

TSDS Incident Management Escalation Process

- ❑ [TSDS Components Supported by TIMS](#)
- ❑ [Escalation Process Overview](#)
- ❑ [LEA Campus User TIMS Access](#)
- ❑ [Level 1 & Level 2 TIMS Access](#)
- ❑ [Using the Knowledge Base](#)
- ❑ [FERPA and Use of Data in TIMS](#)
- ❑ [LEA Campus User Escalation Workflow: Creating An Incident](#)
- ❑ [Level 1 TIMS Escalation Workflow](#)
- ❑ [Level 2 TIMS Escalation Workflow](#)
- ❑ [TIMS Resources](#)
- ❑ [TIMS Best Practices](#)
- ❑ [Recap and Questions](#)



Course Pre-requisites

3



TEAL

TSDS
Overview

- ❑ TSDS – Texas Student Data System
- ❑ PEIMS – Public Education Information Management System
- ❑ TEA – Texas Education Agency
- ❑ ESC – Education Service Center
- ❑ LEA – Local Education Agency
- ❑ SIS – Student Information System
- ❑ SSIS – State-sponsored Student Information System
- ❑ TCC – Texas Computer Cooperative
- ❑ EDW – Education Data Warehouse
- ❑ TPEIR – Texas Public Education Information Resource
- ❑ UID – Unique Student and Staff Identifiers
- ❑ TIMS – TSDS Incident Management System

