

MCESA

Maricopa County Education Service Agency



REILize
Decision Support System

Rewarding Excellence in
Instruction and Leadership

MCESA RDSS Interim, Short-Term, and Long-Term Support Models



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REILize

Decision Support System

Program: MCESA REILize Decision Support System
Module: ODCT
Release: All
Document: MCESA RDSS Interim, Short-Term, and Long-Term Support Models
Version: DRAFT v.12

Overview

This document will serve as a guide for support of any released RDSS modules until a Service Level Agreement (SLA) is defined with MCESA. This document reflects three versions of the support model:

- **Interim support model** -The interim support model is the process that is to be followed from the date that this document gains final approval until the short-term support model is implemented.
- **Short-term support model** - The short-term support model is the process that will be implemented and supported once the short-term model and SLA have been finalized, and once MCESA ITS has integrated a Level 1 Support CRM.
- **Long-term support model** - The long-term model is the process that will be implemented when the REILize Decision Support System has been implemented on the AELAS platform.

The latest version of this document and the accompanying workflows are stored on the MCESA REIL SharePoint site [here](#).

Any issues with the Marketing Website interface should follow the Schoolwires Support Model in [Appendix E](#).

Version History

Date	Version	Change Details
05/23/2012	v.12	Sent to MCESA for review and approval

Document Approvals

Organization	Name	Program Role	Signature /Electronic Approval	Date
ADE	David Plouff	Project Manager		
ADE	Jolene Newton	Program Director		
ADE	Pamela Smith	Director of Strategic Programs		
ADE	Terry Mendez	Director of Product Support		
ADE	Delano Walcott	IT Operations Manager		
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Terminology

<p>MCESA Information Technology Support (ITS) MCESA ITS refers to the Level 1 MCESA support personnel.</p>	<p>RemedyForce RemedyForce (Remedy) is the CRM used by MCESA ITS. It runs on a web-based cloud platform and is capable of reporting on support metrics. For Interim and Short-Term support models, all reported issues are entered into RemedyForce when first reported.</p>
<p>MCESA Support Group The MCESA Support Group is an Outlook mailbox that includes MCESA and ADE personnel.</p>	<p>Transition Point Transition Points are labeled in this document as Transition Point. A transition point indicates that an issue is being transferred from one CRM or tracking system to another. These points areas where it is imperative that diligence be exercised on the part of both parties to verify that the issue was successfully transferred between systems.</p>
<p>Schoolwires Schoolwires is the developer of the Marketing Website, from which all RDSS modules will be linked.</p>	





MCESA RDSS Processes for Defect Resolution in Production Environment

INTERIM SUPPORT MODEL

MCESA or End User requests technical support via the MCESA Support Group Mailbox (Issues initiated via the Report Information Error button from within the ODCT are not supported). **INITIATE LEVEL 1 SUPPORT.**

1. Level 1 (MCESA ITS)

1.1. MCESA or End User may request support using one of these two methods:

- 1) email MCESASupportGroup@azed.gov
- 2) submit an information error report via the Report Information Error button in the ODCT tool, which is recorded to an error log that is sent to MCESA ITS daily (In the future, these may be routed automatically to MCESASupportGroup@azed.gov)

1.2. MCESA ITS will follow the support process steps below:

1.2.1. Support contacts End User to gather as much information as possible, and to triage the issue into one of the following four types:

- 1.2.1.1. **NON-TECHNICAL:** MCESA ITS works with user to resolve the issue. Once the issue has been resolved, close RemedyForce ticket, notify the MCESA Support Group Mailbox of the resolution, then **END SUPPORT.**
- 1.2.1.2. **EVALUATOR INFORMATION ON START PAGE INCORRECT:** See [Appendix A](#).
- 1.2.1.3. **EDUACCESS Transition Point:**
 - 1.2.1.3.1. Invitation never received (Resend Request): Gather the First Name, Last name, role, work email address (IMPORTANT: verify email address with Evaluator), School, and **ESCALATE TO LEVEL 2** by sending a Resend Request to MCESA SupportGroup@azed.gov. See [Appendix B](#)
 - 1.2.1.3.2. Forgotten Password, Login, or URL: Walk user through self-service screens: **END SUPPORT** or **ESCALATE TO ADESUPPORT@AZED.GOV** .
 - 1.2.1.3.3. All other EduAccess Issues: **REFER USER TO ADESUPPORT@AZED.GOV.**
- 1.2.1.4. **ALL OTHER ISSUES THAT MEET ESCALATION CRITERIA Transition Point:** MCESA ITS ensures that all Escalation Requirements in [Appendix D](#) are met, then complete a Support Information Request Form, and email the completed form to MCESASupportGroup@azed.gov and **ESCALATE TO LEVEL 2**

