Human Resources Administration
Department of Social Services

FAMILY INDEPENDENCE ADMINISTRATION

James K. Whelan, Executive Deputy Commissioner

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #15-07-SYS

(This Policy Bulletin Replaces PB #10-35-SYS)

REPORTING SYSTEM OUTAGES AND BROKEN MACHINERY

Date: February 6, 2015	**Subtopic(s):** System Outages
This procedure can now be accessed on the FIAweb**.**	**Revisions to the Original Policy Bulletin:** This policy bulletin is being revised to: • Update the contact information for reporting hardware, software, or network problems with the Automated Metrocard Information System (AMIS). • Replace references to the Outage/Television/Telephone Liaisons with the Center Director Designee for all outage and broken machinery problems. • Change the WMS Hotline name and phone number to the Office of Information Technology Services - Customer Care Center **800-697-1323**. • Update the SPOC HRA Help Desk Information Directory (**Attachment A**) by: ▪ Adding Adult Protective Services-APS Help Desk. ▪ Removing Autotime ID Password ▪ Changing the WMS Help Desk name to the Office of Information Technology Services – Customer Care Center. **Purpose:** The purpose of this policy bulletin is to inform Job Center and Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff of the steps to follow when there are specific system outages or broken machinery. It serves as information for all other staff.

Definition of outage Revised	An outage is defined as a system interruption or technical failure that impacts the ability to perform the designated operational functions of a unit or agency. An outage must be reported if it lasts at least 30 minutes.
Revised	Whenever a JOS/Worker experiences technical problems, he/she must contact the Center Director Designee who is responsible for detecting and reporting system outages. If he/she is unable to resolve the problem, he/she must notify the MIS Help Desk via telephone and obtain a Help Desk Ticket for the problem. The Center Director Designee must then notify the appropriate Supervisor, the Center Director and the Regional Manager of the problem.
Center Director Designee responsibilities	The following is a list of the responsibilities of the Center Director Designee: • Determine operational impact as defined on the previous page. • If the failure is determined to be an isolated incident, advise the JOS/Worker to review the Single Point of Contact (SPOC) Human Resources Administration (HRA) Help Desk Information Directory (**Attachment A**) or view the desk guide on the HRA Intranet at SPOC HRA Help Desk Information Directory and contact the appropriate Help Desk. • If the failure is found to be an outage, determine the appropriate MIS Help Desk to contact based on **Attachment A**. If the problem application/issue is not listed on **Attachment A**, contact the MIS Help Desk. • Advise the Unit Supervisor, Center Director and Regional Manager of all outages reported to a Help Desk.
Instructions for contacting the MIS Help Desk Revised	When contacting a Help Desk, the Center Director Designee should be prepared to provide the following: • Functions that are affected • Areas that are affected • Number of people who are affected • Description of technical issues • Attention-grabbing subject heading on e-mail (e.g., “Urgent: Operational Outage”) • Statement indicating that he/she is reporting an outage • LAN Login • Actual Address (not site name) • Alternate contact name (in case the customer is not available on the repair date)

The above requirements apply to hardware and telephone support and applications used in Job Centers and NCA SNAP Centers such as the Paperless Office System (POS), FRED, Model Office Numbering Identification and Queuing (MONIQ), HRA OneViewer, New York City Work, Accountability and You (NYCWAY), and the Automated Child Care Information System (ACCIS). The Center Director Designee must refer to **Attachment A** to determine the appropriate Help Desk to contact.

The Center Director Designee may have additional requirements for specific system and machinery malfunctions as follows:

Welfare Management System (WMS)

If a JOS/Worker realizes that there is a problem with the Welfare Management System (WMS), he/she should notify the Center Director Designee as soon as possible. The Center Director Designee will:

- assess the outage
- report it to the following:

WMS Help Desk Name change

  - Office of Information Technology Services - Customer Care Center: **(800) 697-1323**
  - POS Help Desk: **(718) 510-0551 press 1**
  - Systems Administration: email (Sysadmin MIS)

  <u>Note</u>: The Customer Care Center may ask for specific information about the actual problem, the computer, or the location.

The Office of Temporary and Disability Assistance (OTDA)/WMS will notify the MIS Office of Systems Operations (OSO) of citywide and center-wide outages or application deficiencies. OSO will then report the information to the MIS Help Desk via Support Magic and issue a Fax Flash.