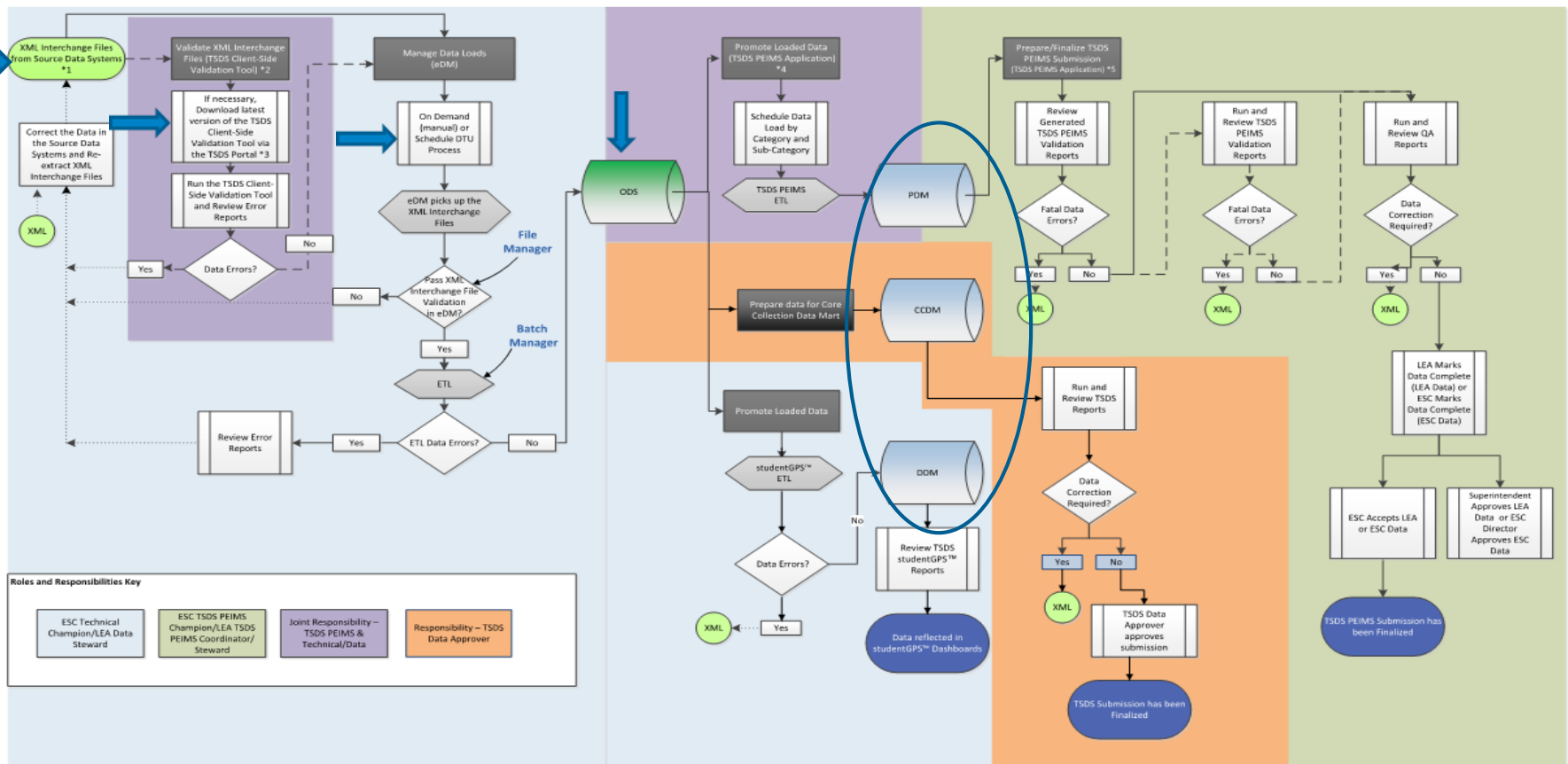


Data Loading Process

5



TSDS High Level End User Process Map



<http://www.tea.state.tx.us/Workarea/DownloadAsset.aspx?id=25769810585>

Copyright © 2015 Texas Education Agency. All rights reserved. TEA confidential and proprietary.



TSDS Components Supported by TIMS

tsds TSDS Component Supported by TIMS

7

Manage
Unique IDs



Unique ID



Client Side
Validation Tool

DTU Package

Data Transfer
Utility (DTU)



eDM (Manage Data
Loads)



PEIMS
Application



studentGPS
Dashboards

Core
Collections

ECDS
Application

- Enhanced matching logic
- Single unique identifier is assigned to both staff and students

- Downloaded from TSDS Portal
- Used by LEAs & ESCs to validate XML interchanges prior to loading
- Errors in interchanges must be corrected in source systems & revalidated

- A secure FTP file transfer client utility
- Downloaded from TSDS Portal & installed at LEA/ESC
- Facilitates On Demand & Scheduled file transfers
- Sends XML files to eDM
- Uses Service Account credentials for login & password
- User selects files to be transferred
- User can view transfer status

- Automatically picks up files that have been transferred by the DTU
- Runs files through data validations & updates the ODS
- Users can also manually upload files
- Error files are generated at initial file validation & again during ETL process
- Errors in interchanges must be corrected in source systems & revalidated


- User schedules and can monitor the promotion of data from the ODS to the PDM
- User specifies collection and submission (e.g. Fall, First)
- User selects Category (e.g. Staff) and Sub Category(ies) to be loaded (e.g. Employment Payroll Summary)
- User can monitor the status

- Data is loaded from ODS to a staging DDM
- If load successful, then it is moved to the production DDM for studentGPS™ display
- Metric calculations occur during the load of data from the ODS to the DDM
- Data is automatically refreshed nightly, no user interaction needed

- Early Childhood Data submission for kinder and pre-k
- Charter and Public Schools
- Data Collected include; demographic and, Assessment
- Data is converted for ODS loading

TPEIR

- The statewide data solution loads data from the certified PEIMS data store to the state's P-20 data warehouse, TPEIR.
- TPEIR will continue to provide the public aggregated reports on student graduation, teacher employment and certification, and higher education enrollment and graduation counts, that will help parents, districts, charter schools, and the public be more informed about education performance within the state of Texas.


