FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #08-160-SYS
(This Policy Bulletin Replaces PB #07-140-SYS)

REPORTING SYSTEM OUTAGES AND BROKEN MACHINERY

Date: December 19, 2008	**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: • Add information on how to handle Bureau of Eligibility Verification (BEV) appointments when MAPPER is unavailable. • Add an updated version of the SPOC HRA Help Desk Information Directory (**Attachment A**). • Remove the FIA/MIS Model Center Applications Troubleshooting Guide (**Attachment B**). **Purpose:** The purpose of this policy bulletin is to inform Job Center and Non Cash Assistance Food Stamp (NCA FS) 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	An outage is defined as a problem that impacts the ability to perform all or a portion of the designated operational functions. An outage lasts at least 30 minutes and: • affects five or more staff members in areas with more than five staff members (e.g., the Case Management Unit), or • affects areas that typically have fewer than five staff members (e.g., Front Door Electronic Reception [FRED])

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center*

Distribution: X

Whenever a JOS/Worker experiences technical problems, he/she must contact the Center-designated Outage Liaison responsible for detecting and reporting system outages. The Center Director and Unit Supervisor must also be notified.

Center-designated Outage Liaison responsibilities

The following is a list of the responsibilities of the Center-designated Outage Liaison:

Staff should access the SPOC HRA Help Desk Information Directory from the HRA Intranet (see link) as MIS regularly updates this information.

- Determine operational impact as defined above.
- 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 Intranet at [SPOC HRA Help Desk Information Directory](#) and contact the appropriate Help Desk.
- If the failure is found to be an outage, consult the SPOC desk guide, if one is available, which will indicate who at Management Information Systems (MIS) should be contacted. If no troubleshooting guide exists for that system, contact the MIS Help Desk.
- Advise the Group Supervisor and Center Director of all outages reported to a Help Desk.

Instructions for contacting a Help Desk

When contacting a Help Desk, the Center-designated Outage Liaison should be prepared with the following information:

- 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

The above requirements apply to all applications used in Job Centers and NCA FS Centers such as 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-designated Outage Liaison must refer to **Attachment A** to determine the appropriate Help Desk to contact.

The Center-designated Outage Liaison may have additional requirements for specific system and machinery malfunctions as indicated on the following pages.

Welfare Management System (WMS)	If a JOS/Worker realizes that there is a problem with WMS, he/she should notify the Center-designated Outage Liaison as soon as possible. The Center-designated Outage Liaison will:
	• assess the outage • report it to the following:
Refer to PB #04-24-SYS for details on the POS Help Desk	▪ WMS Hotline: (212) 961-8048 ▪ POS Help Desk ▪ Systems Administration (SysAdmin) **Note:** The WMS Hotline 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 New Information	MAPPER can be unavailable as a result of a WMS outage or because of its own systemic problems.
	If MAPPER is unavailable for **at least 30 minutes**, do not make a manual BEV appointment. BEV will contact the applicant and schedule a home visit. When MAPPER becomes available, staff should resume BEV scheduling per current procedure.
Zippers	If a Zipper is malfunctioning, the Outage Liaison must contact the MIS Help Desk and the local SysAdmin should be made aware of the problem via e-mail. If there is simply a problem with the text, contact the Chairperson(s) of the Model Center Technical workgroup instead of the MIS Help Desk.
	Steps to follow when specific machines are malfunctioning or out of service:
Copy Machine	If a copy machine is out of service, contact the Center Designee, instead of the Center-designated Outage Liaison, 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-designated Outage Liaison. The Center-designated Outage Liaison 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-designated Outage Liaison 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 Outage Liaison 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-designated Outage Liaison 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) Revised	If the LED system is not functioning it is the JOS/Worker's responsibility to email a screen shot of the error message from the LED system, to the POS Help Desk.
COLD (also known as WebCOINS)	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 New York State Enterprise Helpline at (800) 697-1323.

| Televisions | A liaison should be appointed by the Center Director to 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, 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

This may or may not be the same liaison authorized to report outages.

In the event of a telephone outage, the designated Telephone Liaison 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 Telephone Liaison 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 #08-37-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 Telephone/Voicemail Liaison.
Kiosk Refer to PB #05-102-OPE for more information on Kiosks.	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 prior to contacting the Center-designated Outage Liaison. 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-designated Outage Liaison 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
- 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-designated Outage Liaison of this problem who must report the outage to the MIS Help Desk.

Effective Immediately

Related Items:

PB #04-24-SYS
PB #05-102-OPE
PD #08-37-OPE

🖥 Please use Print on Demand to obtain copies of forms.	**Attachment:**
	Attachment A SPOC HRA Help Desk Information Directory (Rev. 10/23/08)

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
AFIS - Automated Finger Imaging System	5,2	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**
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.	**APP / POS**
Autotime ID Password	1,1	Office of Data Security Management handles Autotime ID, LAN / RACF Password requests and resets. FMS and SAVE requests and resets from designated coordinators.	**PAS**
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**

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
EBT - Electronic Benefit Transfer	**5,1**	EBT Hotline provides guidance for HRA staff, and aides Community Groups, Advocates, and Elected Officials in providing accurate information for their constituents. EBT receives requests and handles EBT Administrative Terminal Passwords for new requests and resets. PIN Selection Devices hardware and **passwor**ds.	**EBT**
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**
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**

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
NYCWAY Helpline	**5,3**	NYCWAY user software support for NYCWAY, Cool-Ice (Mainframe and Web), PaCs, and WISARD systems.	**NYC**
SPOC SPELL	**1, 2**	SPOC Help Desk Spelling Option using the first 3 letters of the Help Desk name.	**N/A**
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**
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**
WMS Help Desk	**3,3**	WMS technical support for Hardware, Software, Report Distribution DEPCON.	**WMS / NYS**

SPOC Program Contact: **Michael Formichelli 718-510-0697**