MAPPER

MAPPER may be unavailable as a result of a WMS outage or because of its own systemic problems.

Revised

If MAPPER is unavailable, staff should wait until MAPPER's system problems are corrected, and resume BEV scheduling per current procedure.

Zippers

Revised

If a Zipper is malfunctioning, the Center Director Designee must contact the MIS Help Desk and make the local SysAdmin aware of the problem via e-mail. If there is simply a problem with the text, contact the Center Director Designee instead. Do not contact the MIS Help Desk.

AMIS

Center Director Designee

Job Center Staff who experience problems with AMIS should contact the Center Director Designee. The Center Director Designee will determine the nature and extent of the problem, and resolve it if possible.

Revised

If the system has been down for **<u>at least 30 minutes</u>**, and the Center Director Designee is unable to resolve the problem, he/she must report the AMIS problem to the Finance Office (FO) Help Desk by email at **FOHelpDesk@hra.nyc.gov**.

Revised

The Center Director Designee must provide the following information to the FO Help Desk when the outage is reported:

- The affected PC listed by functional area – e.g., D&C, CMU or CSIC, as well as the PC name such as "W180WAT25J023."
- The extent of the problem – affects one user/section or affects 20 or more users/entire Center, working in one area but not another, etc.

Revised

- Name and number of the contact person(s) in case FO staff needs to talk directly to the person to resolve the issue, e.g., Mary Jones, (212) 423-4567.
- Description of the issues – e.g., screen freezes, blank screen, case information does not appear, etc.

Revised

The FO Help Desk will provide the Center Director Designee with a MIS Help Desk Ticket Number.

Once the MIS Help Desk Ticket has been received, the Center Director Designee must notify the appropriate Supervisor, the Center Director and the Regional Manager of the AMIS issue.

<u>Steps to follow when specific machines are malfunctioning or out of service</u>

Copy Machine Revised

If a copy machine is out of service, contact the Center Director Designee so that he/she may contact the vendor for service.

Printer

If a JOS/Worker is experiencing problems with a printer, he/she should report these problems to the Center Director Designee. The Center Director Designee should assess the source of the problem from where the JOS/Worker is attempting to print.

- If the JOS/Worker is having trouble printing from a specific application (e.g., POS, NYCWAY), the Center Director Designee should contact the Help Desk specific to that application.

- If the JOS/Worker is attempting to print from a computer program such as Microsoft Word or Outlook, the Center Director Designee should contact the SysAdmin and consult **Attachment A**. The SysAdmin will temporarily reroute the output to another printer.

- When contacting the MIS Help Desk for personal computer (PC)/printer hardware issues, have the following information available:

  - Is the unit receiving power (plugged in)?
  - Are other staff members experiencing the same problem or is the problem isolated?
  - Has the SysAdmin been contacted?

Scanner

If a scanner is not working, the Center Director Designee must:

- contact the MIS Help Desk, and
- contact the local SysAdmin via e-mail so he/she is aware of the issue.

Light Emitting Diode (LED)

If the LED system is not functioning, it is the JOS/Worker's responsibility to type the error message from the LED system in an email and send it to the POS Help Desk.

COLD (also known as WebCOINS)
Revised

If a JOS/Worker notices a malfunction on the Computer Output to Laser Disk (COLD) system, it is necessary for him/her to alert the MIS COLD Liaison. The COLD Liaison will contact the Office of Information Technology Services - Customer Care Center at **(800) 697-1323**.

Televisions
Revised

The Center Director Designee should check the televisions and determine the scope of the problem. The Center Director's office is responsible for calling the service provider (Time Warner or DK connections) to inquire about the nature of the problem.

- If informed that it is a service issue, the Center Director's office should arrange for a technician to visit and inform the Regional Office and the MIS Help Desk.
- If it is a billing issue, the Center Director's office should contact the Regional Office, Finance Office, and MIS Contracts, who will attempt to resolve the issue.
- If the television is malfunctioning, contact General Support Services (GSS).

Telephones
Revised
This may or may not be the same Center Directors Designee authorized to report outages.

In the event of a telephone outage, the Center Director Designee for the affected Site or Responsibility Area/Responsibility Center (RA/RC) is to contact the MIS Help Desk by dialing **(718) 557-1313**, Option 1 from the Main Menu.