MCESA ITS should NOT include the original requester (End User) in the escalation email to the MCESA Support Group. The End User should be contacted separately by MCESA ITS.





2. Level 2

2.1 Interim Level 2 Support contact: acknowledge the support escalation by sending *Email Template 1* to the MCESA Support Group Mailbox.

2.2 Interim Level 2 Support contact: Consult with Tech lead to verify that the issue is technical.

2.2.1.1 ISSUE IS TECHNICAL **Transition Point:**

2.2.1.1.1 Tech Lead: open a TFS ticket with all information included in the Support Information Request Form, as well as any additional information gathered, and assign the TFS ticket to QA.

2.2.1.1.2 Interim Level 2 Support: send *Email Template 5* to the MCESA Support Group Mailbox.

2.2.1.2 ISSUE IS NOT TECHNICAL **Transition Point:**

2.2.1.2.1 Interim Level 2 Support: send *Email Template 3* to the MCESA Support Group Mailbox. **END LEVEL 2 SUPPORT**

2.3 QA: attempts to recreate or verify the issue. Since QA cannot access Production directly and may not have sufficient access to verify the issue, this step may include consulting with the development team in order to verify whether the issue exists.

2.3.1 REPRODUCIBLE **Transition Point:**

2.3.1.2 QA: **ESCALATE TO LEVEL 3** by assigning TFS ticket to Tech Lead with any additional notes. Send an email to Interim Level 2 Support Contact notifying them that the issue has been escalated.

2.3.2 NOT REPRODUCIBLE **Transition Point:**

2.3.2.2 QA begin communications with MCESA ITS to replicate or verify the issue. Do not use the MCESA Support Group Mailbox for this, email the designated MCESA ITS contacts directly. This may involve working with the Developers as well to help verify the issue. **If the issue still cannot be reproduced,** Level 2 Support Contact sends *Email Template 4* to the MCESA Support Group Mailbox. **END LEVEL 2 SUPPORT**

The Level 2 Support Contact should NOT include the original requester (End User) in communications to MCESA ITS. Only MCESA ITS personnel are permitted to communicate with the End User.



3 Level 3

- 3.1 The Technical Lead reviews the issue details provided by QA in the TFS ticket and determines whether the issue is a High/Critical severity level. If it is High or Critical, extra steps need to be taken in order to keep upper management informed.
- 3.1.1 ISSUE IS HIGH OR CRITICAL:
- 3.1.1.1 Tech Lead: Advise ADE IT Management (Director of Development, Director of Technology) of critical defect in application via direct communication.
- 3.1.1.2 Project Manager: Communicate High or Critical issue to Business
- 3.1.1.3 If the Production Environment is down, the following steps must also be taken to activate the Maintenance Screen in the Production environment:
- 3.1.1.2.1 Tech Lead: Submit an emergency Ops Migration Request in TFS
- 3.1.1.2.2 Tech Lead: Submit ChangeGear ticket for Operations to activate maintenance screen
- 3.1.1.2.3 Operations: Activate maintenance screen, update ChangeGear ticket with action
- 3.1.2 ISSUE IS NOT CRITICAL: Proceed to next step.
- 3.2 Tech Lead assigns TFS ticket to the appropriate Developer
- 3.3 **Transition Point** Tech Lead: Create a ChangeGear ticket if Support Teams assistance is required
- 3.4 Developer: Concurrent to the above step, the Developer attempts to replicate or identify the issue in the Development environment.
- 3.4.1 DEVELOPER CANNOT REPRODUCE: Work with QA to understand the issue. If necessary, QA will again contact MCESA for further information if needed. If ultimately un-reproducible, QA sends the *Email Template 4* to the MCESA Support Group Mailbox. **The sender should NOT INCLUDE the original requester (End User) in the response. Only MCESA ITS is permitted to communicate with the End User. END LEVEL 3 SUPPORT.**
- 3.4.2 DEVELOPER CAN REPRODUCE:
- 3.4.2.2 Developer: Estimate the solution and time to correct. The developer assigns the ticket back to the Tech Lead.
- 3.4.2.3 Tech Lead: Determine the appropriate development solution, apply it to the correct code branch, and assign it to the appropriate developer.