TPEIR Reports

[Home](#) > [PK-12](#) > [High School Graduates Longitudinal Analysis - Statewide](#)

High School Graduates Longitudinal Analysis - Statewide

1. Choose District Type Group (Required)
This prompt requires at least 1 selection.


Available:

Selected:

Open Enrollment Charter Sc
Texas Youth Commission Sc

ISD/C:

>>



Texas PK-19 Public Education Information Resource

PSL-QR10

High School Graduates' Longitudinal Analysis - Statewide

District Type/SD/CSD

03/15/2013 11:24:48AM

Metrics	School Year	2010-2011	2009-2010	2008-2009	2007-2008	2006-2007	2005-2006	2004-2005	2003-2004	2002-2003	2001-2002
Graduates Minimum High School Program	47,820	38,855	38,858	35,284	42,221	48,770	54,540	65,550	76,005	84,133	
Graduates Recommended and Advanced High School Program	191,929	193,846	182,452	172,728	159,304	155,009	150,399	145,060	133,081	117,234	
Graduates Distinguished Achievement and Advanced Honors Program	35,496	33,512	31,161	29,183	25,911	24,300	21,302	19,871	16,888	12,964	
Graduates Individual Education Plan	7,350	7,638	7,340	8,771	5,610	6,660	8,113	7,756	7,047	6,361	
Total Number of Graduates	282,875	273,852	259,548	246,946	233,533	234,354	236,217	233,019	221,312		

Metrics	School Year	2000-2001	1999-2000	1998-1999	1997-1998	1996-1997	1995-1996	1994-1995	1993-1994	1992-1993	1991-1992
Graduates Minimum High School Program	95,388	119,800	112,284	112,888	101,854	88,884	86,042	97,823	97,148	100,720	
Graduates Recommended and Advanced High School Program	44,871	56,661	55,356	57,301	55,931	56,341	57,531	59,708	60,511	62,071	
Graduates Distinguished Achievement and Advanced Honors Program	99,215	76,248	58,288	47,813	38,672	35,679	35,607	33,338	33,189	34,055	
Graduates Individual Education Plan	10,823	8,458	27,822	30,042	35,431	34,089	31,926	28,025	25,556	23,184	
Total Number of Graduates	212,578	211,368	202,875	197,026	181,743	171,983	170,406	163,310	160,546	162,270	



