Technology Troubleshooting/COOP Planning

Note: Even where not stated in this document, staff should adhere to the remote work expectations including working from the ORCAH facility when technical issues prevent them from completing critical tasks for more than one hour.

Table of Contents

OpenScape Agent Portal Web (APW) and Desktop Client (Softphone)

Single User plan (a single user can't log in or application stops functioning)
- Worker and supervisor refer to OpenScape troubleshooting guides on OWL
- Supervisor determines if sufficient functionality is available to continue work (i.e., systems still allow some contacts to be routed and handled)
- If one or more applications is not functioning:
    - Agent Portal Web isn't working
        - Worker logs in and uses the Client Desktop application as a backup until the APW issue is resolved
        - Retry use of application every 15 minutes
    - Desktop Client (softphone/PE Client) isn't working
        - Worker changes preferred device to cellphone until the softphone issue is resolved
        - Retry use of softphone every 15 minutes
- If troubleshooting does not work and the issues persist after an hour, worker and/or supervisor complete OpenScape issue email, contact call center administrator (if on shift) or complete an OIS Service desk request to log an Atos/Unify ticket for OpenScape support:
    - On the Service Desk Online webpage, in the Username text box, type your OR# and in the Password text box, type your single sign on password then click Sign In
    - On the Service Desk Online Home page, click the Make a Request button.
    - On the Request a Service page, in the Categories column, click Communication Services
    - Click the Unify Service button
    - Complete the Unify Service form by answering the following:
        - Is this request for you or someone else? (select the Self or Other radio button)
            - If you select Self, your name, state email and cell phone number should appear
            - If you select Other, under the Please use the search to select the Affected End User, click the text box. In the Enter the Last Name and/or Enter the First Name text box(es) type the name of the staff person affected and then click Search. Under Search Results, select the radio button by the correct staff person and then click OK. The staff person's OR#, name and state email should appear. In the User's Contact Phone Number type the staff person's iPhone #.
        - Current site – click the Select list and type or scroll to 6035 NE 78th Ct Suite 200 DHSPDX026 ORCAH
        - UNIFY Verification – Click the Select list and type or scroll to Yes – UNIFY Call Center Software.
        - Type of Device – Click the Select list and type or scroll to Call Center Software
        - Serial Number – Leave this blank or type N/A
        - Please select how many users are being/will be affected – select the Only the Affected End User radio button
        - Request type – Click the text box and type or scroll to Incident/Service
        - Affected Device Number – type the 11-digit OpenScape extension of the staff person impacted (starts with 1-110-011… or 1-107-181… for screeners 1-971-673…for business staff)
        - Call Center – Click the Select list and select Yes

- Equipment Issue – Click the Select list and select No
- Voicemail Issue – Click the Select list and select No
- Recurring Issue – Click the Select list and select the appropriate option
- Replicable Issue – Click the Select list and select the appropriate option
- Problem Started – Click the MM/DD/YYYY text box and type the date the issue began or click the calendar icon to the right of the text box and click the date in the calendar.
- Error Message – type any error message Agent Portal displays (if any), type N/A if no error message displays
- Detailed Description – type an explanation of what is happening in Agent Portal.
- Click the Submit button.
- An automatic response email should appear in the staff person's email box.
- The ticket will first be processed by the OIS telecoms team and then will be submitted to Atos if telecoms team cannot resolve the issue. Neither the telecoms nor Atos technicians work during evenings, overnights or weekends.
- If issue is not resolved within one hour from the start of the OpenScape issue and the backup option is also not functioning, worker will work from ORCAH until the issue is resolved.

Scheduled OpenScape activity/down time

- Call center administrator emails notification of pending OpenScape activity and down time as well as plan to address OpenScape and other technology needs during the activity window.
- Call center administrator sends notification and plan to:
  - Impacted screening supervisors (on-shift during the scheduled activity window)
  - On-call program manager (if after 5p.m. or on weekends)
  - Operations program managers (if M-F between 7 a.m. and 5 p.m.)
  - On-call office manager (if after 5p.m. or on weekends)
  - All office managers (if M-F between 7 a.m.-5 p.m.)
  - Screening supervisors in subsequent shift
- Plan includes:
  - Anticipated length of down time
  - Anticipated systems impacted
    - OpenScape
    - VPN
    - OR-Kids (etc.)
  - Contact information for questions or troubleshooting
- Screening supervisors and others involved in enacting the plan will review the plan and contact the call center administrator for clarification as needed before the scheduled activity
- Call center administrator emails Byron Nesbit contact information for screening supervisors and (on-call) program manager to support communication during the scheduled activity