3.5 Development Environment Flow (See [Appendix D](#) for Development Workflow Chart)

- 3.5.1 Developer: Make modifications to code and perform unit testing on the defect (TFS Hotfix)
- 3.5.2 Tech Lead: Create a new build with a new version stamp which will represent a changed set of code is separate from the on-going development of new code (TFS Hotfix to TFS Main)
- 3.5.3 Tech Lead: Import code into the QA environment (TFS Main to Physical Test)
- 3.5.4 QA: Test defect in QA Environment (Physical Test)
Perform steps 3.5.1 through 3.5.4 until fix passes QA
- 3.5.5 Tech Lead: Code reconciliation to merge into the trunk branch of new development (TFS Main to TFS Development);
- 3.5.6 Tech Lead: Fixed code is pushed to Hotfix (TFS Main to TFS Hotfix)
- 3.5.7 **Transition Point** Tech Lead: Submit Migration Request via TFS for deployment of new code into Physical Production (TFS Production to Physical Production)

- 3.6 Tech Lead or Project Manager: Advise ADE IT Management and Business via direct communication of successful production deployment
- 3.7 **Transition Point** QA: Send *Email Template 6* Email to the MCESA Support Group Mailbox. The sender should NOT INCLUDE the original requester (End User) in the response. Only MCESA ITS is permitted to communicate with the End User. END LEVEL 3 SUPPORT.

SHORT-TERM SUPPORT MODEL

MCESA or End User requests support from MCESA via the MCESA Support Group Mailbox; OR the End User calls the support phone number (Issues initiated via the Report Information Error button from within the ODCT are not supported). **INITIATE LEVEL 1 SUPPORT.**

Level 1 (MCESA ITS)

- 1.1. MCESA or End User may request support using one of these three methods:
 - 1) email MCESASupportGroup@azed.gov
 - 2) submit an information error report via the Report Information Error button in the ODCT tool, which is recorded to an error log that is sent to MCESA ITS daily (In the future, these may be routed automatically to MCESASupportGroup@azed.gov)
 - 3) call the support phone number provided in the Help popup
- 1.2. MCESA ITS will follow the support process steps below:
 - 1.2.1. Support speaks with/contacts End User to gather as much information as possible, and will triage the issue into one of the following four types:
 - 1.2.1.1. EDUACCESS **Transition Point**:



- 1.2.1.1.1. Invitation never received (Resend Request): Gather the First Name, Last name, role, school, and work email address (IMPORTANT: verify email address with Evaluator), and **ESCALATE TO LEVEL 2** via RemedyForce. See [Appendix B](#).
- 1.2.1.1.2. Forgotten Password, Login, or URL: Walk user through Self-service screens: **END SUPPORT** or **REFER USER TO ADESUPPORT@AZED.GOV**.
- 1.2.1.1.3. All other EduAccess Issues: **REFER USER TO ADESUPPORT@AZED.GOV**.
- 1.2.1.2. DATABASE INFORMATION CHANGE REQUEST: See [Appendix A](#).
- 1.2.1.3. NON TECHNICAL: MCESA ITS works with user to resolve the issue. Once the issue has been resolved, close RemedyForce ticket, then **END SUPPORT**.
- 1.2.1.4. ALL OTHER ISSUES THAT MEET ESCALATION CRITERIA **Transition Point**: MCESA ITS ensures that all Escalation Requirements in [Appendix D](#) are met, and **ESCALATE TO LEVEL 2** via RemedyForce.