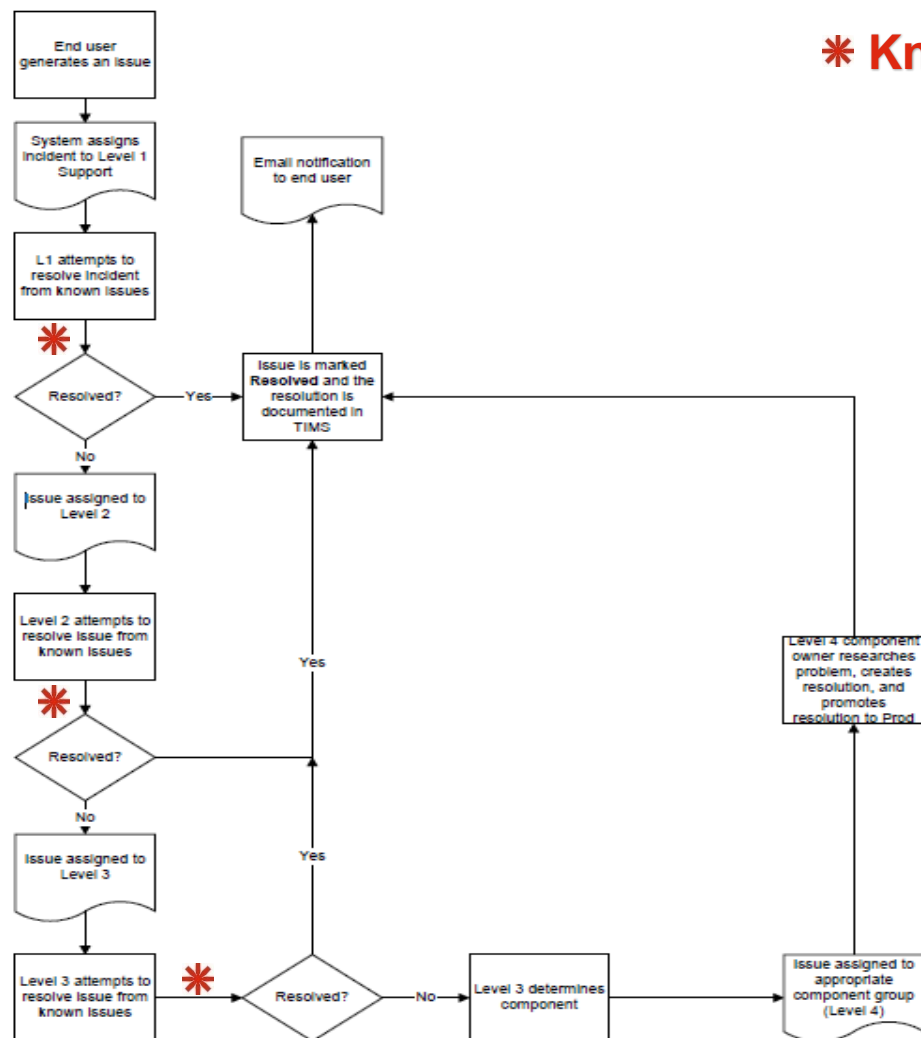
Escalation Process Overview



Tiers of Support Defined

10

Level	Support Contact
LEA/Campus User	Campus End User
Level 1	LEA Steward or the Level 2 Champion if support is contracted to the ESC or Certified Vendor
Level 2	ESCs or Certified Vendors
Level 3	TSDS Technical Support and SMEs
Level 4	TSDS Component Owners





LEA Campus User TIMS Access

Allen User [adam.warner@region10.org] My Messages(0) My Account(0) Help Exit ALLEN ISD(043901) ↓ GO

tsds texas student data system

Search

Home studentGPS™ Dashboards Utilities Support

Welcome

The Texas Student Data System (TSDS) is a data collection and reporting system that improves and standardizes Texas education data collection and management process and equips educators with timely, actionable, and historical student data to drive classroom and student success.

TSDS replaces and expands on the existing Public Education Information Management System (PEIMS).

GET STARTED

If you do not see an expected function, you may have selected an organization for which you do not have the necessary permissions. Please select a different organization or visit [TEAL](#) to request new permissions.

My Messages



Level 1 & Level 2 TIMS Access



Level 1 & Level 2 Support

15

Texas Education Agency

User and Access Management

Welcome, Allen User

Logout

Help

Online User Training

INT

Self-Service

- Access Applications
- My To-Do List
- Requests I've Submitted
- Change My Password
- My Security Questions
- My Application Accounts
- Edit My Profile
- Link TEASE Accounts

Applications

[Refresh Links](#)

Texas Student Data System Portal

Texas Student Data System Portal

[Texas Student Data System Portal](#)

[Add/Modify Access](#)

