail for SACWIS Help Desk.  Help Desk will reply during next business day. |

Super Users should use the SACWIS Problem Report to describe any problem experienced by users.  The SACWIS Problem Report must be used to report the problem to the SACWIS Help Desk.  (SACWIS Problem Report shown below.)

## OH SACWIS Problem Report

| Received from Worker<br>Date:        Time: | Reported to Help Desk:<br>Date:        Time: | Remedy Ticket #: |
|---|---|---|
| Super User Name: | | |
| Phone Number: | | |
| Email Address: | | |
| Agency/Location: | | |

**Originator:  Please complete the following fields to identify you and provide a means for contact:**

| Name: | |
|---|---|
| Phone Number: | |
| Email address: | |
| Agency/Location: | |

**Complete the following fields to identify the problem that you are reporting.**

**How many users are experiencing the problem?**
Just me: ☐ Some of my coworkers: ☐ My entire Agency: ☐ My entire Location: ☐

| **Have you seen this problem before?**<br>Yes: ☐ No: ☐ When? | **Can you duplicate the problem?**<br>**(Describe how to duplicate below.)**<br>☐ Yes ☐ No |
|---|---|

**Enter a brief description of the problem (80 characters or less):**

| OH SACWIS Userid | |
|---|---|
| OH SACWIS Screen Name: | |
| OH SACWIS Tab Name: | |

**Provide a complete description of the problem encountered:**




**Enter any of the following that apply to this problem:**

| Client ID: | Intake ID: | Case ID: |
|---|---|---|
| Case Name: | | IV-E #: |
| Subsidy/Reimb Type:   **Select Type** | | Medicaid #: |
| Payee ID: | Serv Auth #: | Payment Req #: |
| Provider ID: | Contract #: | |

**Identify steps (actions) performed prior to experiencing the problem (If problem can be duplicated, describe how to duplicate problem here):**

## Priority Levels:

| Priority | Description | Response |
|---|---|---|
| Critical | A service, function or process of SACWIS, required for client support is totally unusable or unavailable.  Impact on the user/client is disabling.  Requires immediate response. A problem exists that: <br> 1) Prevents users from performing a task that must be accomplished in 12 hours, or less. <br> Note: User assistance, if required, must be available during the entire period that a problem is being worked as a priority 1. | Assigned to an agent within 15 minutes and resolved (or an accepted plan for resolution) within 4 hours. |
| High | The ability to use a service, function or process of SACWIS, required for client support, is severely limited. A problem exists that: <br> 1) Prevents users from performing a task that must be accomplished in 72 hours. <br> 2) Prevents multiple users from using the system. <br> 3) Fails to properly protect sensitive information (data). <br> 4) No work around exists. | Assigned to an agent within 2 hours and resolved (or an accepted plan for resolution) within 3 business days. |
| Medium | The ability to use a service, function or process of SACWIS, required for client support, with some degradation of features or services normally provided. Impact on customer is apparent but not disabling or severe. A problem exists that: <br> 1) Prevents a single user from using the system <br> 2) Indicates a significant part of the system is unusable. <br> 3) Fails to properly protect sensitive information (data). <br> 4) No work around exists. | Assigned within 4 hours and resolved (or an accepted plan for resolution) within 14 calendar days. |
| Low | A problem exists in a service, function or process of SACWIS, required for client support, is apparent, but circumvention or alternative is available.  Impact on customer is minimal. A problem exists that: <br> 1) Indicates a limited part of the system is unusable. <br> 2) Users are able to perform their job. <br> 3) A work around exists for reported problem. | Assigned within 4 hours and resolved (or an accepted plan for resolution) within 30 calendar days. |

## WEB Resources

The SACWIS website (http://jfs.ohio.gov/sacwis/ ) contains the following areas of assistance related to SACWIS:

- Contact Information
- County Correspondence
- FAQs
- Implementation
- Partnership Forum

- Presentations
- Project Mission
- SACWIS Reports
- SACWIS Workflows
- Directions to Meeting Sites

# SACWIS Ticket Flow Chart

A flow chart describing SACWIS problem reporting and ticket flow is displayed below:

# SACWIS Ticket Flow

| SACWIS User | SACWIS Superuser | SACWIS Help Desk | SACWIS Production Support Team |
|---|---|---|---|

**SACWIS User:**
- Report problem to Superuser
- Problem Resolved? — No → Report problem to Superuser; Yes
- Use *Self-service tools to resolve problem
- User detects problem
- Problem Solved – End Process

**SACWIS Superuser:**
- Record problem on Issue Identification Worksheet
- Problem Resolved? — No → Report problem to SACWIS HD; Yes
- Record Resolution on Issue Identification Worksheet
- Provide Resolution to User
- Problem Resolved? — Yes / No
- Validate Resolution
- Reopen ticket

**SACWIS Help Desk:**
- Report problem to SACWIS HD
- Create Ticket in Remedy
- Analyze ticket
- Is problem beyond scope of SACWIS HD? — Yes / No
- Resolve ticket
- Provide resolution to Superuser. Resolve ticket

**SACWIS Production Support Team:**
- Transfer ticket to appropriate agency
- Development Support Required? — No → Transfer ticket to appropriate agency; Yes → Transfer to RRT / Defect Team
- Proceed using Defined Procedures (Policy Support)
- Appropriate Agency Ends Process
- Transfer to RRT / Defect Team
- Proceed using RRT / Defect Management Procedures
- Transfer to HD, with Resolution or when Build is Delivered