Kansas Department for Aging and Disability Services Problem Reports

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Problem Reports Overview

Overview
The **Problem Reports** application is used to report any problems encountered while using any of KDADS' web applications. It is also used to request data changes, system changes, and to request reports related to the KAMIS web application. After the problem report is submitted, the KDADS Help Desk will review the report, and if the information provided is enough to resolve the issue or troubleshoot a problem, it will be assigned to an IT specialist responsible for the particular issue reported.

If the information provided is incomplete or does not identify the problem sufficiently, the problem report will be closed, with an explanation as to what needs to be included or clarified, and a recommendation to resubmit the problem report.

The Problem Reports application is not meant to be used as a request to call or email the user about an issue. Information needed to resolve the issue being reported must be included in the problem report. Supporting documentation can be attached to the problem report.

After the problem report is assigned to an IT specialist, it will go into their workload. When the problem report has been resolved, it will be marked 'Completed' and an email will be sent to the submitting user notifying them that the problem report has been completed. In order to protect any PHI-related information that may be in the problem report, the only information included in the email notification is the problem report number and instructions on how to access the completed problem report to read the resolution.

The Your Problem Reports tab contains all problem reports you have submitted and is where you will go to review their status and the resolution of completed ones.

Do not assume just because you got an email notification of a completed problem report, that the resolution is what you are assuming it to be. Sometimes a request cannot be completed due to a variety of circumstances, and the resolution may be that the issue/problem cannot be completed as requested, with an explanation as to why, and instructions on what to do next.

Submitting a Problem Report

How to   Follow the steps in the table below to submit a Problem Report.

Step	Action	Result
1.	Login to KDADS Web Applications	KDADS Web Applications Home Page displays.

There are two ways to access Problem Reports, depending on your security access settings. All Web Applications users have access to the Problem Reports button on the Home Page. Users with KAMIS access have an additional link within KAMIS.

- From the Web Applications Home Page, click on the **Problem Reports** button:

Problem Reports

By default, the application opens up in a new tab. If you want it to open in a separate window, right-click on the button and choose 'Open link in new window.'
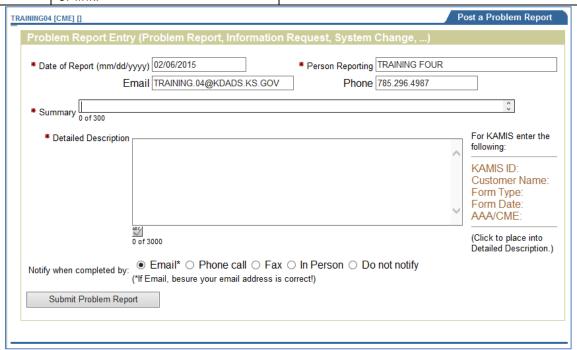
- If you are a KAMIS user and are in the application, you can open Problem Reports from the link provided at the top of any KAMIS page:

Kansas
Department for Aging
and Disability Services

PRODUCTION
Version: 1.0   2015/02/06@09:21:02
Welcome: TRAINING FOUR [11]   Logged in at: 2015/02/06@09:20:24
Problem Reports   Recent Clients
Person Search: Enter KamisID OR Last, First OR BeneID (11 digits)   [   ] Search

Home | Person Search | Person Admin | Person Forms | Case Log | Organizations | Org. Members
Share-Transfer Workload

By default, the application opens up in a new window. If you want it to open in a tab, right-click on the button and choose 'Open link in new tab.'

Step	Action	Result
2.	Click on the **Problem Report** button or link.	The **Problem Report** window/tab opens

TRAINING04 [CME] []   Post a Problem Report

Problem Report Entry (Problem Report, Information Request, System Change, …)

* Date of Report (mm/dd/yyyy) [02/06/2015]   * Person Reporting [TRAINING FOUR]

Email [TRAINING.04@KDADS.KS.GOV]   Phone [785.296.4987]

* Summary [   ]
0 of 300

* Detailed Description [   ]
0 of 3000

For KAMIS enter the following:

KAMIS ID:
Customer Name:
Form Type:
Form Date:
AAA/CME:

(Click to place into Detailed Description.)