Level 2

- 2.1. Level 2 Support contact: Acknowledge the support escalation and notify QA of action updating the Remedy ticket.
- 2.2. Level 2 Support contact: Consult with Tech Lead to verify that the issue is technical.
 - 2.2.1. ISSUE IS TECHNICAL **Transition Point**
 - 2.2.1.1. Tech Lead: open a TFS ticket with all information included in the Support Information Request Form, as well as any additional information gathered, and assign the TFS ticket to QA.
 - 2.2.1.2. ISSUE IS NOT TECHNICAL: Level 2 Support: Update RemedyForce ticket. **END LEVEL 2 SUPPORT**.
- 2.3. QA: attempts to recreate or verify the issue. Since QA cannot access Production directly and may not have sufficient access to verify the issue, this step may include consulting with the development team in order to verify whether the issue exists.
 - 2.3.1. REPRODUCIBLE:
 - 2.3.1.1. QA: assign the TFS ticket to Tech Lead with any additional notes.
 - 2.3.2. NOT REPRODUCIBLE:
 - 2.3.2.1. QA begin communications with MCESA ITS to replicate or verify the issue. Do not use the MCESA Support Group Mailbox for this, email the designated MCESA ITS contacts directly. This may involve working with the Developers as well to help verify the issue. **If the issue still cannot be reproduced**, close TFS ticket and notify Level 2 Support.
 - 2.3.2.2. Level 2 Support: Update Remedy Ticket. **END LEVEL 2 SUPPORT**.

The Level 2 Support Contact and QA should NOT include the original requester (End User) in communications to MCESA ITS. Only MCESA ITS personnel are permitted to communicate with the End User.



2.4. The Technical Lead reviews the issue details provided by QA in the TFS ticket and determines whether the issue is a High/Critical severity level. If it is High or Critical, extra steps need to be taken in order to keep upper management informed.

2.4.1. ISSUE IS HIGH OR CRITICAL:

2.4.1.1. Tech Lead: Advise ADE IT Management (Director of Development, Director of Technology) of critical defect in application via direct communication.

2.4.1.2. Project Manager: Communicate High or Critical issue to Business

2.4.1.3. If the Production Environment is down, the following steps must be taken in addition:

2.4.1.3.1. Tech Lead: Submit an emergency Ops Migration Request in TFS

2.4.1.3.2. Tech Lead: Submit ChangeGear ticket for Operations to activate maintenance screen

2.4.1.3.3. Operations: Activate maintenance screen, update ChangeGear ticket with action

2.4.2. ISSUE IS NOT CRITICAL: Proceed to next step.

2.5. Tech Lead: Create ChangeGear ticket if Support Teams assistance is required.

2.6. Tech Lead: assign TFS ticket to a developer .

2.7. Developer: Concurrent to the above step, the Developer attempts to replicate or identify the issue in the Development environment.

2.7.1. DEVELOPER CANNOT REPRODUCE:

2.7.1.1. Work with QA to understand the issue. If ultimately un-reproducible, QA closes the TFS ticket and updates Level 2 Support of the action.

2.7.1.2. Level 2 Support: Update Remedy ticket. **END LEVEL 2 SUPPORT.**

2.7.2. DEVELOPER CAN REPRODUCE:

2.7.2.1. Developer: Estimate the solution and time to correct. The developer assigns the ticket back to the Tech Lead. Level 2 Support Support Contact updates Remedy ticket, and generates an update to the end user with the details of the estimated date of the fix.

2.7.2.2. Tech Lead: Determine the appropriate development solution, apply it to the correct code branch, and assign it to the appropriate developer.

