

CHAPTER 2

ISIS SUPPORT

Section 2.1

OFFICE OF STATEWIDE INFORMATION SYSTEMS (OSIS)

2.1.1 INTRODUCTION

This Chapter addresses the support of the Integrated Statewide Information System (ISIS). ISIS is composed of multi-functional applications; it is the umbrella under which the applications are maintained. The ISIS umbrella consist of:

- ADVANCED GOVERNMENT PURCHASING SYSTEM (AGPS)
- ADVANTAGE FINANCIAL SYSTEM (AFS)
- CONTRACT FINANCIAL MANAGEMENT SYSTEM (CFMS)
- BUDGET DEVELOPMENT SYSTEM (BDS)
- TRAVEL MANAGEMENT SYSTEM (TMS)

The newest application to be added to the ISIS umbrella is the

- HUMAN RESOURCE AND PAYROLL PROCESSING SYSTEM (ISIS HR)

Due to the cooperation of the ISIS users the implementation of the existing ISIS applications has been a success and this cooperation is essential to ensure future success. Cooperation among users can only be achieved if two conditions are met:

- All parties must be confident that their interests are given sufficient consideration when decisions are made; and
- The level of service that users require must not be reduced in the interest of other programs.

In order for agencies to receive the kind of support required for ISIS, the Office of Statewide Information Systems (OSIS) was established within the Division of Administration. It is staffed with individuals possessing a broad base of knowledge of state government and a thorough understanding of one or more of the functional areas addressed.

2.1.2 PRE-IMPLEMENTATION

Both the ISIS Project Team and the Office of Statewide Information Systems are essential to the successful implementation of the system both centrally and at the various user agencies. Along with performing its basic Project responsibilities of developing, testing and implementing the system, the Project Team will be assisting user agencies in various capacities to help implement the system at the agency level.

A new concept in industry is that of Change Management. A Change Management Team has been organized for the duration of the ISIS HR Project Implementation. The role of the change management team is to determine where and how the implementation of the HR system will affect the organization and identify which jobs will be impacted by the change.

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The change management team is responsible for both internal and external communications regarding the project and the new system. Internally, they inform the various groups of the organization about the change. Externally, they communicate with the vendors and customers regarding the change.

The following activities are related to successfully implementing ISIS in an agency. Most of the work associated with each of these activities will be performed by the agency. The ISIS Project Team will provide consulting support, direction and guidance in completing the tasks that must be performed for successful implementation. Specifically, some ways in which the ISIS Project Team will provide support include:

- Conducting information sessions on the functional aspects of the system
- Providing functional and technical consulting support during interface planning and development
- Providing direction to agencies in the development and updating of their procedures manual
- Providing computer-based training on specific aspects of the system
- Providing instructor led training prior to implementation
- Providing a general HELP DESK that the agencies can call for answers on specific questions about ISIS HR System functionality
- Providing functional and technical consulting support during conversion planning and execution

2.1.3 ISIS HELP DESK

The ISIS HELP DESK is a telephone service available to the agencies to expeditiously address specific implementation and system operation questions.

It is anticipated that most agencies will have some internal "HELP DESK" function. This could be a formal HELP DESK telephone center staffed by agency personnel, or an informal arrangement where the agency's "resident expert" is consulted. At a minimum, each agency should identify one such individual. Agency users should initially contact the agency "HELP DESK" before contacting the ISIS HELP DESK. However, contacting the ISIS HELP DESK concerning any problem or question concerning any ISIS system in production is an alternative.

The ISIS HELP DESK performs the following functions:

Respond to Problems - The problem of timely response and resolution of problems is the primary motivating factor behind establishing the ISIS HELP DESK. The HELP DESK will serve as the point of contact in resolving problems concerning ISIS applications that are in production. Hardware problems should be directed to the agency's technical support staff for resolution.

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“Use-of-the-system” Support - “Use-of-the-system” support involves the determination and resolution of a problem involving the functionality of the ISIS systems and answering “How Do I” questions. The problem could also be a policy issue in which case the problem is directed to the appropriate control agency.

Transaction Processing Support - The transaction processing support function involves answering questions concerning specific transactions or documents. The HELP DESK may direct procedure or policy questions of this nature to the appropriate control agency

The phone numbers and extensions for HR Help will be provided when known.

2.1.4 POST IMPLEMENTATION SUPPORT

OSIS operates within established policy guidelines to provide support, service and assistance in the following areas.

- Security – A centralized control mechanism is in place that addresses the issues of responsibility and management of security for oversight agencies (OSRAP, OSUP, State Purchasing, Budget Office, Civil Service, etc.), end-user agencies, the legislature and its staff, and auditors. OSRAP will be added to this list for the ISIS HR.
- Service Level – The group’s roles as ongoing liaison/contact/training staff has been defined in detail. The following areas have been identified:
 - ✓ Maintain HELP DESK at OSIS to provide phone assistance and to channel requests and information
 - ✓ Conduct user discussion forums covering trends/techniques and future needs of the user community, and any other issues that the community wishes to pursue
 - ✓ Conduct regularly scheduled and/or emergency (short notice) training classes for new and/or transferred employees and other training needs of the agencies
 - ✓ Distribute regularly scheduled releases of updates, newsletters, and other communications to keep the user community informed and aware of unique applications of ISIS features, how other agencies are doing things, what changes and enhancements are expected, etc.
 - ✓ Track problem resolution experiences of the user community through the OSIS support staff, HELP DESK, etc. This is done at an administrative level with performance evaluation criteria built in
 - ✓ Provide temporary, OSIS staff assistance to agencies in emergencies.

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The Office of Statewide Information Systems (OSIS) will be providing post implementation assistance to the various user agencies. The nature of the support provided includes the following:

- Continue to provide HELP DESK function to answer specific agency questions on system functionality, software and system problems, and operational schedule.
- Provide initial training and on going training on procedure enhancements related to specific functions of transaction processing.
- Provide updates on changes to the system resulting from a software update
- Receive, analyze, and process requests from user agencies on changes to ISIS

The Systems Administration unit is responsible for production control functions such as monitoring production jobs and controlling security access.

It is anticipated that most agencies will have a Security Administrator to review and authorize security request before forwarding them to Systems Administration for processing. Questions about security should be directed to System Administration.

The Systems Administration unit performs the following functions:

Monitoring Production Jobs – Assuring that the nightly production cycle processes properly and completes successfully is a key function of Systems Administration.

Monitoring Change Migration Emergency Fixes – Review of program changes and emergency program fixes before transporting them to production is a component of Systems Administration duties.

Process and Record – security access requests from the agencies

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SECTION 2.2
CHANGE MANAGEMENT POLICIES AND PROCEDURES

2.2.1 INTRODUCTION

This section addresses the process and procedures for handling request for system changes enhancements. **Information on this topic will be provided at a later date.**