Notify when completed by: ⦿ Email* ○ Phone call ○ Fax ○ In Person ○ Do not notify
(*If Email, besure your email address is correct!)

[Submit Problem Report]

Submitting a Problem Report, continued

How to *continued*

Step	Action	Result
3.	Complete the form.	**Note**: Fields marked with a red asterisk (*) are required, although it is recommended that all fields be completed

Field	Purpose
Date of Report (mm/dd/yyyy)	Date the problem report is submitted. This field is auto-populated with the current date. There is no need to change it.
Person Reporting	The person that is submitting the problem report. This field is auto-populated with the name of the logged in user. If you want to submit the problem report for another person, you can change the name.
Email	Although not required, it is highly recommended you provide an email address if it does not auto-populate with a valid email for the person reporting. If the email field is blank or does not have a valid address, auto-generated emails notifying the user of the problem report status are not sent.
Phone	Not a required field, but if not auto-populated we recommend you supply a phone number in case we need to contact you regarding the submitted issue.
Summary	This is like the subject line of an email – enter a *short* summary of the issue being submitted. You can enter a maximum of 120 characters – approximately 1 ½ lines of text. **Please Note:** Do not paste the customer header information into the Summary; it will not fit. It is difficult to read the unformatted text and does not provide an accurate summary of an issue. Feel free to paste it into the Detailed Description if you wish.
For KAMIS enter the following: KAMIS ID: Customer Name: Form Type: Form Date: AAA/CME: (Click to place into Detailed Description.)	This region to the right of the Detailed Description field is for use by KAMIS users. Many KAMIS-related issues involve a customer record that needs to be identified to aid in troubleshooting. This link inserts the text into the Detailed Description and then you can type the necessary information after each label. **Warning**: If you use this link, *always* click on it before typing anything else in the description. It automatically replaces anything already entered in the text area.
Detailed Description	Provide a detailed description (maximum of 3,000 characters) of the issue or request you are submitting. If the issue in any way involves accessing a customer record, please provide a customer name/person ID to assist with troubleshooting. **Important:** If we do not have a person to look up, the troubleshooting process can be very difficult, if not impossible, and the problem report may be closed with a recommendation to resubmit the request with more complete information.

Submitting a Problem Report, continued

How to   *continued*

Field	Purpose
Spell Check	You can spell check the contents of the Detailed Description by clicking on the Spell Check button at the bottom left corner of the text area.
Notify when completed by:	By default, notifications of a completed problem report are sent via email. If you do not have an email address, you can choose another option.
Submit Problem Report	Once the form has been filled out, click this button to submit the problem report.

Email Confirmation   When a submitted Problem Report has been received by the KDADS Computer Help Desk and assigned to an ISD staff member, an automatically generated email is sent to the submitting user:

From: HELPDESK   Sent: Wed 2/25/2015 3:34
To: Sandy Turner
Cc:
Subject: KDADS-ASSIGNED Problem Report - (#1996) - PLEASE READ!!!

** DO NOT REPLY TO THIS EMAIL**
This is an automated e-mail generated by the KDADS Help Desk

Your Problem Report has been received by Help Desk and assigned to one of our IT Specialists.

To view your Problem Report please do the following......

1) Go to www.aging.ks.gov and click on the Web applications link.

2) Log into KDADS Web applications

3) Click on the Problem Report icon.

4) Click on the Tab named "**Your Problem Reports**"

   Note: Click the Status radio button to view report or select the "**view All**" radio button to view all Problem Reports

5) Click on "**VIEW**" on the Problem Report referenced above

6) In the upper right area of the screen you will see Resolution. This will give you the detailed information as to what the resolution was for your Problem report, date resolved and who resolved it.

****IMPORTANT- just because your Problem Report is closed it does not mean that what your requested was done. You MUST read the Problem Report resolution to find out how it was resolved.