2.8. **Development Environment Flow**

2.8.1. Developer: Make modifications to code and perform unit testing on the defect (TFS Hotfix)

2.8.2. Tech Lead: Create a new build with a new version stamp which will represent a changed set of code is separate from the on-going development of new code (TFS Hotfix to TFS Main)

2.8.3. Tech Lead: Import code into the QA environment (TFS Main to Physical Test)

2.8.4. QA: Test defect in QA Environment (Physical Test)

Perform steps 3.5.1 through 3.5.4 until fix passes QA

2.8.5. Tech Lead: Code reconciliation to merge into the trunk branch of new development (TFS Main to TFS Development);

2.8.6. Tech Lead: Fixed code is pushed to Hotfix (TFS Main to TFS Hotfix)

2.8.7. **Transition Point** Tech Lead: Submit Migration Request via TFS for deployment of new code into Physical Production (TFS Production to Physical Production)



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- 2.9. Tech Lead or Project Manager: If issue was High/Critical, advise ADE IT Management and Business via direct communication of successful production deployment
- 2.10. QA: Close TFS ticket, update Remedy ticket.

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LONG-TERM SUPPORT MODEL

1. MCESA or End User requests support via ADESupport@azed.gov; OR End User submits an request from within RDSS. **INITIATE TIER 1 SUPPORT**

Tier 1 (ADE Support)

2. ADE Help Desk enters issue into ChangeGear and works with MCESA and/or End User to resolve or escalate the issue.
 - a. Issue Resolved?
 - i. Yes – ADE Support closes ChangeGear ticket
 - ii. No – **ESCALATE TO TIER 2**

Tier 2 (Operations)

3. Tech Lead: is the issue technical?
 - b. No:
 - i. Assign back to ADE Support
 - c. Yes:
 - ii. Escalate to appropriate group in Tier 3

Tier 3 (Application Support)

1. Application Support Groups resolve issue driven by ChangeGear:
 - a. DBA
 - b. Network Services
 - c. Development Resources
 - d. Operations
 - e. QA
2. Update ChangeGear ticket with resolution. **END TIER 3 SUPPORT**



APPENDIX A – Evaluator Information on Start Page Incorrect

This process to update the Observation Data Capture Tool database information applies only to Interim and Short-Term support. For Long-Term support, changes to the ODCT database will be automatically updated from the ADE EdSH database. Until that change in process occurs, please follow the below instructions in order for the End User’s information changes to be reflected in the Observation Data Capture Tool.

When End Users log into the Observation Data Capture Tool, their own information is displayed on the left-hand side of the screen, shown in the red box below. If any information is incorrect, End Users must follow the below process to change this information.

CHANGES TO USER’S FIRST NAME OR LAST NAME

3. Level 1 (MCESA ITS)

- 1.1 Inform the End User that the information originates from the information registered with the Arizona Department of Education, and that they must take steps to inform the Arizona Department of Education of the change, *and gather the information they are changing* and forward it to Support Level 2, so that the change will be pulled from the appropriate database into RDSS.

Suggested script for CERTIFIED TEACHERS:

- 1) Is this change for a spelling error, or is it a name change?





- 2) [SPELLING ERROR] To have spelling errors corrected, leave a message with the Certification Department receptionist at (602) 542-4367, and they will communicate the change to the Certification department. [SKIP TO PARAGRAPH 4]
- 3) [NAME CHANGE] A name change requires that you complete an application directly with the Arizona Department of Education, because this information originates from your teacher certification information. I will email you a link to the application immediately. [SEND EDUCATOR THIS LINK: <http://www.azed.gov/educator-certification/files/2011/09/application-duplicatecopy-namechange.pdf>]
- 4) Once the information has been changed with the Arizona Department of Education, I need to request that the information be updated in the REILize Decision Support System. Please tell me the changes to your name that you will be requesting, so that I can ensure that the information will updated once you have submitted the application. [*Gather information: District, School, Old FName/LName, New FName/LName, Contact email and Phone Number*] Thank you, and remember to follow the steps to make those changes as soon as possible.

