

CORE - System Support

Purpose:

Provide information and assistance resources that troubleshoot problems with OnBase, Medicaid Management Information System (MMIS), Dakota Imaging (DI) and Eligibility Verification Information System (ELVIS).

Identification of Roles:

Business Analyst, System Analyst and Lead Technical Analyst - Field all support calls and create the initial record of the support request. Identify, troubleshoot and resolves a wide range of technical, computer-related problems.

Performance Standards:

Provide an acknowledgment of the receipt of a User Support Request by response to the requestor within twenty-four (24) hours and indicate the time frame for a resolution to the issue or question.

Provide a response/resolution to State Project Management staff within forty-eight (48) hours of receipt to requests made in any form (e.g., e-mail, phone) on routine issues or questions.

Provide a response within 24 hours to State Project Management staff on emergency requests, as defined by the State.

Path of Business Procedure:

For additional details on this procedure please refer to the research and analysis of issues training manual. (Internal IME CORE document Restricted/Confidential)

Step 1: For OnBase, MMIS, DI or ELVIS support, users have two options; send an email to DHS, IME Core Helpdesk or call (515) 974-2900 for support.

Step 2: Open ticket and log issue

- a) OnBase Issues
 1. Create ticket and log issue in OnBase Workview Support Center. Please refer to training manual.
- b) MMIS Issues
 1. Create ticket and log issue in OnBase Workview Support Center. Please refer to training manual.

- c) DI Issue
 - 1. Create ticket and log issue in OnBase Workview Support Center. Please refer to training manual.
- d) ELVIS Issue
 - 1. Create ticket and log issue in OnBase Workview Support Center. Please refer to training manual.

Step 3: Troubleshoot issue

- a. OnBase Issues
 - 1. Perform diagnoses and troubleshoot issue. Please refer to training manual.
- b. MMIS Issues
 - 1. Perform diagnoses and troubleshoot issue. Please refer to training manual.
- c. DI Issue
 - 1. Perform diagnoses and troubleshoot issue. Please refer to training manual.
- d. ELVIS Issue
 - 1. Perform diagnoses and troubleshoot issue. Please refer to training manual.

Step 4: Solution Delivery

- a. OnBase Issues
 - 1. Provide solution or assistant to resolve OnBase issue, via phone, email or in person.
- b. MMIS Issues
 - 1. Provide solution or assistant to resolve MMIS issue, via phone, email or in person.
- c. DI Issue
 - 1. Provide solution or assistant to resolve DI issue, via phone, email or in person.
- d. ELVIS Issue
 - 1. Provide solution or assistant to resolve ELVIS issue, via phone, email or in person.

Step 5: Close Issue Ticket

- a. OnBase Issues
 - 1. Close ticket for issue in OnBase Workview Support Center. Please refer to training manual.
- b. MMIS Issues
 - 1. Close ticket for issue in OnBase Workview Support Center. Please refer to training manual.
- c. DI Issue
 - 1. Close ticket for issue in OnBase Workview Support Center. Please refer to training manual.
- d. ELVIS Issue
 - 1. Close ticket for issue in OnBase Workview Support Center. Please refer to training manual.

Forms/Reports:

Issue Example

Issues... History... Documents... Collaboration...

Issue: 23672

Issue #: 23672	Category: MMIS
Status: Completed	Sub-Category: Research
Detail Status:	Unit: Hoover/Lucas
Create Date: 8/5/2010	Priority:
Follow-Up Date:	Contact: Joe Havig
Complete Date: 9/29/2010	Rep: Supratim Panja
	Business Analyst: Becky Davis

External? No Organization: Contact:

ISSUE DESCRIPTION
 AEA Billing Report (IAMM4740)

ISSUE DETAILS
 see attached

Related Events + Add

Event #	Create Date	Event Type	Description	Contact	Customer	Event Rep
39041	8/5/2010	Email	forwarded to BA's			Daniele Prziborowski
39042	8/6/2010	Email	acknowledged		Core	Becky Davis
39722	9/3/2010	Email	testing attached			Becky Davis
40164	9/29/2010	Email	new reports generated and in			Becky Davis

5 Row(s)

Time Tracking + Add X Delete

Help Desk Issue Completion Exceptions Report

Help Desk Issue Event Exceptions Report

RFP References:

5.2.2.16

Interfaces:

OnBase
MMIS
DI
ELVIS

Attachments:

None