Stuck calls

- Worker notifies supervisor if being serviced out multiple times when trying handle a contact
- Supervisor reviews the Active Contact report in Manager to see if there is a call that is being repeatedly routed to one or more screeners and causing the screeners to service out
- Supervisor notifies other supervisors that a stuck call is interfering with screener activities
- If yes, supervisor attempts to resolve the 'stuck call' by:
  - Attempting to requeue the call to the Training queue

- o [Attempt to reserve the call for a specific screener or supervisor](#)
  - o Handle the call by noting the destination number and having a screener call the number offline and see if the caller will abandon the call on their own once being contacted offline.
- If unable to resolve the call, supervisor completes [OpenScape issue email](#)
  - o If the stuck is preventing other contacts from being routed, supervisor contacts call center administrator (if on shift) or OIS service desk to complete an [OIS Service desk](#) request to log an Atos/Unify ticket for OpenScape support and then follow up with a call to the service desk to escalate the ticket:
    - On the Service Desk Online webpage, in the Username text box, type your OR# and in the Password text box, type your single sign on password then click Sign In
    - On the Service Desk Online Home page, click the Make a Request button.
    - On the Request a Service page, in the Categories column, click Communication Services
    - Click the Unify Service button
    - Complete the Unify Service form by answering the following:
      - Is this request for you or someone else? – Select the radio button for Self
      - Current site – click the Select list and type or scroll to 6035 NE 78th Ct Suite 200 DHSPDX026 ORCAH
      - UNIFY Verification – Click the Select list and type or scroll to Yes – UNIFY Call Center Software.
      - Type of Device – Click the Select list and type or scroll to Call Center Software
      - Serial Number – Leave this blank or type N/A
      - Please select how many users are being/will be affected – select the O6 or more radio button
      - Request type – Click the text box and type or scroll to Incident/Service
      - Affected Device Number – 1-971-673-7112
      - Call Center – Click the Select list and select Yes
      - Equipment Issue – Click the Select list and select No
      - Voicemail Issue – Click the Select list and select No
      - Recurring Issue – Click the Select list and select Yes
      - Replicable Issue – Click the Select list and select Yes
      - Problem Started – Click the MM/DD/YYYY text box and type the date the issue began or click the calendar icon to the right of the text box and click the date in the calendar.
      - Error Message – type N/A
      - Detailed Description – type an explanation of what is happening including which queue the stuck call is in, the phone number associated with the stuck call, and the time the call appears to have gotten stuck.
      - Click the Submit button.
      - An automatic response email should appear in the staff person's email box.
      - Once the auto-response is received, call the service desk (503-945-5623) and request that the ticket be escalated. Provide the incident number from the auto-response for the ticket just submitted.

- If afterhours AND the stuck call is preventing other contacts being routed, supervisor contacts Byron Nesbit (see ORCAH Technology Support Contacts guide on ORCAH OWL)

Callback Offline plan (down for some, not for all)

- If 2 or more staff still able to remain logged in and handle contacts
    - Screener and/or business staff verifies that they are still logged in
    - All staff notifies on duty supervisor of their OpenScape log in status
    - On duty supervisors verify the OSCC Manager application is still functioning, and they can see contacts displayed in the app.
        - If Manager is not functioning or no contacts display, an on-duty supervisor should call the SAFELINE (1-855-503-7233, option 1, select a queue and wait until call is answered) to verify that their call can be completed and are able to be answered by staff
        - If an error message is received or call is never answered by screener, continue to **Call Center completely down** process
    - On duty supervisors designate point of contact (designated supervisor) to receive and distribute reporter callback information
    - The designated supervisor turns on the Technical Difficulties emergency message (using the OSCC Emergency Messages Guide). Note: The Technical Difficulties message should be left in place until caller wait times are normalized after the issue has been resolved (out of RED).
    - Business staff unable to log in to OpenScape discontinues Reception coverage until they can log back in
    - Staff still logged in continue handling contacts but only take names and number and sends reporter callback information to designated supervisor
    - Designated supervisor communicates with other supervisors to determine which screeners will receive reporter callback information
    - Designated supervisor distributes (via IM or email) reporter callback information to identified screeners who are not currently able to login
    - Between offline callbacks, disconnected screeners continue to try and log back into OpenScape Agent Portal and/or Client Desktop
    - Business staff attempts to log back into OpenScape every 15 minutes
    - Disconnected screeners and business staff notify an on-duty supervisor once they are reconnected
    - When half of the on-shift screeners can reconnect to OpenScape:
        - Supervisors communicate with their units and business staff to discontinue taking reporter names and number for callback and begin full screening assessment/Reception process as usual
        - Those screeners and business staff still disconnected should follow the single user can't login process described above