Suggested script for NON-CERTIFIED TEACHERS:

- 5) Is this change for a spelling error, or is it a name change?
- 6) [SPELLING ERROR] To have spelling errors in your name corrected, leave a message with the receptionist at (602) 542-5393, and they will communicate the change to the Highly Qualified Department, which will update your educator record. [SKIP TO PARAGRAPH 8]
- 7) [NAME CHANGE] Your school or Local Education Agency (LEA) is responsible for communicating those changes to the Arizona Department of Education. Contact that office and ask that they make the change request as soon as possible.
- 8) Once the information has been changed with the Arizona Department of Education, I need to request that the information be updated in the REILize Decision Support System. Please tell me the changes to your name that you will be requesting, so that I can ensure that the information will updated once you have submitted the application. [*Gather information: District, School, Old FName/LName, New FName/LName, Contact email and Phone Number*] Thank you, and remember to follow the steps to make those changes as soon as possible.

1.2 Forward the information given by the End User to Level 2 Support Contact and **ESCALATE TO LEVEL 2**

Note: See step 2.1.1.8. in the Level 2 steps to view the point of resolution, and at which point Level 1 MCESA ITS should notify the original requester of the resolution

CHANGES TO SCHOOL OR DISTRICT INFORMATION

1. Level 1 (MCESA ITS)

- 1.1 Inform the End User that the information originates from the information registered with the Arizona Department of Education, their district or charter office is responsible for initiating the change using the Highly



Qualified Teacher Input Application, *and gather the information they are changing* and forward it to Support Level 2, so that the change will be pulled from the appropriate database into RDSS.

Suggested script for ALL TEACHERS: Your district (or charter) office is responsible for making those employment location changes directly with the Arizona Department of Education using the Highly Qualified Teacher Input Application. Once the information has been changed with the Arizona Department of Education, I will need to request that the information be updated in the REILize Decision Support System. Please tell me the changes you will be requesting, so that I can ensure that the information will updated once your office has requested the change. [*Gather information: District, School, Old School/District, New School/District, Contact email and Phone Number*] Thank you, and remember to contact your district (or charter office) to initiate those changes as soon as possible.

1.2 Forward the information given by the End User to Level 2 Support Contact and **ESCALATE TO LEVEL 2**

2. Level 2 (TO BE FOLLOWED FOR BOTH LEVEL 1 SITUATIONS LISTED ABOVE)

2.1. Level 2 Support Contact: Request System of Record Audit from SQL Data Analyst to verify that the updated information is in EdSH database

2.1.1. UPDATED INFORMATION IS IN EdSH:

- 2.1.1.1. Level 2 Support Contact: open TFS ticket, assign to Data Analyst
- 2.1.1.2. SQL Data Analyst: Write a script to update the information in the ODCT database, assign ticket to Technical Lead
- 2.1.1.3. Technical Lead: Submit Ops Migration Request via TFS and open a ChangeGear ticket
- 2.1.1.4. CAB: Approves and schedules implementation
- 2.1.1.5. DBA Group: Runs script in Ops Migration Request, assign ChangeGear ticket to SQL Data Analyst
- 2.1.1.6. SQL Data Analyst: Verifies Change, notates ChangeGear ticket, assigns TFS Ticket to QA
- 2.1.1.7. QA: Close TFS ticket, update Remedy Ticket, so that Level 1 Support can communicate change to the customer.
- 2.1.1.8. Level 1 MCESA ITS Support: Communicate resolution to original requester.
- 2.1.1.9. Project Manager: Verifies with Operations at Change Management meeting that change has been implemented so that ChangeGear ticket can be closed.

2.1.2. UPDATED INFORMATION IS NOT IN EdSH:

Level 2 Support Contact: Send audit request again after three working days. If changes are present, **revert to step 2.1.1** If changes are still not present, send email to MCESA ITS via MCESASupportGroup@azed.gov: "*User _____'s new school information has not been received by the Arizona Department of Education, therefore we cannot update the database information in the REILize Decision Support System. Please contact the user to inform them that the request has not yet been received by the Arizona Department of Education, and to contact MCESA Support Group once the change has been verified.*"



Appendix B –Level 2 Support: EduAccess Invitation Resend Request

EduAccess resend requests come from MCESA ITS via the MCESA Support Group Inbox. The required Evaluator information elements from MCESA ITS are:

- First Name
- Last name
- Work email address (verified with user)
- School

Support Level 2

1. Level 2 Support Contact: Send an email to ADE Support using the following template:

Subject Line:

[EVALUATOR FIRST NAME AND LAST NAME] EduAccess Information Request

Body:

ADE Support,

We have received notice from MCESA ITS that Evaluator [EVALUATOR FIRST NAME AND LAST NAME] has not received an invitation. We are going to research the Evaluator's information and original invitation file to be sure everything is correct before we request a resend.