ALLEN ISD
Role: TSDS studentGPS Dashboards

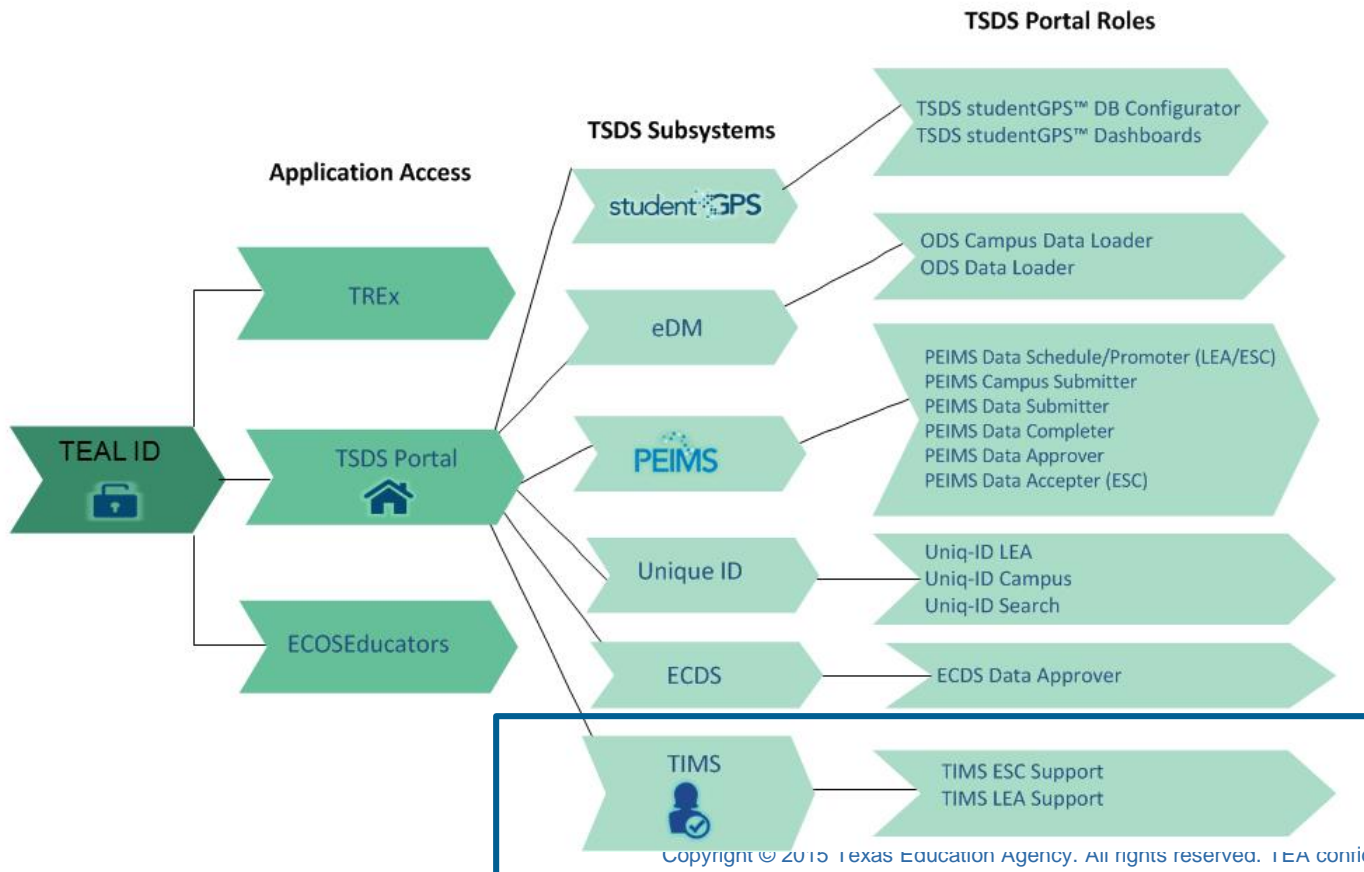


TEAL → TSDS Portal → TSDS Portal Roles

16



TEAL → TSDS Portal → TSDS Portal Roles



Application access details

Steps for adding access

1. Enter your Employing Organization (name or organization number).
2. Click the checkbox/radio button for the role(s) that you are applying for.
3. If there are parameters for the role(s) selected, enter that information.
4. Click the "Done" button to **queue** your request. This does not submit your request to TEAL.
5. Click the "Save Changes" button. This will then submit your access request to TEAL.

Employing Organization

Organization:

Who do you work for? In other words, what organization employs you (e.g. district, ESC, charter school)?