Batphone Plan (If fewer than 2 staff can remain logged in and handle contacts)

- Screener and/or business staff verifies that they are still logged in
- All staff notifies on duty supervisor of their OpenScape log in status
- On duty supervisors verify the OSCC Manager application is still functioning, and they can see contacts displayed in the app.
  - If Manager is not functioning or no contacts display, an on-duty supervisor should call the SAFELINE (1-855-503-7233, option 1, select a queue and wait until call is answered) to verify that their call can be completed and are able to be answered by staff
  - If an error message is received or call is never answered by screener, continue to Call Center down completely process
- On duty supervisors designate point of contact (designated supervisor) to distribute reporter callback information once received by person answering the Batphone
- Designated supervisor identifies an on-duty staff person (supervisor, screener, or business staff) to begin answering calls and taking reporter names and contact information.
- Designated supervisor contacts on-call supervisor to forward Batphone line to cell phone of on-duty staff person who will receive the calls and take messages (reporter callback information)
- Designated supervisor (or designee) activates the forwarded Batphone by setting the appropriate emergency message (must contact on call supervisor if changes needed to call forward)
- Staff person activates call waiting on cell phone.
- Staff person begins answering Batphone calls, taking reporter names and contact information and then IMs or emails the designated supervisor
- Staff person checks voicemail every few minutes and emails or IMs names and contact information to the designated supervisor
  ***Review plan every 30 minutes to determine if staff person covering Batphone needs a break
  - Staff person disables iPhone call waiting feature when they are finished covering Batphone calls.
  - Staff person checks voicemail one last time to ensure that all messages were addressed.
- Business staff who are unable to log in to OpenScape at this time discontinue Reception coverage until they can log back in
- Designated supervisor communicates with other supervisors to determine which screeners will receive reporter callback information
- Designated supervisor distributes (via IM or email) reporter callback information to identified screeners who are not currently able to login
- Between offline callbacks, disconnected screeners continue to try and log back into OpenScape Agent Portal and/or Client Desktop
- Business staff attempts to log back into OpenScape every 15 minutes
- Disconnected screeners and business staff notify an on-duty supervisor once they are reconnected
- When half of the on-shift screeners can reconnect to OpenScape:
  - Designated supervisor reopens the hotline (discontinues use of the Batphone)
  - Designated supervisor notifies on-call supervisor to turn off call forwarding
  - Supervisors communicate with their units and business staff to resume full screening assessment/Reception process as usual

- Those screeners and business staff still disconnected should follow the single user can't login process described above

OpenScape Call Center down completely

- One or more supervisors has verified that no calls are coming through the hotline
- During regular business hours, supervisor will:
  - Notify program manager and/or call center admin
  - Contact OIS to report to report full program impacted and request immediate escalated ticket and validate whether OIS system still functional (as they use OpenScape as well)
    - If OIS Service Desk system is offline, contact call center admin immediately to log escalated Atos/Unify ticket
  - Contact Byron Nesbit to notify of escalated ticket and immediate need for assistance
  - Send ORCAH all staff email notifying them that OpenScape is completely offline
  - Supervisors on shift designate one supervisor (or call center admin) to be point of contact for OIS and Atos/Kyndryl updates
  - Designated supervisor will contact OIS and Atos/Kyndryl every 30 minutes for status update if system still down and additional information has not been provided
  - Follow plan in the COOP Communications matrix for who to notify, what to say and when to a notification to ODHS staff and external partners of extended outage
  - Continue testing SAFELINE, Manager and APW/Client Desktop applications for functionality at least every 15 minutes
  - Once calls can be routed through SAFELINE:
    - Follow communication plan for notification to ODHS staff and External of system back up and running
    - If fewer than 2 staff can login to OpenScape, follow the Batphone Plan
    - If 2 or more staff can login to OpenScape, follow the Callback Offline plan
- After hours, supervisor notifies:
  - On-call Program Manager
    - On-call Program Manager contacts on-call admin
  - Supervisors on shift will determine who completes the following:
    - Contact the afterhours OIS person to notify of outage and request escalated ticket
    - Contact Byron Nesbit to notify of escalated ticket and immediate need for assistance
    - Send ORCAH all staff email notifying them that OpenScape is completely offline
    - Follow up with OIS after hours contact and Byron Nesbit (or his designee) every 30 minutes for status update if system still down and additional information has not been provided
    - Follow communication plan for notification to ODHS staff and External of extended outage
  - Supervisors continue testing SAFELINE, Manager and APW/Client Desktop applications for functionality at least every 15 minutes
  - Once calls can be routed through SAFELINE:
    - Follow communication plan for notification to ODHS staff and External of system back up and running
    - If fewer than 2 staff can login to OpenScape, follow the Batphone Plan
    - If 2 or more staff can login to OpenScape, follow the Callback Offline plan

