

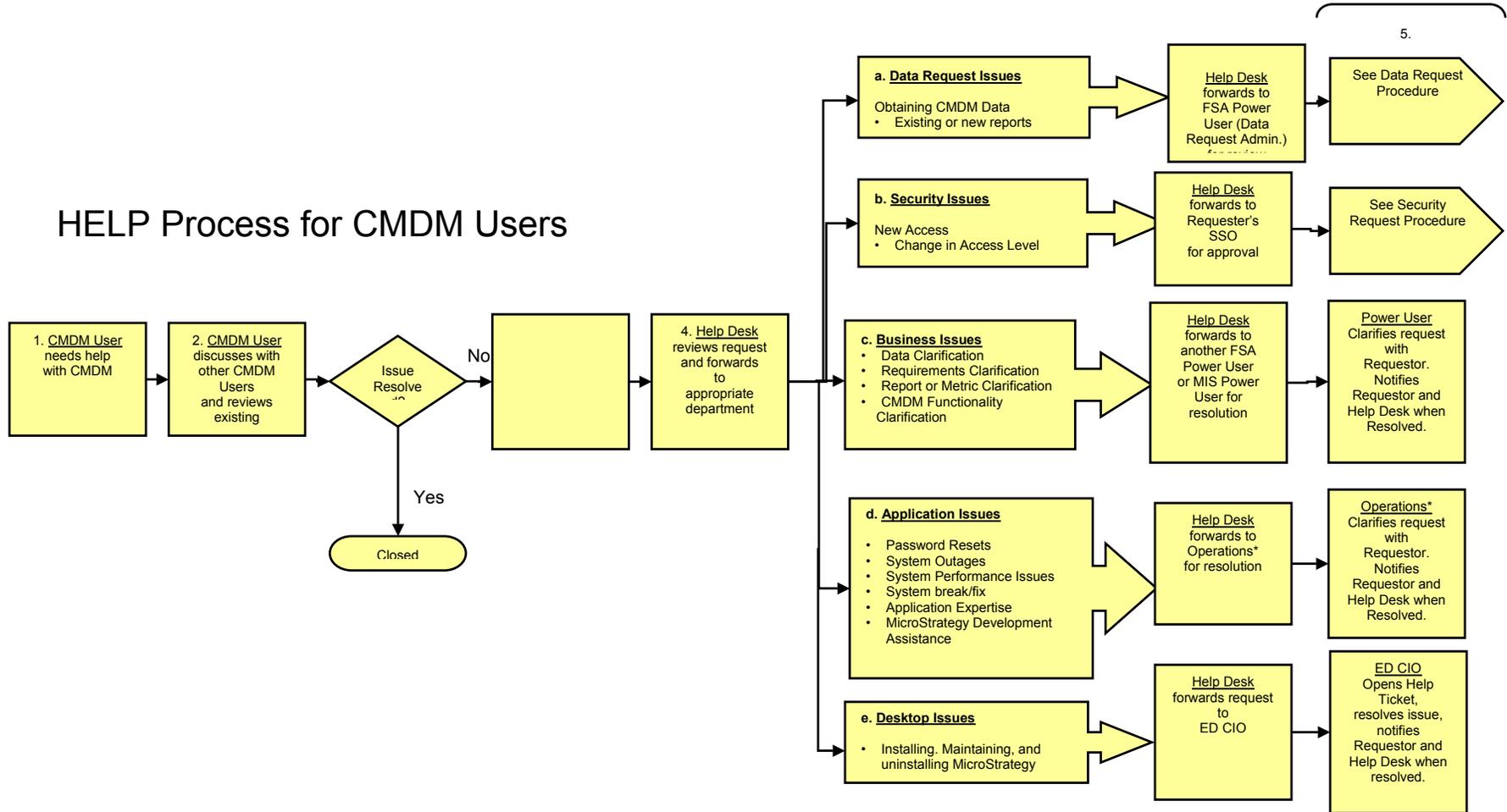
CMDM Help Options

Overview

This procedure details the steps for technical and CMDM specific help options that Web, Extended Web, and Power Users can utilize. For technical MicroStrategy specific issues, online help is available. Procedures for online help are provided in the Web User CMDM Basic Training Guide. For CMDM Users and CMDM specific issues, the following procedure is in place.

Schematic/Detailed Process Flow

HELP Process for CMDM Users



* CMDM Transition team will complete operations task until September 31, 2002

Responsibility

Job Title	Organization	Tasks
CMDM User	SFA	<ul style="list-style-type: none"> ▪ Request help ▪ Discusses with other CMDM Users and reviews existing documentation and On-line help ▪ Submits request to CMDMHelp @ed.gov or 202.962.0709
Help Desk	FSA	<ul style="list-style-type: none"> ▪ Reviews request and forwards to appropriate department ▪ Receives notification when Issues are resolved
FSA Power User (Data Request Admin.)	FSA	<ul style="list-style-type: none"> ▪ Resolves CMDM Data Request
Requester's Division SSO	FSA or other	<ul style="list-style-type: none"> ▪ Resolves CMDM security request
FSA Power User or MIS Power User	FSA or ACS	<ul style="list-style-type: none"> ▪ Resolves Business Issues, such as Data Clarification, Requirements Clarification, or Report or Metric Clarification ▪ Notifies Requestor and Help Desk when Resolved.
CMDM Operations	CMDM Operations	<ul style="list-style-type: none"> ▪ Resolves Application Issues, such as Password Resets, System Outages, System Performance Issues, System break/fix, Application Expertise, or MicroStrategy Development Assistance ▪ Notifies Requestor and Help Desk when Resolved.
CIO Help Desk	ED CIO	<ul style="list-style-type: none"> ▪ Opens Help Ticket ▪ Resolves Help Ticket issue ▪ Notifies Requestor and Help Desk when resolved and closed.

Procedure Trigger

As CMDM specific issues arise for Web and Extended Web Users.

Process**Steps:**

1. CMDM User needs CMDM help.
2. CMDM User discusses with other CMDM Users and reviews existing documentation and On-line help.
3. If the issue is not resolved, the CMDM User submits request for assistance form to CMDMHelp@ed.gov. The CMDM Help Desk logs issue in the Issues Tracking Database and provided the CMDM User with a Help Ticket Number. See form attached at the end of this document.
4. CMDM Help Desk reviews request and forwards to appropriate department:
 - a. CMDM Help Desk forwards CMDM Data Request to FSA Power User (Data Request Admin.) See Data Request Process.
 - b. CMDM Help Desk forwards CMDM security request to requester's SSO. See Security Process.
 - c. CMDM Help Desk forwards Business Issues, such as Data Clarification, Requirements Clarification, or Report or Metric Clarification, to another FSA Power User or MIS Power User. Power Users then clarifies request with Requestor, resolves the issue, then notifies the Requestor and the Help Desk when resolved.
 - d. CMDM Help Desk forwards Application Issues, such as Password Resets, System Outages, System Performance Issues, System break/fix, Application Expertise, or MicroStrategy Development Assistance, to Operations. Operations then clarifies request with Requestor, resolves the issue, and then notifies the Requestor and the Help Desk when resolved.
 - e. CMDM Help Desk forwards MicroStrategy installation, maintenance, and un-installation issues to ED CIO. ED CIO Help Desk opens and resolves the Help Ticket and notifies the Requestor and CMDM Help Desk when the ticket is resolved and closed.
5. Each department contacts the Requestor to resolve the issue. When the issue has been resolved, the department responsible for resolving the issue will notify the requestor and the CMDM Help Desk that the problem has been resolved and closes the ticket. Process Ends.