Roles & Parameters

☐ TIMS Level 2 Support

☒ TIMS Level 1 Support

Description:

TIMS Level 1 Support

* Requested Organization ID:

(Requested Organization ID)

Privileges:

- ☒ CORE Generate/view LEA Reports
- ☒ ECDS Access
- ☒ Fall Staff Responsibility
- ☒ IMT Level 1 Support

Comments:

Clear Roles

Application access details

Steps for adding access

1. Enter your Employing Organization (name or organization number).
2. Click the checkbox/radio button for the role(s) that you are applying for.
3. If there are parameters for the role(s) selected, enter that information.
4. Click the "Done" button to **queue** your request. This does not submit your request to TEAL.
5. Click the "Save Changes" button. This will then submit your access request to TEAL.

Employing Organization

* **Organization:**
Who do you work for? In other words, what organization employs you (e.g. district, ESC, charter school)?

Roles & Parameters

☐ FERPA Policy Admin

☒ **TIMS Level 2 Support**

Description:

A Level 2 IMT (TIMS) role specifically designed for an ESC or vendor support agent.

* **Requested Organization ID:**
(Requested Organization ID)

Privileges:

- ☒ CORE Generate/View LEA Reports
- ☒ ECDS Access
- ☒ Fall Staff Responsibility
- ☒ IMT Level 2 Support
- ☐ L2 WeBi Access


Comments:

Clear Roles



[anontest dwright \[David.Wright@tea.state.tx.us\]](#)[My Messages\(0\)](#)[My Account\(0\)](#)[Help](#)[Exit](#)

LEWISVILLE ISD(061902) [GO](#)

texas student data system

[Search](#)


[!\[\]\(e03fe9a24fe5105c8f59e912ae7b8724_img.jpg\)](#)[Unique ID](#)[PEIMS](#)[Utilities](#)[Support](#)

TSDS Support


TEA tracks TSDS issues ("incidents") via the TSDS Incident Management System.

From this page, you can **create** a new incident to report a problem you are experiencing or suggest an improvement, **view** incidents you have opened, and **search** the Knowledge Base to find existing resolutions to problems you may be experiencing with TSDS.


Your Support Tools



Search Knowledge Base



Create an Incident



View My Incidents



TIMS Level 1 and Level 2 Views

20

TEA - I. (701611)

GO

texas student data system

PEIMSCore CollectionUtilitiesSupport

TSDS Support

Please log in to access the TSDS Incident Management System (TIMS by JIRA).

TIMS

Log in to TIMS

Home

PEIMS

Core Collection

Utilities

Support



FERPA and Use of Data in TIMS

Level 1 LEA Steward

Access
granted



→ **TIMS** →

Level 2 Champion

Access
logged





Data Access Agreement

23

Escalate to Level 2

Escalation
Organization

None

The organization to whom this issue will be escalated, if necessary.

I am escalating this incident to the next support level. I understand that the ESC, certified vendor, and/or TEA personnel may need to access student or staff data to resolve this incident.

By escalating this incident, I am giving support staff at the ESC/vendor/TEA permission to access this data. This access is for the exclusive purpose of resolving this incident and will cease when the incident is closed. The scope of the access will be limited to only those data that are necessary to resolve the incident.

Comment

Viewable by assigned support users

Escalate to Level 2

Log Data Access

In order to resolve this ticket, the TSDS subsystems selected below were accessed. This access was

1. limited to only the data **necessary** to resolve this incident
2. performed in such a way as to protect the **privacy and security** of the data
3. in accordance with the **TEA TSDS Data Use Agreement**

Data Access
Subsystems

- ☒ Operational Data Store
- ☒ PEIMS Data Mart
- ☐ Dashboard Data Mart
- ☐ PET Data Mart
- ☐ Unique ID
- ☐ ETL Processes

