

Chapter 1: TWIST Overview

Section 3: Equipment

Lesson: Equipment

Objectives:

Upon completion of this lesson the user will be able to:

- describe how different equipment communicates data;
- follow the basic troubleshooting protocol; and
- identify what lessons describe other equipment and information.

Overview:

A computer system such as TWIST is based on the extensive use of servers, computers, laser printers and FI printers. You will be operating thousands of dollars worth of new equipment and need to know how to use it and when or where to call for help if it malfunctions.

If any problems are due to a disaster, refer immediately to the Disaster Recovery Survival Manual.

In this lesson you will discover how your TWIST equipment talks to each other and what to do if it stops doing what it is supposed to.

Instruction:

TWIST Equipment

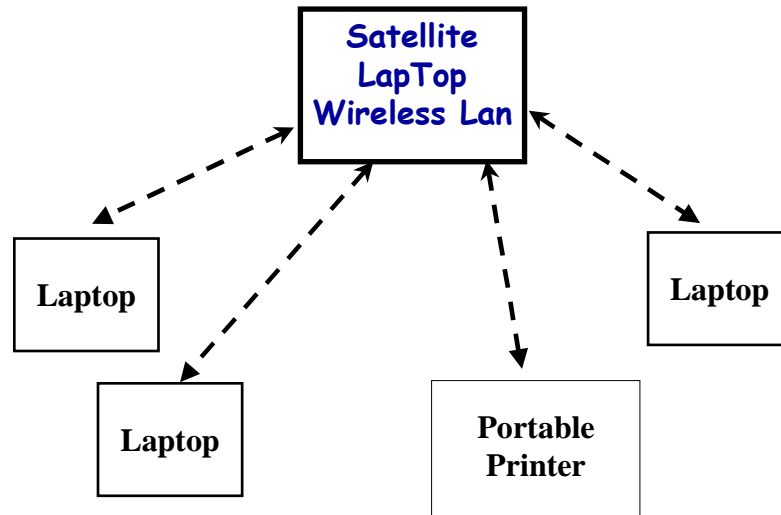
1. Desktop Computers
 - Personal computers (PCs) have been issued for use by WIC staff at all permanent clinic sites.
2. Laptop Computers
 - For agencies that have satellite clinics, laptop computers have been issued.
 - Extreme care must be given to these pieces of equipment since they are very valuable and re-saleable.
 - Security measures, such as cable locks, should be used on each piece of portable equipment to ensure safety and security when staff are out of the room.

- One of these computers will be used as the LAN (Local Area Network) server.
3. Food Instrument Printers
 - Portable FI printers will be used at satellite clinic sites.
 - Each permanent site will have at least one heavy-duty FI printer.
 4. Laser Printers
 - Each permanent and satellite site will have a laser printer to print out WIC forms.
 5. Servers
 - The central state server is housed in Salem. It houses all client records for the state. Data is communicated through a smaller server at each local agency to individual PC's.
 - The LAN server laptop is used as a server for the satellite clinic laptops.

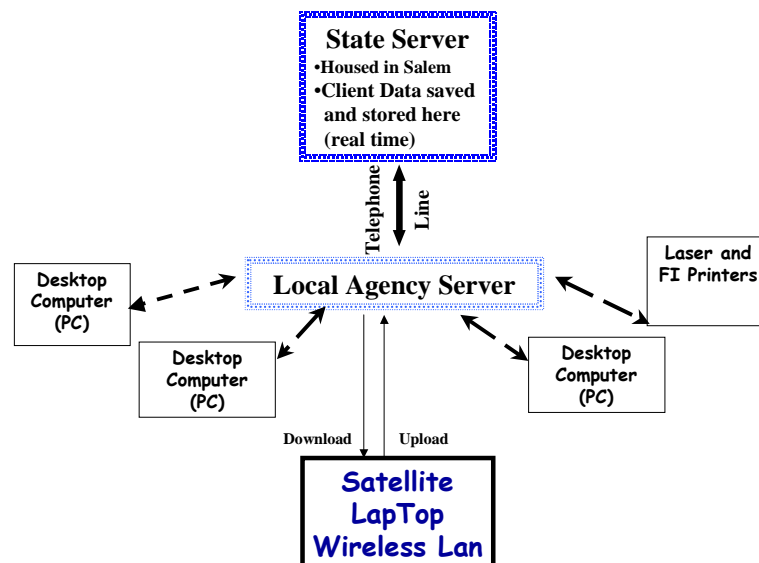
Communication Between TWIST Equipment

The state server in Salem trades information with the local agency servers. If any of these links fail to function, the remaining links may be affected.

+NOTE: Client information is backed up every night so if a local agency system malfunctions, information can be entered and FI printing can be completed at a neighboring agency.



+NOTE: There is no direct communication between the LA server and the Satellite LAN other than when the clinic information is downloaded before transporting to the clinic site and uploaded back to the LA server after returning from the clinic site.



Following Troubleshooting Protocol

You have four resources at your fingertips to help you determine what to do if there is an equipment breakdown.

1. Local Agency Special User
2. This “Equipment” lesson and the “TWIST Equipment” Job Aid.

(See Job Aid on “TWIST Equipment” for more information.

- The Application Support Desk has provided you with a “**TWIST Equipment**” Job Aid. If any of your equipment fails to function properly, use this guide before calling the Application Support Desk at the state office.
3. “Help” lesson in Chapter One, Section Four and “Application Support for FamilyNet – TWIST Module” Job Aid.

(See Job Aid “Application Support for FamilyNet – TWIST Module” for more information.

- Refer to this guide if you are experiencing software problems.
4. If you are having trouble with your printer, refer to the troubleshooting information in the “Load/Unload FI Printer/Test Print FIs” lesson in Section One of Chapter Five.
 5. “Disaster Recovery” lesson in Chapter Six, Section Five and “Disaster Recovery Survival Manual.”
 - Refer to this manual to determine what level the failure is impacting TWIST and your agency.

(Practice Activities:

1. Your agency has had a power outage. When power was resumed, two of the desktop computers failed to function.

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2. Contact one of your agency's special users.

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3. The special user and you contact your internal Information System Staff to resolve the issue.

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Great job!

Y Skill Check:

1. Which lesson would you refer to if the power to the facility is off and none of the computers or printers will work?
2. Which lesson tells you what to do when FIs are not printing properly?
3. Which lessons provide you with information on who and when to call the Application Support Desk?

N Notes:

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