

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

November 19, 2010

MEMORANDUM

What's Inside:

On Line Help
Desk System

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND
CHILDREN'S DIVISION STAFF

FROM: CANDACE A. SHIVELY, DIRECTOR

SUBJECT: ONLINE HELP DESK (OHD) SYSTEM

DISCUSSION:

The purpose of this memorandum is to provide additional information regarding the planned implementation of the new Online Help Desk (OHD) system. As stated in the notice sent earlier by OA-ITSD-DSS, staff will have the ability to create and submit a Help Desk Request. The OHD system also provides the ability for you to monitor the requests you have submitted, review the progress and read the resolution information, without having to place another call to the Help Desk.

To submit a Help Desk Request to the FACES Help Desk using OHD, select the category of "Application Support" and "HD-FACES Help Desk." Please remember to include all the details of the problem being reported (e.g., DCN, DVN, case number, screen name, a thorough description of what is occurring and what you expect to occur, etc.). These details are critical for the FACES Help Desk staff to perform the analysis and resolve the issue.

If sufficient information is provided to proceed with the analysis and resolution, the status of the OHD request will be updated first to "Work in Progress", then "Completed" when the issue is resolved. OHD allows you to easily monitor the progress of the request. However, FACES Help Desk staff will send an E-mail notification when the status is changed to "Completed" so it will not be necessary to constantly monitor the status.

If sufficient information is not provided to proceed with the analysis and resolution, FACES Help Desk staff will E-mail the customer and request the required additional information. The status of the OHD request will be updated to "Waiting Response" for no more than five (5) business days. If at the end of the five (5) business days, FACES Help Desk staff have not received a response, the OHD request will be closed and an E-mail notification will be sent advising that the OHD ticket has been closed due to insufficient information. Any follow-up communication regarding this issue should include the OHD Ticket ID for easy reference.

There may be situations that you simply have a question or need some assistance in using FACES. There may also be situations that you believe would be more easily resolved by talking with FACES Help Desk staff. Staff may feel free to call the FACES Help Desk directly at 1-800-392-8725, option #3. If staff choose to call the FACES Help Desk directly, the calls will be documented in OHD by the FACES Help Desk staff to provide you with the ability to use OHD to monitor the progress.

NECESSARY ACTION:	
<ol style="list-style-type: none"> 1. Review this memorandum with all Children’s Division staff. 2. All questions should be cleared through normal supervisory channels and directed to: 	
PDS CONTACT: FACES Help Desk 1-800-392-8725, option #3	PROGRAM MANAGER: Linda Halbert (573) 526-0700 Linda.L.Halbert@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS: N/A	
FORMS AND INSTRUCTIONS N/A	
REFERENCE DOCUMENTS AND RESOURCES N/A	
RELATED STATUTE N/A	
ADMINISTRATIVE RULE N/A	
COUNCIL ON ACCREDITATION (COA) STANDARDS N/A	
CHILD AND FAMILY SERVICES REVIEW (CFSR) N/A	
PROTECTIVE FACTORS N/A	
FACES REQUIREMENTS As outlined in memo	