Communication strategy

See COOP Communications Spreadsheet

Phones

Softphone (Desktop Client app)

- Worker notifies supervisor of issue with softphone (OpenScape Desktop Client app)
- Worker and supervisor refer to OpenScape troubleshooting guides on OWL
- Supervisor determines if sufficient functionality is available to continue work (i.e., systems still allow some calls to be answered and completed)
- If the softphone is not functioning:
  - Worker changes preferred device to cellphone until the softphone issue is resolved
  - Retry use of softphone every 15 minutes
- If issue is still not resolved after one hour, worker and/or supervisor complete OpenScape issue email
- contact call center administrator (if on shift) or notify OIS Service desk to request Unify ticket be submitted
- If issue is not resolved within one hour from the start of the OpenScape issue and the backup option (cell phone) is also not functioning, worker will work from ORCAH, using a drop in cube with a desk phone, until the issue is resolved.

Cell phone

Doesn't charge or won't turn on

- Staff verifies phone is charged
- Staff attempts to turn on phone
- If phone will not charge and will not turn on
  - Staff notifies supervisor
  - Staff contacts WWD coordinator to request new phone
  -

Can't answer OpenScape contact

- Switch preferred device to softphone
- If softphone is malfunctioning as well, follow OpenScape Single User plan

Can't hear caller

- Staff restarts cellphone
  - If issue continues:
    - Staff switches preferred device to softphone
      - If softphone is malfunctioning as well, follow OpenScape Single User plan
    - Staff contacts WWD coordinator to problem solve

Drops call
- Worker notifies supervisor of issue with cellphone
- Worker changes preferred device
- If softphone is not working as above, and there is a dropped call with the preferred device (cell phone), staff restarts cellphone
- If staff was able to collect the caller/reporter's name and phone number, call the caller/reporter back to complete call
  - If issue continues:
    - Staff switches preferred device to softphone
      - If softphone is malfunctioning as well, follow OpenScape Single User plan
    - Staff contacts WWD coordinator to problem solve

Call goes to voicemail
- Staff verifies that call waiting is disabled
- If issue continues:
    - Staff switches preferred device to softphone
      - If softphone is malfunctioning as well, follow OpenScape Single User plan

Batphone instructions
- Receiving supervisor will:
  - Ensure that the Batphone can charge and turn on
  - Ensure that the Batphone will send and receive a call
- Forwarding to numbers
  - If not functioning, follow Cell Phone plan

GETS card (Government Emergency Telecommunications Service)
  - GETS is to be used only by authorized users when they are unable to complete emergency calls through normal telecommunications means using the public telephone network.
    - ORCAH staff who have GETS Cards (Kristen, Kirby, Jennifer, Sarah, Brandy, Carla, Libby, Rebecca, and BAT phone)
  - GETS should never be used to call 911
  - When a natural disaster happens in the Portland Metro Area (Earthquake, Flood, Large Power Outage, Fire etc.) On-Call PM will call Kristen to initiate COOP plan(s)
  - On-Call PM will notify other GETS card holders to inform/initiate plan(s) as needed
  - Kristen or Michael will notify Salem for communication plan as needed to State/Community Partners and engage Salem as needed
  - Once Managers have been contacted as needed, they will identify who are available to log in and work (can they work from ORCAH (preference)
  - Salem helps with satellite offices as needed

Office of Information Services (OIS)

Hard drive/laptop issues/broken
- Worker notifies manager that they have an issue
- Worker and/or manager submits OIS Service Desk ticket (by phone – 503-945-5623, online, email or chat)
- Worker and/or manager emails ORCAH Technician after receiving ticket number (include ticket number in email)
- ORCAH Technician will reach out to the impacted worker (remote view or arrange to receive malfunctioning equipment)
    - Technician makes repairs if possible
    - Technician orders/provides new equipment
- If the equipment cannot be quickly repaired AND a replacement is not immediately available, worker will work from ORCAH until the repairs or replacement order can be completed.