Report#: **1996** Area: **KAMIS II** Category: Environment: **Production** Issue Type: **DataChange** Status: **Assigned** Priority: **Medium**

Person Reporting Problem: Sandy Turner

Summary:
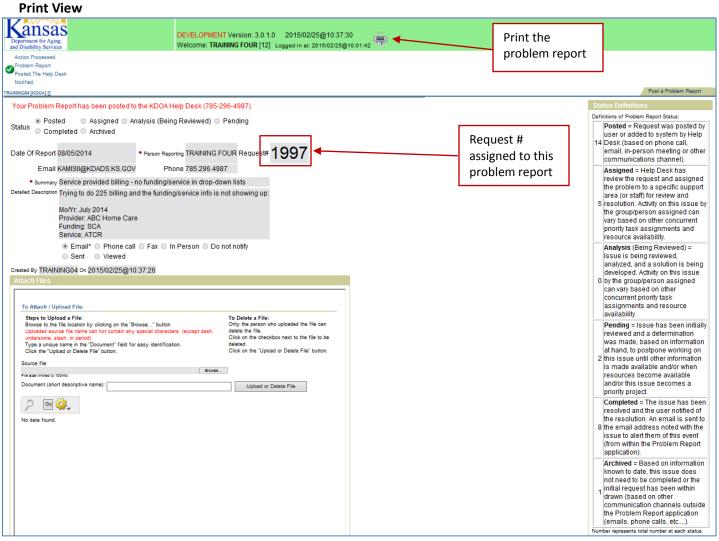test in dev 02/25/2015

Reviewing a Submitted Problem Report

Introduction   Once you have submitted a problem report, the print view of it displays. The print view allows you to see the request number that is assigned to your problem report. If you want to print the problem report, use the print icon in the header area.

Keep track of the Problem Report request number so when you receive the email notifying you that a problem report has been received/assigned or has been completed, you will know to which one it is referring. The notification email will only contain the request number and instructions for how to read the resolution, so you will not be able to tell what issue is being referenced just from the email.

The possible Problem Report statuses are explained in the Status Definitions on the right side of the page.
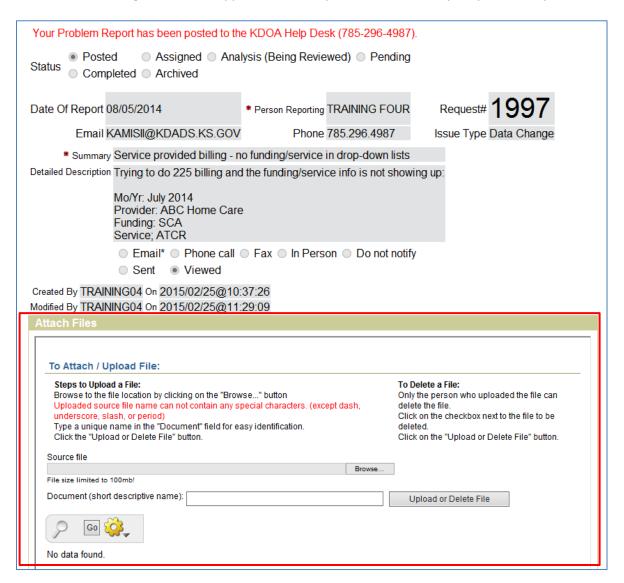
Problem Report Print View

Attaching/Uploading Files to a Problem Report

Introduction   If you have any supporting documentation that would be helpful in resolving the problem report issue or request you have submitted, you can use the Attach Files function within Problem Reports to upload your files to the submitted problem report. A copy of the source file is stored on the KDADS file servers.

The Attach Files region does not appear until after you have submitted your problem report.

Attaching/Uploading Files to a Problem Report, continued

Requirements There are specific rules that must be followed in the naming of the source file that will be uploaded to KDADS servers. If necessary, rename the source file before you attempt to upload it.
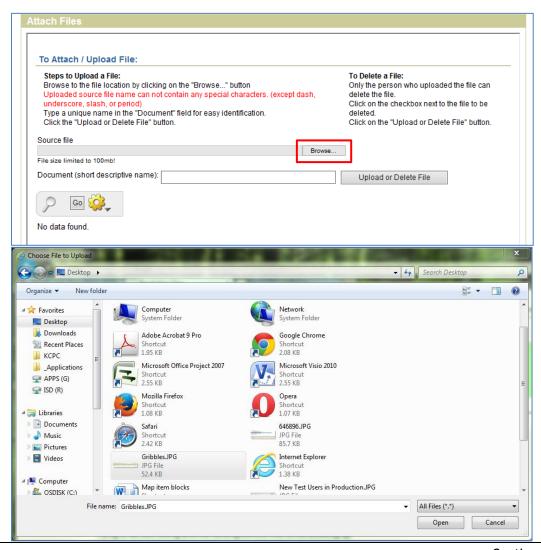
The source file name can *only* contain the following characters:
- Alpha-numeric characters (A-Z and 0-9)
- The following special characters: dash (-), underscore (_), slash (/), and period (.)