In the meantime, can you assist by providing the EduAccess **status** of this user in EduAccess, their indicated **role**, and the **email on file**?

Thank you,

MCESA Support Level 2

2. EDUACCESS EMAIL ALREADY SENT BUT EMAIL WAS NOT CORRECT
 - a. Send email to ADE Support with the correct email address and request a single resend.

Subject Line: [EVALUATOR FIRST NAME AND LAST NAME] EduAccess Invitation Resend Request

- b. Reply to MCESA Support Group directed to MCESA ITS, informing them that an invitation has been generated to the correct email address, and to contact the MCESA Support Group with any further questions. **END LEVEL 2 SUPPORT**
3. EDUACCESS EMAIL ALREADY SENT AND EMAIL WAS CORRECT
 - a. Level 2 Support Contact: Compare information provided by MCESA ITS to the original invitation file.
 - b. Level 2 Support Contact: Create TFS ticket and include all MCESA ITS information and file research results and assign to Tech Lead
 - c. Tech Lead: Assign ticket to SQL Data Analyst for information audit against Enterprise database



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- d. SQL Data Analyst: Compare information provided by MCESA ITS to the Evaluator's information in Enterprise database. Notate any discrepancies between any of the information provided by MCESA ITS and assign the TFS ticket back to the Tech Lead
- e. Tech Lead: Assign ticket to Level 2 Support contact
- f. Level 2 Support contact: analyze information provided audit output, consult with ADE Support for correct course of action. **END LEVEL 2 SUPPORT**

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Appendix B - Email Templates

Email Template 1: SUPPORT INFORMATION REQUEST FORM RECEIVED WITH SUPPORT REQUEST

Hello MCESA ITS,

Your request for technical assistance and the completed Support Information Request Form have been received by MCESA Support Level 2.

Thank you,

MCESA Support Level 2

Email Template 2: SUPPORT INFORMATION REQUEST FORM **NOT** RECEIVED WITH SUPPORT REQUEST

Hello MCESA ITS,

Your request for technical assistance has been received by the MCESA Support Level 2. In order to correctly replicate and diagnose the issue, please complete the attached Support Information Request Form and email it to MCESASupportGroup@azed.gov. MCESA Support Level 2 will respond with an update once the Support Information Request Form has been received.

Thank you,

MCESA Support Level 2

Email Template 3:

MCESA ITS,

MCESA Support Level 2 has concluded the investigation of the reported issue. It has been determined that the issue has a resolution that is not technical:

- [LIST REASONS]

We are returning the issue to Level 1 Support.

Thank you,

MCESA Support Level 2



Email Template 4

MCESA ITS,

MCESA Support Level 2 Quality Assurance has determined that the issue cannot be reproduced or identified. We are returning the issue to Level 1 Support so that additional information can be gathered to complete Level 2 Support.

Thank you,

MCESA Support Level 2

Email Template 5

MCESA ITS,

MCESA Support Level 2 has assigned TFS ID XXXXX to the reported issue. Please reference this number in future communications.

Thank you,

MCESA Support Level 2

Email Template 6

MCESA ITS,

Regarding the defect reported and assigned to TFS ID XXXXX: This defect has been corrected and verified as fixed. We are closing the TFS ticket.

Thank you,

MCESA Support Level 2

Email Template 7

Hello MCESA ITS,

Your request has been received by MCESA Support Level 2. We will send confirmation once the invitations have been generated.