When reporting a telephone problem to the MIS Help Desk, the Telephone Liaison must provide the following information:

- RA/RC name
- Program site name
- Telephone number, address, floor and room number or cubicle number of problem equipment
- Number of phones affected
- Equipment type – single or multiple lines
- Description of the problem
- Primary contact and alternate contact person
- A working telephone number for contact purposes

After recording this information, the MIS Help Desk Representative will provide the Telephone Liaison with a ticket number (Help Desk Ticket Number). The MIS Help Desk Representative will forward this information to an appropriate vendor and the Center Director Designee will be contacted regarding the repair within 24 hours. After vendor repair, an MIS Help Desk Representative will contact the Telephone Liaison to confirm the repair.

Voicemail

Refer to PD #12-26-OPE for more information on voicemail protocol.

To ensure compliance with the voicemail protocol, the Center Director/Center Manager must designate an Associate Job Opportunity Specialist (AJOS) II/Principal Administrative Associate (PAA) II as the Telephone/Voicemail Liaison. If staff is having technical problems with the voicemail, contact the Center Director Designee.

Kiosk

Kiosks are for HASA only
Revised

If the Automated Customer Information Station Kiosk is malfunctioning, the AJOS II in the Customer Service and Information Center (CSIC) must be informed. He/she must troubleshoot the problem prior to contacting the Center Director Designee. The AJOS II must first check for paper jams, toner, and connectivity (check to see if the Kiosk is plugged in). If the problem persists, the AJOS II must then contact the Center Director Designee who will contact the MIS Help Desk and e-mail the SysAdmin.

Once the affected system/machinery functions have been restored, the appropriate liaison must inform the Center Director. The appropriate liaison and/or Center Director must then:

- inform the SysAdmin, and
- advise staff that the system/machinery is functioning properly.

Signature Pads

If a signature pad is not working, it is the JOS/Worker's responsibility to alert the Center Director Designee of this problem who must report the outage to the MIS Help Desk.

Effective Immediately

Related Items:

PD #12-26-OPE

Please use Print on Demand to obtain copies of forms.

Attachment:

Attachment A SPOC HRA Help Desk Information Directory (Rev. 1/9/15)

SPOC HRA Help Desk Information Directory
718-557-1313

Application / Issue	SPOC Greeting and Main Menu 2 Digit "Dial Ahead" Options	Type of Support	Main Menu SPOC SPELL Option 1, 2
Adult Protective Services - APS Help Desk	**6,3**	Provides troubleshooting and access support for all APS systems, APSNet, Financial Focus, and Access Focus such as new user accounts, password resets, and deactivations. Also handles error corrections such as merging/unmerging cases, undoing an action, releasing record locks, staff/case mass transfers, transfers of case records between field offices and addition of zip codes.	**APS**
AFIS - Automated Finger Imaging System	**5,1**	Process updates of current finger images on AFIS / WMS data base citywide, and CBIC photo system data base updates. Continuously analyze, and update errors made within the AFIS data base.	**AFI**

Attachment A

SPOC HRA Help Desk Information Directory
718-557-1313

Application / Issue	SPOC Greeting and Main Menu 2 Digit "Dial Ahead" Options	Type of Support	Main Menu SPOC SPELL Option 1, 2
Application Help Desk - Paperless Office System **POS**	**3,4**	CA POS, NCA POS, CBO POS, Model Office, Indexing, ACCIS, and Management Console Application Errors and Case Processing Problems, POS System Access Requests, ACCIS System Version Update Requests, Outage Reports and Notifications regarding all HRA Systems including those for WMS, NYCWAY and Imaging Systems that affect FIA & HASA Job Centers, CBO Sites, and HRA Outreach Sites. PAM – Paperless Alternate Module,RAD – Rental Assistance Database WISE (formerly FSE)	**APP / POS**
Customized **A**ssisted **S**ervices **CAS** Technical User Support Helpline	**6,1**	Technical User Support Helpline for CAS systems including DSP, Options, STARS, and WeCARE, System Errors, Access Problems, ICONS, Case Problems, **New Password, Password Resets,** and schedule Training.	**CAS**
EBT	**5,3**	EBT Hotline provides guidance for **internal** HRA staff, and aides Community Groups, Advocates, and Elected Officials in providing accurate information for their constituents. EBT receives **internal** requests and handles EBT Administrative Terminal Passwords for new requests and resets. PIN Selection Devices hardware and **passwor**ds.	**EBT**