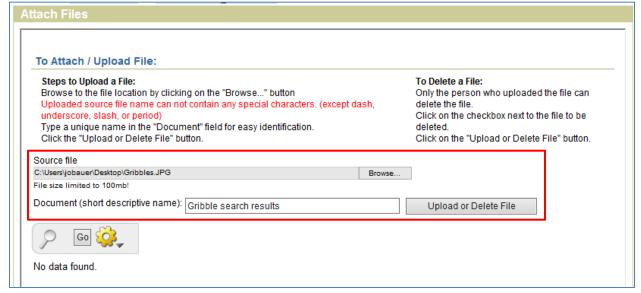**How to** Follow the steps in the table below to upload a file to your submitted problem report.

Step	Action	Result
1.	From the Print View of the submitted problem report, locate the Attach Files region and click on the **Browse…** button.	The 'Choose File to Upload' dialog box displays.
2.	Navigate to the location on your computer or agency network where the file is located.	The desired file name appears in the file list window. Note: Your window may look different based on the file list type you have selected.

How to   *continued*

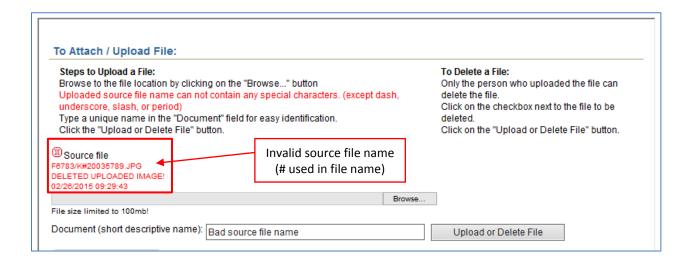| Step	Action	Result
3.	Click on the file you want to upload	The file is highlighted.
4.	Click on the Open button	The file name appears in the Source file field
5.	Enter a short descriptive name in the **Document** field	There are no character type limitations for this document name.
6.	Click on the **Upload or Delete File** button	The source file is uploaded to the KDADS file server, and is attached to the problem report. A link to the uploaded file, along with other information about the file, displays in a table.

Attach Files

To Attach / Upload File:

Steps to Upload a File:
Browse to the file location by clicking on the "Browse..." button
Uploaded source file name can not contain any special characters. (except dash, underscore, slash, or period)
Type a unique name in the "Document" field for easy identification.
Click the "Upload or Delete File" button.

To Delete a File:
Only the person who uploaded the file can delete the file.
Click on the checkbox next to the file to be deleted.
Click on the "Upload or Delete File" button.

Source file
C:\Users\jobauer\Desktop\Gribbles.JPG   Browse...
File size limited to 100mb!

Document (short descriptive name): Gribble search results   Upload or Delete File

🔍 Go ⚙️▾

No data found.

Source file
                    Browse...   File(s) Uploaded 02/25/15 04:43:35 PM
File size limited to 100mb!

Document (short descriptive name):   Upload or Delete File

🔍 Go ⚙️▾

Delete	Name	File Name	Doc Size	Add Dt ▾	Add User	Application
☐	Gribbles.JPG	Gribble search results	53683	02/25/2015 04:43:35 pm	TRAINING04	Problem_Reports

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Attaching/Uploading Files to a Problem Report, continued

Important Note   If the source file you are trying to upload contains invalid special characters in the file name, you will receive a message stating the file has been deleted when you attempt to upload the file. The file will not be uploaded and you will need to rename the source file before attempting to upload it again.

View or Delete the Attached File

After you have attached a file to a problem report, you can view it to confirm it uploaded successfully and is accessible.

