# Help Line Process

*Our goal is to provide the best service possible to the counties/tribes/State Adoptions Unit (SAU). In addition we provide support for all the DHS divisions/state agencies that interact with SSIS. We have three positions assigned to the Help Line: Lily Lasker, Wanda Thomas, and Jerry O'Keefe. Due to the volume of calls, we ask counties/tribes/SAU to assist us by following the process identified below.*

**Help Line staff accept calls and e-mails** from authorized county/tribe/SAU contacts (county coordinators, trainers/mentors, and technical contacts). Call or email the Help Line to update your contact listing. (651-431-4801 / dhs.ssishelp@state.mn.us)

**If Help Line staff cannot resolve a problem immediately**, the county/tribe/SAU caller should note who their contact is. When calling the Help Line with additional information or questions about that same problem, the county caller should request assistance from the original Help Line staff person. We may ask if you have already talked to someone about your problem. This assures not having to repeat everything and helps prevent any confusion with regard to the answers you receive.

**Incoming calls go through a *triage* procedure** that assigns calls or e-mails to these categories/priorities and resolves problems in that order.

- ***Urgent*** - Examples: Server is down, worker needs document for court, data is accidentally deleted or purged, a state report is due and county cannot generate the report or proofing to correct the report
- ***Critical*** - Examples: Problems with the application – Problem Report needed, or needs assistance or is unable to perform necessary work
- ***Normal*** - Examples: *What if* questions, questions about future SSIS functions, documentation and training questions, and enhancement requests
- ***Warning*** – Automatically-generated TEC tickets

**Timelines**

- ***Urgent*** - Problems are guaranteed a call back within one work day.
- ***Critical*** - We attempt to call back or e-mail within 48 hours.
- ***Normal*** - It could be a week or more for a response.
- ***Warning*** - Daily emails are sent to counties notifying them (e.g., removable backup media is has not been replaced).

Some problems are complex and may require additional analysis. We may not be able to resolve the problem within these time frames. For example, functions that involve interfaces between SAU/MAXIS/MMIS/data warehouse/county accounting systems and SSIS may take more time to resolve because multiple systems are involved in the analysis.

**Problem Detail** – Help Line staff may ask the following questions; please have the information available to expedite resolution of your problem:

- Is the problem only at one workstation? If yes, how often does it happen? If no, how many workstations are having the problem? What do these workstations have in common?
- What actions did the user take prior to the problem occurring?
- What have you already tried to resolve the problem?
- Have you checked training modules, mentor handouts, job aides, release notes on the website, or SSIS help files?
- Is the workstation/server down or can work continue?
- Is there an error message? Can you e-mail us a screen print of the error messages?
- Have you checked messages on the interface log?
- Have you checked with county technical staff?
- When is a good time to reach you if we need to call you back?

**County/Tribe/SAU Follow-up** – If the county/tribe/SAU does not respond to a voice mail or an e-mail request for additional information within one week, Help Line staff will assume that the problem has been resolved and will close the Help Line report. If during the initial call, Help Line staff ask the county/tribe/SAU to let us know whether a suggested solution worked or not and the county/tribe/SAU does not respond within one week, Help Line staff will assume that the problem has been resolved and will close the report.

**We encourage counties/tribe/SAU to use e-mail** whenever possible, or to leave a voice mail message if all the Help Lines are busy. We will get back to you as soon as we possibly can.

***Thank you for your cooperation in making the Help Line work better for all of us!***

*If you have questions or concerns about this process, please contact Dan Judd at 651-431-4744 or e-mail:* Daniel.Judd@state.mn.us or *Jerry O'Keefe at 651-431-4789 or e-mail:* Jerry.A.Okeefe@state.mn.us