Browser issues: Chrome/Firefox/Edge
- Worker notifies manager that they have an issue
- Manager verifies that worker is using Microsoft Edge as a default browser unless instructed to use a different browser for a specific purpose (e.g., using Chrome for Agent Portal to improve connectivity)
- Worker or manager submits OIS Service Desk ticket (by phone, online, email or chat)
- Worker or manager emails ORCAH Technician after receiving ticket number (include ticket number in email)
- ORCAH Technician will reach out to the impacted worker and diagnose the issue

Windows/Log in issues
- Worker notifies manager that they have an issue
- Password/lock out
- Try home screen unlock
- Worker or manager calls OIS Service Desk to log a ticket-503-945-5623 (during regular service desk business hours) and has technician resolve issue
- If service desk closed, Worker or manager submits OIS Service Desk ticket (online or email)
- Worker or manager emails ORCAH Technician after receiving ticket number (include ticket number in email)
- ORCAH Technician will reach out to the impacted worker and diagnose the issue

VPN – Virtual Private Network
Single User
- Worker notifies manager that they have an issue
    - Ensure connected to Wi-Fi or Network Cable
    - Confirm that worker is not using iPhone Hotspot or other unsecured Wi-Fi connection
    - Check **CapsLock** & **Fn** keyboard locks and try password/login again
    - Ensure using same passwords/login as you use to login to computer
    - Restart computer
    - If not receiving VPN text message, restart cell phone

- Send text message from another phone to work cell to ensure receiving messages.
- Worker or manager calls OIS Service Desk ticket (during regular service desk business hours) and has technician resolve issue
- Worker attempts to access VDI
- Manager reports issue with VPN into Teams **Soup** IM chat to determine if other workers are experiencing same issue
- Other managers on shift check with their staff to determine if there are multiple users impacted by VPN issue
  - If no, continue Single User process
  - If yes, skip to Multiple User/Whole Program process
- If service desk closed, Worker or manager submits OIS Service Desk ticket (online or email)
- Worker or manager emails ORCAH Technician after receiving ticket number (include ticket number in email)
- ORCAH Technician will reach out to the impacted worker and diagnose the issue
- If issue cannot be resolved within an hour from the start of VPN failure AND VDI is not available, worker will work from ORCAH until the issue is resolved.

Multiple User/Whole Program
- After contacting the OIS Service Desk (or call 503-945-5623) manager will contact the (on-call) program manager and/or call center administrator
- After verifying that several or all staff are impacted, send email to all staff stating that VPN is down
- Impacted workers attempt to login to VDI
- Program Manager or Call Center Admin will determine if any applications are still available and communicate findings to all staff (follow other application process if application is unavailable)
- Unless an extended VPN outage was scheduled, after 60 minutes, any worker not connected via VDI will work from ORCAH until the issue is resolved.
- An alert will be sent to all staff when VPN connection is re-established.

VDI – Virtual Desktop Infrastructure
Single User
- Worker notifies manager that they have an issue
- Manager verifies that worker attempted to access VPN BEFORE accessing VDI
- Worker or manager calls the OIS Service Desk to log a ticket (during regular service desk business hours) and has technician resolve issue
- Manager reports issue with VDI into Teams Soup IM chat
- Other managers on shift check with their staff to determine if there are multiple users impacted by VDI issue
  - If no, continue Single User process
  - If yes, skip to Multiple User/Whole Program process
- If service desk closed, Worker or manager submits OIS Service Desk ticket (online or email)
- Worker and/or manager emails ORCAH Technician after receiving ticket number (include ticket number in email)
- ORCAH Technician will reach out to the impacted worker and diagnose the issue
- If issue cannot be resolved within an hour from the start of VDI failure AND VPN is not available, worker will work from ORCAH until the issue is resolved.

Multiple User/Whole Program

- After contacting the OIS Service Desk, manager will contact the (on-call) program manager and/or call center administrator
- After verifying that several or all staff are impacted, send email to all staff stating that VDI is unavailable
- Impacted workers attempt to login to VPN
- Program Manager or Call Center Admin will determine if any applications are still available and communicate findings to all staff (follow other application process if application is unavailable). PM or call center admin will also notify ORCAH all staff if the state system is down completely.
- After 60 minutes, any worker not connected via VDI or VPN will work from ORCAH until the issue is resolved (unless other critical applications are not available, e.g. OpenScape).
  NOTE: If the state system is not available at the ORCAH facility, staff should not be sent there to work!
- An alert will be sent to all staff when VDI is available or VPN connection is re-established.

