

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

December 15, 2010

M E M O R A N D U M

What's Inside:
ONLINE HELP
DESK AND
FAMIS/FACES
INTERFACE

TO: ALL REGIONAL AND COUNTY CD STAFF

FROM: CANDANCE A. SHIVELY, DIRECTOR
CHILDREN'S DIVISION

SUBJECT: ONLINE HELP DESK AND FAMIS/FACES INTERFACE SYSTEM

DISCUSSION:

The purpose of this memorandum is to provide additional information regarding the new Online Help Desk (OHD) system and how it impacts the FAMIS/FACES Interface System. The OHD system provides CD staff the ability to submit requests, monitor submitted requests, review the progress and read the resolution information, without having to place another call to the FAMIS/FACES Interface Help Desk.

With the implementation of the OHD, CD staff has three mechanisms for reporting FAMIS/FACES Child Care Interface System issues which are as follows:

1. Emailing the AskFamisFacesChildCare@dss.mo.gov;
2. Entering an issue through the OHD system; and
3. Calling the FAMIS/FACES Interface System Help Desk at 573-751-4031 for assistance.

CD staff should click on the ITSD Online Help Desk icon on their desk top to submit a FAMIS/FACES Interface Help Desk Request using the OHD. Note: The name, agency, phone and location boxes are already populated. Select the category of "Application Support" and "HD: FAMIS-FACES Interface HD". CD staff is to enter a subject on the subject line. CD staff is to include all pertinent information in the issue box (i.e. DCN, DVN, a description of the issue). If appropriate, screen shots should be attached to the OHD ticket.

If sufficient information is provided to proceed with 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 CD staff to easily monitor the progress of a request. FAMIS/FACES Interface 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.

FAMIS/FACES Interface Help Desk staff will email the customer if additional information is needed to analyze and resolve the issue. 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, FAMIS/FACES Interface System Help Desk staff has 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. Follow-up communication regarding this issue should include the OHD Ticket ID for easy reference.

CD Staff is encouraged to email AskFamisFacesChildCare@dss.mo.gov to ask questions or report issues regarding the FAMIS/FACES Interface System. Staff may contact the FAMIS/FACES Interface Help Desk at 573-751-4031. If staff chooses to call the FAMIS/FACES Interface Help Desk directly, the calls will be documented in OHD by the FAMIS/FACES Interface 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: FAMIS/FACES HELP DESK 573-751-4031 AskFamisFacesChildCare@dss.mo.gov	PROGRAM MANAGER Alicia Jenkins 573-751-6793 Alicia.Jenkins@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	
(List or put N/A if not applicable.)	
CHILD AND FAMILY SERVICES REVIEW (CFSR)	
N/A	

PROTECTIVE FACTORS

Parental Resilience - N/A

Social Connections - N/A

Knowledge of Parenting and Child Development- N/A

Concrete Support in Times of Need - N/A

Social and Emotional Competence of Children - N/A

FACES REQUIREMENTS

N/A