If you discover you uploaded the wrong file, or you decide you do not the file for the problem report, you can delete it.

Step	Action	Result
1.	To view the uploaded file, click on the file name link in the attached files table.	Depending on your browser settings and the type of file that was uploaded, the file will open in a browser window or tab, or in the application it was created in. You may also be prompted to either Open or Save the file. Choose Open.
2.	To delete the uploaded file from the problem report, click on the **check box** under the Delete column in the attached files table. Click on the **Upload or Delete File** button.	The file is deleted from the problem report.

NOTE: Only the user that uploaded the file (the name in the Add User column) can delete the file. |

Upload Multiple Files

You can upload multiple files to a single problem report. Repeat steps 1-6 above for each file to be uploaded.

When all files are uploaded and you are done with the problem report, simply click on one of the Problem Report tabs to go to that page, or close the Problem Reports window to exit out of Problem Reports.

Checking the Status of a Problem Report

Introduction   Use the 'Your Problem Reports' tab to check the status of a problem report you have submitted.

How to   Follow the steps in the table below to check the status of a problem report.

Step	Action	Result
1.	Login to KDADS Web Applications	The Web Applications Home Page displays
2.	Click on the Problem Reports button:	The Problem Reports application opens in a new window, on the default 'Post a Problem Report' tab.
3.	Click on the **Your Problem Reports** tab	The page displays, with a list of all problem reports you have submitted.
4.	Review the list to find the problem report you are looking for.	Locate the desired problem report.
5.	Once you know the status, you can click that status radio button if you wish.	If you have a large number of problem reports, this will make the list more manageable.

Problem Report Status and Upload Files Region   As long as your problem report is in 'Posted' status, you can still upload additional files using the Attach Files feature. However, once the problem report has been viewed by the KDADS Help Desk and assigned to someone, the status will change and the Attach Files region is 'closed.'

If you need to upload additional files to a problem report that is no longer in Posted status, contact the KDADS Help Desk (email Helpdesk@kdads.ks.gov or call 785.296.4987) and request the problem report be reset to Posted status.

Status Definitions   The definitions of the problem report statuses are located at the bottom of the **Your Problem Reports** page.

The number located to the left of each definition indicates how many problem reports of that status are currently in the system. The number accounts for all web applications users' submissions.

Status Definitions

Definitions of Problem Report Status:

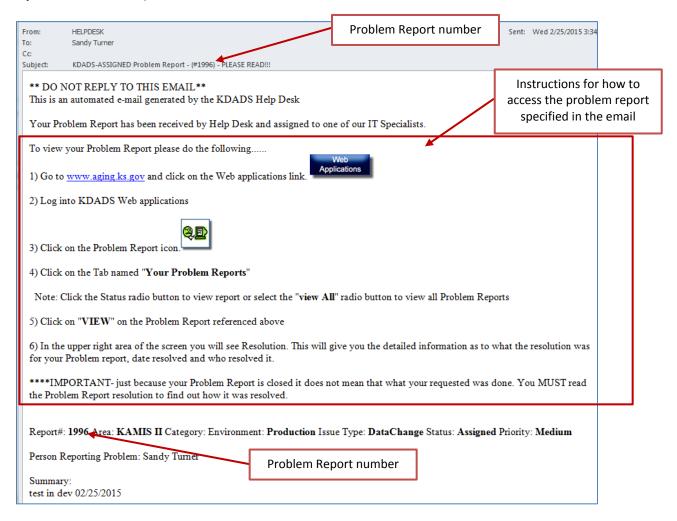|	
6	**Posted** = Request was posted by user or added to system by Help Desk (based on phone call, email, in-person meeting or other communications channel).
563	**Assigned** = Help Desk has review the request and assigned the problem to a specific support area (or staff) for review and resolution. Activity on this issue by the group/person assigned can vary based on other concurrent priority task assignments and resource availability.
402	**Analysis** (Being Reviewed) = Issue is being reviewed, analyzed, and a solution is being developed. Activity on this issue by the group/person assigned can vary based on other concurrent priority task assignments and resource availability.
462	**Pending** = Issue has been initially reviewed and a determination was made, based on information at hand, to postpone working on this issue until other information is made available and/or when resources become available and/or this issue becomes a priority project.
19945	**Completed** = The issue has been resolved and the user notified of the resolution. An email is sent to the email address noted with the issue to alert them of this event (from within the Problem Report application).
4905	**Archived** = Based on information known to date, this issue does not need to be completed or the initial request has been within drawn (based on other communication channels outside the Problem Report application (emails, phone calls, etc....).