SPOC Program Contact: Michael Formichelli 718-510-0697
January 9, 2015

SPOC HRA Help Desk Information Directory
718-557-1313

Application / Issue	SPOC Greeting and Main Menu 2 Digit "Dial Ahead" Options	Type of Support	Main Menu SPOC SPELL Option 1, 2
EDW Help Desk - Enterprise Data Warehouse	**6,2**	EDW access, usage, user account, password, and data / query related support requests. EDW handles problems including reports of warehouse being down, jobs against the warehouse, SQL development problems, Discoverer query, and operation **password** problems.	**EDW**
FIA - Call Center	**3,1**	FIA Call Center provides clearance on FIA policy and procedures.	**FIA**
Imaging Help Desk	**7**	All contract vendors, and / or on - site Non - POS in-house Imaging / Scanning related issues, E Prep, Viewer applications issues, FileNet Applications (HRA DOCS). E-forms application and Imaging vendors off site folder storage / tracking / retrieval issues, and **Imaging Password.**	**IMA**

SPOC HRA Help Desk Information Directory
718-557-1313

Application / Issue	SPOC Greeting and Main Menu 2 Digit "Dial Ahead" Options	Type of Support	Main Menu SPOC SPELL Option 1, 2
MAP Procedures Clearance Desk	**4,1**	The MAP Procedures' Clearance Desk responds to inquiries from MICSA supervisory level staff, providing clarification when questions arise in regard to HRA/MAP policy or instructions released by the Office of Procedures. Typical inquiries handled include such topics as underlying eligibility, required documentation, application processing, case budgeting, internal transmittals, renewals, decision notifications, and appeal rights for all types of public health insurance. Health insurance programs supported include Medicaid, Child Health Plus B, Family Health Plus, the Medicaid Buy-In Program for Working People with Disabilities, the Medicare Savings Program, and the Family Planning Benefits Program	**MAP**
MICSA Help Desk Tech Support	**4,2**	Handle all computer system related service requests from all MICSA jurisdictions for hardware and software support for HASA, Homecare Services, MAP, Adult Protective Services, and **MICSA Password.**	**MIC**

SPOC HRA Help Desk Information Directory
718-557-1313

Application / Issue	SPOC Greeting and Main Menu 2 Digit "Dial Ahead" Options	Type of Support	Main Menu SPOC SPELL Option 1, 2
MAP WMS Software Tech Support	**4,3**	MAP WMS Software Tech Support all WMS Case problem requests for all of the MICSA jurisdictions.	**MTS**
MIS Help Desk	**2,1 For Telephone, or 2,2 For PC Hardware**	Telephone Repairs, Hardware, Software and MIS Production Report Issues.	**MIS**
NYCWAY Helpline	**5,2**	NYCWAY user software support for NYCWAY, Cool-Ice (Mainframe and Web), PaCs, and WISARD systems.	**NYC**
Office of Information Technology Services - Customer Care Center formerly "WMS STATE HOTLINE"	**3,3**	WMS technical support for Hardware, Software, Report Distribution DEPCON.	**CCC**
Password - MIS Data Security ODSM	**1,1**	Office of Data Security Management handles Autotime ID, LAN, and RACF Password requests / resets, FMS, and SAVE requests resets from designated coordinators.	**PAS**
SPOC SPELL	**1, 2**	SPOC Help Desk Spelling Option using the first 3 letters of the Help Desk name.	**N/A**

SPOC HRA Help Desk Information Directory
718-557-1313

Application / Issue	SPOC Greeting and Main Menu 2 Digit "Dial Ahead" Options	Type of Support	Main Menu SPOC SPELL Option 1, 2
WMS Related Issues - OSO Office of Systems Operations WMS	**3,2**	OSO addresses WMS transactions that go into error condition and appear in the WMS inquiry Pending screens. Assist users with how to submit error correction transactions to Pending WMS errors. Assist with integrations of WMS and its various WMS subsystems, Same Day Issuance (SDI), CBICS, FHIS and others. OSO also provides user assistance with POS transactions to WMS, and Eligibility Mail outs.	**WRI / OSO**