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OAC: _____
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Board: _____
Other: _____

Next Review Date: 1/24

Last Reviewed: 1/21

Review Responsibility: Director of SACWIS Administration

FCCS PROCEDURE

NO.: 12E.5

SUBJECT: SACWIS PROBLEM REPORTS

Approved by: Executive Council

Effective Date: April 1, 2013

Date(s) of Revision: Sep 20, 2016; Jan 26, 2021

Responsible for Implementation: All Staff

SACWIS Problem Reports

Where there is a SACWIS data error that you cannot fix, you should report it. A few issues can be corrected by FCCS staff but often these issues need to be reported to ODJFS for correction. This policy covers both situations.

Procedures:

Reporting SACWIS data issues:

- 1) When you find a SACWIS data error that you are unable to fix, you should report it to fccssacwisadmin@fccs.us.
- 2) A Help Desk ticket will be generated and e-mailed to the requestor if the issue cannot be resolved by SACWIS Admin staff.
- 3) Staff assigned to the Help Desk ticket will review the request to determine if it needs to be forwarded to ODJFS for resolution.
 - a) If so, they will work with the requestor to complete the required state form and submit it.
 - b) If not, they will ensure that the work gets assigned to someone who can complete the work.

- 4) The requestor will be updated about the status and planned resolution of their issue.