Number represents total number at each status.

Completed Problem Reports - Notification

Overview   When a problem report has been completed, an email is sent to the email address provided in the problem report. In order to review the problem report and see the resolution, you must follow the instructions provided in the email.

Sample Email –   This is an example of a 'Completed Problem Report' email. Make note of the problem report
Completed   number so you know which one to look up in your Completed Problem Reports list (covered in
Problem Report   next section).

Important   If you do not look at the resolution before revisiting the environment you submitted about, and you find that you are still having the same issue, it is imperative that you follow the instructions to read the problem report resolution (detailed steps in next section). Do not just submit another problem report saying the problem was not resolved.
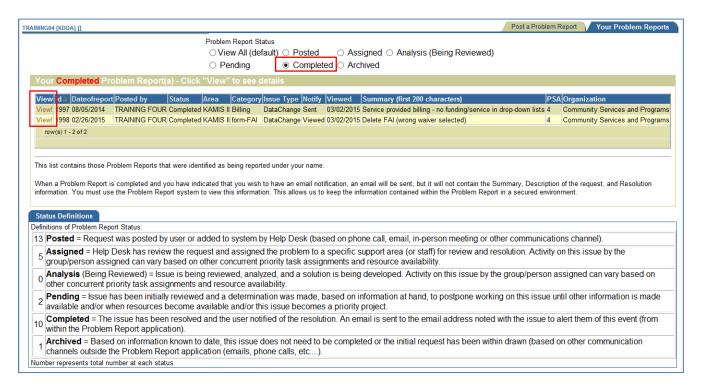
Completed Problem Reports – Viewing Resolution

Completed Problem Report Resolution

Once you receive an email notifying you of a completed problem report, you should open the problem report to view the resolution. If the issue is resolved by providing instructions to the user, it is imperative that you read the resolution.

How to

Follow the steps in the table below to read the resolution of a completed problem report.

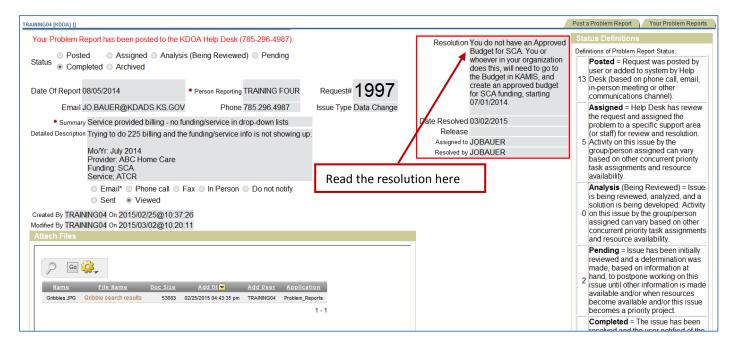| Step	Action	Result
1.	Login to KDADS Web Applications	The Web Applications Home Page displays
2.	Click on the Problem Reports button Problem Reports	The Problem Reports application opens in a new window, on the default 'Post a Problem Report' tab.
3.	Click on the **Your Problem Reports** tab	The page displays, with a list of all problem reports you have submitted.
4.	Click on the **Completed** status radio button.	The list displays only your Completed problem reports.

Step	Action	Result
5.	Click on the View link of the problem report for which you want to read the resolution.	The problem report opens in Print View.

Continued on next page

Completed Problem Reports – Viewing Resolution, continued

How to *continued*

Step	Action	Result
6.	Read the resolution provided.	The Resolution region of the problem report also includes the date it was resolved, who the problem report was assigned to, and who provided the resolution for the issue.

Note To exit out of the problem report print view, click on either navigation tab ('Post a Problem Report' or 'Your Problem Reports') to go to the desired page, or close the Problem Reports browser window or tab to exit out of Problem Reports completely.