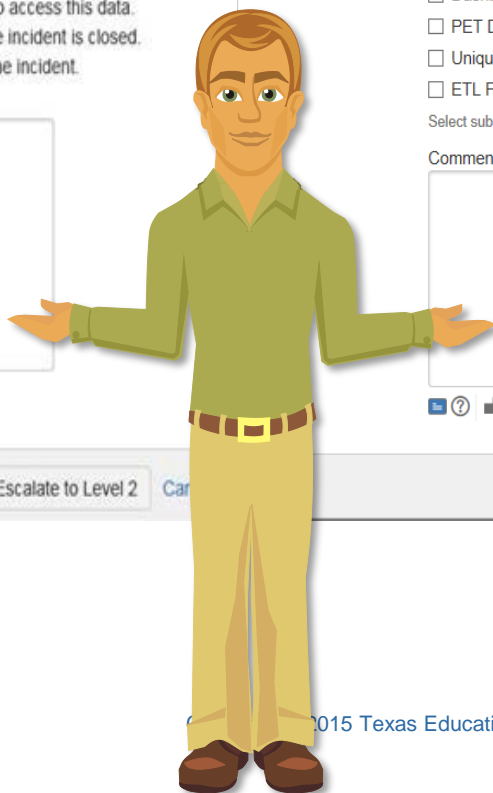
Select subsystems accessed in order to resolve this incident.

Comment

Viewable by assigned support users

Log Data Access

Cancel





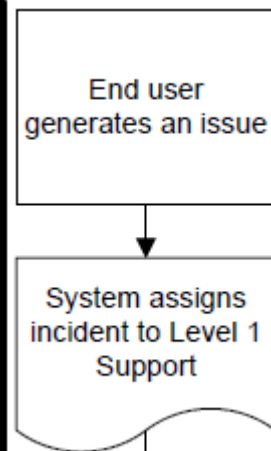
Escalation Workflow: LEA Campus User and Creating an Incident



End User (studentGPS® Dashboard User)

25

The screenshot displays the studentGPS dashboard for Cory Blaylock at Hollywood High School, Glendale ISD. A 'Submit Request' modal is open, prompting the user to provide feedback. The form includes fields for Name (Rafael Bragonier), Email (rafael.bragonier@edu.state), Phone, Subject (SEDS LEARNING HIGH SCHOOL - Overview), and Issue (-Select option-). A 'Detailed Description' text area is also present. The modal has 'Submit Request' and 'Cancel Request' buttons at the bottom. The background dashboard shows 'Student Information' tabs for Overview and Attendance and Discipline, with the latter selected. It displays 'ATTENDANCE AND DISCIPLINE' data, including a 'Daily Attendance Rate' and a list of attendance periods: Last Four Weeks, Last Eight Weeks, Year to Date, and Prior Year (2011-2012).






Using The Knowledge Base




Knowledge Base (LEA Campus User View)

27

anontest dwright [David.Wright@tea.state.tx.us]My Messages(0)My Account(0)HelpExitLEWISVILLE ISD(061902) **GO**

texas student data system**Search**


Unique IDPEIMSUtilities**Support**

TSDS Support


TEA tracks TSDS issues ("incidents") via the TSDS Incident Management System.

From this page, you can **create** a new incident to report a problem you are experiencing or suggest an improvement, **view** incidents you have opened, and **search** the Knowledge Base to find existing resolutions to problems you may be experiencing with TSDS.


Your Support Tools




Search Knowledge Base



Create an Incident



View My Incidents





Knowledge Base Link (Level 1 and Level 2 Views)

28

Welcome to TIMS - **DISASTER RECOVERY INSTANCE**

Quick Links: [Knowledge Base](#) | [TSDS Website](#) | [Help](#)



Tools ▾

L1 Support Queue

Heat Map: Active KB Articles

ECDS Portal TEAL TMS TSDS PEIMS
Unique ID eDM

studentGPS

There are 8 distinct 'Subsystem' values in 253
Issues

Filter Results: L1 Support Queue

No matching issues found.

Assigned to Me

There are no issues assigned to you.