Thank you,

MCESA Support Level 2





REILize
Decision Support System

Program: MCESA REILize Decision Support System
Module: ODCT
Release: All
Document: MCESA RDSS Interim, Short-Term, and Long-Term Support Models
Version: DRAFT v.12

Appendix C – Support Information Request Form

REILize
Decision Support System

Rewarding Excellence in
Instruction and Leadership

Support Information Request Form

REILize Decision Support System (RDSS)

Completing this form will ensure that the MCESA Support Group has all of the information needed to efficiently replicate and analyze the issue.

Instructions:
Click on a gray box to populate a text field. Click *Choose an item* to select from a dropdown list.

Reported by: <input style="width: 80%;" type="text"/>	Program: RDSS
Email: <input style="width: 80%;" type="text"/>	Environment: Choose an item.
EduAccess Username: <input style="width: 80%;" type="text"/>	Module: Choose an item.
Organization: Choose an item.	OS: Choose an item.
Role: Choose an item.	Browser:* Choose an item.

Please add any information about the person who reported the issue, the system, or the setup that was in use that would help the developers reproduce the bug as accurately as possible:

Summary
A bug summary will help Support to quickly analyze the nature of the bug.

Steps to Reproduce
Make sure your steps are robust enough to reproduce the bug without ambiguity. If your bug is not reproducible every time, mention the periodic nature of the bug.

1.

Actual Result

Expected Result

Screenshot(s)
Paste any screenshots that will help Support understand the exact issue.

* RDSS supports only the latest versions of Internet Explorer and Safari. Bugs that are reproducible only in non-supported browsers may not be addressed.

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Updated 4.26.2012





Appendix D – Escalation Criteria

Escalation Criteria is a checklist for MCESA ITS Level 1 Support. Each applicable item on the list must be verified by Level 1 Support before escalation to Level 2 Support can occur.

Category	Question for User	Escalate to Level 2
Username/Password	Have Users who have forgotten Usernames or Passwords attempted retrieval using the EduAccess self-service screens?	Yes
Login	Has the User successfully activated their EduAccess account?	Yes
	Is the User accessing the correct URL: https://www.mcesa.az.gov ?	Yes
	Is the User logged into their own EduAccess account?	Yes
Browser	Is the user using either Internet Explorer 9.0 or Safari 5 browser?	Yes
PC Operating System	<i>If User is on a PC:</i> Is the User’s PC running one of the following operating systems: Windows XP Service Pack 3, Windows Vista Service Pack 2, Windows 7 Service Pack 2?	Yes
Macintosh Operating System	<i>If User is on a Macintosh:</i> Is the User’s Macintosh running OSX Tiger or above?	Yes
Installed Software	<i>Report/Field Document viewing and printing issues only:</i> Does the User have Adobe Reader (9.5 or 10.1.3) or Adobe Acrobat installed?	Yes
Printer	<i>Printing issues only:</i> Is the computer mapped to a printer?	Yes

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Appendix E – Schoolwires Support Model

Schoolwires is the developer of the Marketing Page. Although it will be hosted on ADE servers and the content maintained by MCESA personnel, any issues with the page interface itself can be supported by using the methods listed below. The full Schoolwires Support Model is on the MCESA Sharepoint site in the [MCESA Communication Plan document](#).

Overview	Toll-free support calls for general and emergency support
Online Support Materials	Provides all content contributors (Site Manager users) with instant access to online help materials.
Online and E-mail Support	Provided ONLY to Primary Contact and an Alternate Contact.
How	Requests for support must be submitted using the following: <ul style="list-style-type: none"> • Online support form: http://support.Schoolwires.com • Phone: Direct Dial: 814.272.7300 Toll Free: 877.427.9413 Option 4
Response Time	Maximum of 1 business day. Resolution may take longer depending on the nature of the request.
Coverage	<ul style="list-style-type: none"> • Unlimited general usage incidents before service activation ('go public') • Unlimited General Usage Incidents for the first month after service activation then 18 general usage incidents annually thereafter. • Bug/Defect reports are unlimited. • Additional support blocks (12 additional support cases/year) also are available
Emergency Support	FREE Unlimited 24/7 Emergency Support to resolve technical issues, errors or defects not caused by users that may limit the usage of the website. Phone: 814.272.7300