MFA – Multifactor Authentication

Single User

- Worker notifies manger that they have an issue
- Worker or manager calls the OIS Service Desk to log a ticket (during regular service desk business hours) and has technician resolve issue
- Other managers on shift check with their staff to determine if there are multiple users impacted by MFA issue
  - If no, continue Single User process
  - If yes, skip to Multiple User/Whole Program process
- If service desk closed, Worker or manager submits OIS Service Desk ticket (online or email)
- Worker or manager emails ORCAH Technician after receiving ticket number (include ticket number in email)
- ORCAH Technician and/or other OIS technician will reach out to the impacted worker and diagnose the issue
- If issue cannot be resolved within an hour from the start of the MFA issue, worker will work from ORCAH until the issue is resolved.

Multiple User/Whole Program

- After contacting the OIS Service Desk, manager will contact the (on-call) program manager and/or call center administrator
- After verifying that several or all staff are impacted, send email to all staff stating that MFA is unavailable
- Program Manager or Call Center Admin will determine if any applications are still available and communicate findings to all staff (follow other application process if application is unavailable)
- After 60 minutes, any worker not able to receive MFA code to support system logon will work from ORCAH until the issue is resolved.
- An alert will be sent to all staff when the MFA issue is resolved.

OR-Kids/ODG

Single User Issue plan

- Worker notifies supervisor of which applications are not working (and any error messages)
- Worker or manager calls the OIS Service Desk to log a ticket (during regular service desk business hours) and has technician resolve issue
- Other managers on shift check with their staff to determine if there are multiple users impacted by OR-Kids/ODG issues
    - If multiple users (5 or more) are impacted, refer to Multiple User and/or OR-Kids/ODG Down Completely plan
    - If four or fewer staff impacted:
        - Impacted screeners will continue documenting calls and contacts using the ODG Word template until OR-Kids functionality is restored
        - Impacted business staff will delay scanning, uploading and search activities until OR-Kids/ODG functionality is restored
        - Impacted staff will re-attempt to log back into OR-Kids/ODG every 15 minutes to reestablish a connection
        - At the point that impacted staff is able to reconnect:
            - Worker will notify supervisor that OR-Kids/ODG is working for them again
            - Impacted screeners will copy template report information into ODG between contacts
            - Impacted business staff will resume OR-Kids activities as usual

Scheduled Down Time plan

- Managers will notify staff of impending OR-Kids/ODG downtime
- At time OR-Kids/ODG goes offline, if OpenScape and other applications working
    - Screeners will continue documenting calls and contacts using the ODG Word template until OR-Kids/ODG functionality is restored
    - Business staff will delay scanning, uploading and search activities until OR-Kids/ODG functionality is restored
    - Managers will monitor email for updates on OR-Kids/ODG status
    - Managers will notify their staff once OR-Kids/ODG functionality is restored
        - Screeners will copy template report information into ODG between contacts
        - Business staff will resume OR-Kids/ODG activities as usual
- If OpenScape is functioning but other applications are not working
    - Worker notifies supervisor of which applications are not working (and any error messages)
    - Worker or manager calls the OIS Service Desk to log a ticket (during regular service desk business hours) and has technician resolve issue
    - Other managers on shift check with their staff to determine if there are multiple users impacted by other application issues
    - Screeners will continue documenting calls and contacts using the ODG Word template until OR-Kids/ODG functionality is restored
    - Business staff will delay scanning, uploading and search activities until OR-Kids functionality is restored
    - Managers will monitor email for updates on OR-Kids/ODG and other applications statuses

- Managers will notify their staff once OR-Kids/ODG and other application functionality is restored
    - Screeners will copy template report information into ODG between contacts
    - Business staff will resume OR-Kids activities as usual
- If OpenScape is not functioning, follow the OpenScape Call Center down completely plan

Multiple Users and/or OR-Kids/ODG Down Completely plan
- Worker notifies manager of OR-Kids/ODG issue (and any error messages received)
- Worker or manager calls the OIS Service Desk to log a ticket (during regular service desk business hours) and has technician resolve issue
- Other managers on shift check with their staff to determine if there are multiple users impacted by OR-Kids/ODG issue
- If service desk closed, Worker or manager submits OIS Service Desk ticket (online or email)
- OR-Kids Technician and/or other OIS technician will reach out to the impacted worker(s) and diagnose the issue(s)
- If OpenScape and other applications working
    - Screeners will continue documenting calls and contacts using the ODG Word template until OR-Kids/ODG functionality is restored
    - Business staff will delay scanning, uploading and search activities until OR-Kids functionality is restored
    - Managers will monitor email for updates on OR-Kids/ODG status
    - Managers will notify their staff once OR-Kids/ODG functionality is restored
    - Screeners will copy template report information into ODG between contacts
    - Business staff will resume OR-Kids activities as usual

