

TRAINING MANUAL

Submitting An OTIS Ticket



IDAHO STATE DEPARTMENT OF EDUCATION
TECHNOLOGY SERVICES | ISEE

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INTRODUCTION

The purpose of the Online Tool for IT Support (OTIS) is to help the SDE Technology Services Department provide better service in responding to technical issues and to facilitate the communication of Personally Identifiable Information (PII) securely.

In order to ensure student and staff security, changes to student and staff demographics (such as name changes) must be submitted via OTIS. Once your district permission has been established by SDE Support, individuals can be given access by the person(s) in your district with Admin Tool assignment rights. Once provisioned, "OTIS – Online Tool for IT Support" will be listed under *My Applications* in the ISEE portal.

The district Superintendent, the Superintendent's designee and the Technology Director are provisioned by the SDE to the OTIS application and may assign access to other district personnel in the Admin Tool.

Users may create their own OTIS tickets or they may have the SDE IT team create tickets for them. Once tickets have been created, users can monitor their progress and add additional notes or attachments.

This system is for use by SDE employees and designated District Users only. Other users should contact the Director of the Program they are working on for usage assistance or the IT Support Desk (support@sde.idaho.gov) for technical assistance.

OTIS ACCESS

Superintendent, Superintendent’s Designee, or Technology Director

The district Superintendent, the Superintendent’s designee and the Technology Director are provisioned by SDE to assign OTIS access to district personnel.

To assign access to other district personnel

- Login to the SDE Applications Portal
- Click on the Admin Tool tile
- Click User Roles
- Type the district name and select from drop down list

The OTIS.User role can be found under the Idaho State section. (If the role is not visible, please contact: support@sde.idaho.gov to enable.)

Admin Tool Roles

The screenshot shows the SDE Admin Tool interface. On the left is a navigation menu with 'Links' and 'Actions' sections. The main content area is titled 'STEPPING STONES LEARNING CENTER District (626) Roles'. A note at the top states: 'To add a user to a role, start typing in their email/username and select from the drop down list. Roles CANNOT be assigned to a person's Common Name'. The roles are listed in a table with a search bar on the left of each row. The roles are grouped into 'Academics', 'Superintendent', 'Delegate for District Superintendent', and 'Idaho State'. A red arrow points to the 'OTIS.User' role under the 'Idaho State' section.

Academics	
<input checked="" type="radio"/>	Business Manager
<input type="radio"/>	Child Count User
<input type="radio"/>	Child Count Legacy
<input type="radio"/>	Assessment Monitoring Submitter
<input type="radio"/>	AYP Test Coordinator
<input type="radio"/>	Curriculum Director
Superintendent	
<input type="radio"/>	ERI Coordinator
Delegate for District Superintendent	
<input type="radio"/>	Technology Directors
<input type="radio"/>	RunDistrictBicReport
<input type="radio"/>	Attend/Enroll Report Verifier
<input type="radio"/>	Staffing Verifier
<input type="radio"/>	IDLP School Counselor
<input type="radio"/>	Parent/Guardian Association Manager
<input type="radio"/>	AdvancedOps.District
<input type="radio"/>	AdvancedOps.DistrictManagement
<input type="radio"/>	SDFS User
<input type="radio"/>	AdvancedOps.BusinessManager
<input type="radio"/>	ADEA District User
<input type="radio"/>	EDUID
<input type="radio"/>	Cohort Grad Appeal Submitter
<input type="radio"/>	TestIncidentLog.DistrictReviewer
<input type="radio"/>	TestIncidentLog.Proctor
<input type="radio"/>	ComplianceTrackingDistrict
Idaho State	
<input type="radio"/>	OTIS.User

Other Users

Contact the district Superintendent, the Superintendent's designee and the Technology Director for access to OTIS.

CREATE A TICKET

Once provisioned, navigate to the SDE Applications Portal and login.

- Click on the OTIS tile
- Click "Create A Ticket"

OTIS Homepage

The screenshot shows the OTIS homepage. At the top left is the Idaho State Department of Education logo. The top right has a red navigation bar with 'Log Off' and 'testrole3@testrole.org'. Below the logo is a 'Links' section with a 'Home' button. To the right of the links is a 'Welcome to OTIS' heading. Below this heading are two tabs: 'OTIS At a Glance' and 'OTIS Overview'. The main content area features a cartoon character wearing glasses and a tie, sitting at a desk with a computer. To the right of the character is a welcome message: 'Welcome to the Idaho State Department of Education's Online Tool for IT Support - OTIS. The purpose of OTIS is to help the SDE IT department provide better service in responding to technical issues and to facilitate the communication of Personally Identifiable Information (PII) securely. Users may create their own OTIS tickets or they may have the SDE IT team create tickets for them. Once tickets have been created, users can monitor their progress and add additional notes or attachments. This system is for use by SDE employees and designated District Users only. Other users should contact the Director of the Program they are working on for usage assistance or the IT Support Desk (support@sde.idaho.gov) for technical assistance.' On the left side, under the 'Actions' section, there are three links: 'My Tickets', 'Create A Ticket', and 'Search Tickets'. A red arrow points to the 'Create A Ticket' link.

The Requester information is prepopulated in the "Create A Ticket" window. (See the example below)

- Click the radio button next to the appropriate Priority level
- Select the Ticket Type
 - Select ISEE for name, gender, and/or date of birth change (DOB) corrections, resubmittal and other data requests
 - Select Web App for issues with an SDE website or Application
- Select the Action/Issue

- Select the Category that best fits the request
- In the Summary box, type a brief summary of the request – **NO Personally Identifiable Information (PII)** (EDUID, Name, etc.)
- In the Description box, type the details of the request. PII data may be included in this section
 - If requesting a name, gender, and/or DOB correction include the following:
 - Field to be corrected
 - EDUID
 - Full legal name
 - DOB
 - Include old and new information
 - If multiple PII corrections are needed, a file with all corrections may be attached. The “EDUID Correction Template” can be found on the ISEE homepage under the Program Information heading

EDUID Correction Template

EDUID	First Name	Middle Name	Last Name	DOB	Gender	Prior Information
123456789	First	Middle	Last	12/12/1900	M or F	Fomer-Last
<i>Please highlight the fields with changes</i>						

- Click “Create A Ticket”

Create A Ticket