Outlook/Teams
- Worker notifies manager of Outlook/Teams issue
- Worker attempts to clear issue by:
    - Logging off and back onto application
    - Restarting computer
- If issue does not resolve, worker or manager calls the OIS Service Desk to log a ticket (during regular service desk business hours) and has technician resolve issue
- Other managers on shift check with their staff to determine if there are multiple users impacted by Outlook/Teams issue
- If service desk closed, Worker and/or manager submits OIS Service Desk ticket (online or email)
- If OpenScape and other applications are working, continue receiving contacts as normal

If Outlook not functioning BUT Teams is functioning,
- During dayshift, in lieu of email notification, screeners (or screening supervisors) would send a Teams instant message to the branch contact listed in GIS for notification to report pending assignment or other OR-Kids documentation and email being down
- During afterhours and weekends
    - Managers will designate a supervisor to track all reports and documentation requiring notification that are not 24-hour assignments
    - For 24-hour assignments: screeners (or screening supervisors) would call the branch after hours contact listed in GIS to report assignment and email being down

- For 72-hour or 10-day assignments, or for CAS or Case notes on open cases or assessments: If email still unavailable the following normal business day, the screener (or screening supervisor) would contact the branch contact listed in GIS for notification of report assignment or other documentation and email being down

Both Outlook AND Teams not functioning,
- During dayshift, in lieu of email notification, screeners (or screening supervisors) would call the branch contact listed in GIS for notification to report pending assignment or other OR-Kids documentation and email being down
- During afterhours and weekends
    - Managers will designate a supervisor to track all reports and documentation requiring notification that are not 24-hour assignments
    - For 24-hour assignments: screeners (or screening supervisors) would contact branch after hours contact listed in GIS to report assignment and email being down
    - For 72-hour or 10-day assignments, or for CAS or Case notes on open cases or assessments: If email still unavailable the following normal business day, the screener (or screening supervisor) would contact the branch contact listed in GIS for notification of report assignment or other documentation and email being down
- Managers monitor Outlook and Teams for status updates and/or re-establishment of application functionality
- Once functionality is restored, managers will email staff notifying them that Outlook/Teams is available
- Designated supervisor will identify screeners and/or screening supervisors to email notifications and cross-reports (where applicable) on all calls received during outage that resulted in a documented report of abuse or case note on an open case or assessment.

GIS
- Staff identifies that there is an outage or issue when trying to us GIS (e.g. no record is returned, web page won't load when attempting search, error message displays, etc.)
- If the GIS/ORCAH Hotline Map page is not working for them, staff will:
    - Contact an on-shift supervisor to notify them of the issue
    - If other users still have GIS access, work with on-shift supervisor to determine a plan for assisting staff with GIS searches.
    - If GIS is unavailable for all users, use the LEA Cross Reporting Master List spreadsheet for notifications and contacts until GIS is once again available
- On-shift supervisors will verify how many staff are being impacted by the outage or issue
    - If GIS is unavailable for all users:
        - An on-shift supervisor will download, complete and send GIS Outage Email Form with high priority and indicate how many users are impacted
    - If GIS is available for any users:
        - An on-shift supervisor will download, complete and send GIS Outage Email Form and indicate how many/what approximate percentage of users are unable to use the application
        - Coordinate with other on-shift supervisors to create plan for how users with GIS access will support other staff in running GIS searches

See also 📄 GIS Updates Issues and Outages Protocol.pdf

OWL not available
- Back up list for notifications
- GIS - Amy updates spreadsheet/cross reporting list

Shared Drives:

Single User
- Worker notifies manager that they are unable to access their shared drive
- Worker and manager attempt to resolve issue through basic troubleshooting interventions:
  - Verify internet connection and restart personal router (as needed)
  - Check VPN is connected
  - Restart computer
  - Reconnect VPN
  - Verify if home drive is missing too
  - Click on red X displayed on drive and see if it connects, if it does not connect:
    - Click on the Windows Start Button and type: CMD
    - Select Command Prompt from results list
    - Type: gpupdate/force and press enter (this can take a few minutes)
      - Once you get message back "computer policy update has completed successfully." Close window
    - Verify if drives have re-connected
- If issue persists, worker or manager calls the OIS Service Desk to log ticket (during regular service desk business hours) and has technician resolve issue
- Other managers on shift check with their staff to determine if there are multiple users impacted by shared drive issue
    - If no, continue Single User process
    - If yes, skip to Multiple User/Whole Program process
- If service desk closed, Worker and/or manager submits OIS Service Desk ticket (online or email)
- Worker and/or manager emails ORCAH Technician (Tim Kelley II) after receiving ticket number (include ticket number in email)
- ORCAH Technician and/or other OIS technician will reach out to the impacted worker and diagnose the issue
- On-shift manager makes plan with impacted worker as to how to complete work tasks without access to shared drive
  - Worker may be directed to save tasks to desktop

Single User Business Staff –
- Complete Single User Steps above for trouble shooting
- If submitting service desk ticket switch to another task such as filtering while waiting for issue to be resolved

Multiple User
- Worker notifies manager(s) that they are unable to access their shared drive
- If service desk closed, Worker or manager submits OIS Service Desk ticket (online or email)
- Worker and/or manager emails ORCAH Technician (Tim Kelley II) after receiving ticket number (include ticket number in email)

- ORCAH Technician and/or other OIS technician will reach out to the impacted worker and diagnose the issue
- On-shift manager makes plan with impacted worker as to how to complete work tasks without access to shared drive
    - Worker may be directed to save tasks to desktop

Multiple User Business Staff:
- Worker notifies manager(s) that they are unable to access their shared drive
- If service desk closed, Worker or manager submits OIS Service Desk ticket (online or email)
- Worker and/or manager emails ORCAH Technician (Tim Kelley II) after receiving ticket number (include ticket number in email)
- ORCAH Technician and/or other OIS technician will reach out to the impacted worker and diagnose the issue
- On-shift manager makes plan with impacted worker as to how to complete work tasks without access to shared drive
    - Police Report (PR) Uploads- upload document to OR-Kids directly from screener email, track on SOS spreadsheet in LEA Business Staff chat and delete items out of shared drive when back up
    - Incoming LEA reports- Save to personal desktop, track on SOS spreadsheet in LEA Business Staff chat. Save to shared drive and delete from desktop when shared drive back up
    - Polaris- Save to personal desktop, track on SOS spreadsheet in LEA Business Staff chat. Save to shared drive and delete from desktop when shared drive back up
    - ERTs – Save to personal desktop, track on SOS spreadsheet in LEA Business Staff chat. Save to shared drive and delete from desktop when shared drive back up

Tech troubleshooting
Is this a VPN issue?
- Are you Connected to VPN?
- Are you not receiving VPN codes to your cell phone?
    - Have you restarted cell phone and tried connecting again?
    - Try sending text message to work phone from another phone to see if receiving messages at all

What has been tried?
- Have you disconnected/reconnected to VPN?
- Have you restarted your computer?
- Have you restarted cell phone?

Restart?
- Try restarting any/all below:
    - VPN
    - Computer
    - Cell Phone
    - Home router

Do you have your home drive? H: drive?
- Verify internet connection and restart personal router (as needed)
- Check VPN is connected

- Restart computer
- Reconnect to VPN
- Verify if home drive is missing too
- Click on red X displayed on drive and see if it connects, if it does not connect:
    - Click on the Windows Start Button and type: CMD
    - Select Command Prompt from results list
    - Type: gpupdate/force and press enter (this can take a few minutes)
        - Once you get message back "computer policy update has completed successfully." Close window
    - Verify if drives have re-connected
- Clear cache

Ticket to Office of Information Services (OIS)

Direct Entry into the OIS Portal:
- You can do a direct entry into the OIS Portal by going to https://itservices.dhsoha.state.or.us/web/frontoffice/login?redirect=/
    - Enter in your computer log in (OR#/Computer password)
    - Click on make a request
    - Click on Request Form
    - Fill in the blanks (the more descriptive you are as to what the issue is the better)
    - Click Submit at the bottom
- You will receive an email with the service desk ticket number, email/ IM that information to IT Tim and he or an OIS tech will be in touch.

Email the Service Desk:
- You can email the service desk, OIS.ServiceDesk@dhsoha.state.or.us . You will receive an email with the service desk ticket number, email/ IM that information to IT Tim and he or an OIS tech will be in touch.

Call the Service Desk:
- You can always call the service desk, 503-945-5623. They may or may not be able to assist you directly over the phone. If they can't assist you, they will:
    - Open a service desk ticket
    - Email you the ticket number,
    - Email/ IM that information to IT Tim and he or an OIS tech will be in touch
- Have tech address issue
- Consider going to office and restarting to see if needed to reconnect to network and/or update

What needs to go in RED BINDER
- Phone list - work and personal (cellphone/home phone/OpenScape extension?)
- Child Safety Contacts
- Technology Troubleshooting contacts
- OpenScape Quick Guide
    - Setting emergency messages
- COOP Guide
- Weather plans
    - Central Office
    - ORCAH
- Alarm tab

- LEA Master List (have specific people save to desktop?)