Activity Stream

Activity Stream



No activity was found

Two Dimensional Filter Statistics: All Unresolved Support Issues

The filter for this gadget did not return any issues

Two Dimensional Filter Statistics: All Support Issues

The filter for this gadget did not return any issues



Active KB Articles

29

FILTERS

New filter

Find filters

My Open Issues

Reported by Me

Recently Viewed

All Issues

FAVORITE FILTERS

You don't have any favorite filters.

Active KB Articles

Edited

Save as

Details

TSDS Knowled...

Type: All

Posted

Assignee: All

eDM Loading

More

Advanced

Export

Tools

Order by Created

TSDSKB-329

eDM: Interchange Load Order & C...

TSDSKB-309

eDM: TSDS Interchange Load Order

TSDSKB-301

TSDS PEIMS: 2014-2015 Submissi...

TSDSKB-265

ECDS: Reporting Data FAQ's

TSDSKB-261

ECDS: Conversion and Validation...

TSDSKB-250

eDM: eDM Error Dictionary

TSDSKB-249

ECDS: General FAQ's

TSDSKB-234

eDM: Data Load Timelines

TSDSKB-225

studentGPS: Loading STAAR, ACT...

TSDSKB-192

eDM: 'Session has expired' When L...

TSDSKB-15

eDM: File size Limit in the Client Si...

TSDS Knowledge Base / TSDSKB-329

1 of 11

Email

Export

eDM: Interchange Load Order & Collection Submission Table

Watch Issue

More

Details

Subsystem: eDM

KB Metadata: Show

Description

BRIEF INTRODUCTION:

This article explains TSDS Collections/Submissions & Interchanges associated with it.

TASK / DESCRIPTION / DIAGNOSIS:

Interchange Load Order & Col

INTERCHANGES

1.	InterchangeEducationOrganizationExtension
2.	InterchangeEducationOrgCalendar
3.	InterchangeMasterScheduleExtension
4.	InterchangeStudentExtension
5.	InterchangeStudentParentExtension
6.	InterchangeStudentEnrollmentExtension
7.	InterchangeStaffAssociationExtension



TSDS Knowledge Base / TSDSKB-309

eDM: TSDS Interchange Load Order

[Watch Issue](#)
[More ▾](#)
[Email](#)
[Export ▾](#)

Details

Subsystem: eDM

KB Metadata: [Show](#)

Description

BRIEF INTRODUCTION:

TSDS and TSDS PEIMS will use the interchange schemas to load the data to the Education Data Warehouse (EDW). The interchange schemas must be loaded in the following order. If a collection does not require an interchange, then skip to the next interchange.

TASK / DESCRIPTION / DIAGNOSIS:

Section 7: TEDS Archive: 2014-2015 TEDS Interchange Schemas

1. InterchangeEducationOrganizationExtension
2. InterchangeEducationOrgCalendar
3. InterchangeMasterScheduleExtension
4. InterchangeStudentParentExtension
5. InterchangeStudentEnrollmentExtension
6. InterchangeStaffAssociationExtension
7. InterchangeStudentAttendanceExtension
8. InterchangeStudentDisciplineExtension
9. InterchangeStudentGradeExtension
10. InterchangeStudentTranscriptExtension
11. InterchangeStudentProgramExtension
12. InterchangeAssessmentMetadata
13. InterchangeStudentAssessment
14. InterchangeStudentCohort

Section 8.7: TSDS PEIMS Data Submission Responsibilities

1. InterchangeEducationOrganizationExtension
2. InterchangeMasterScheduleExtension
3. InterchangeStudentExtension
4. InterchangeStudentEnrollmentExtension



Helpful TIMS KB Articles

31

TSDSKB-272	TIMS: Setting up the TIMS Dashboard	TIMS
TSDSKB-260	TIMS: Setting Up Watch Issue	TIMS
TSDSKB-246	TIMS: Escalating, Returning and Resolving a TIMS Incident	TIMS
TSDSKB-196	TIMS: Email function in TIMS tickets	TIMS



Escalation Workflow: Level 1



LEA Campus User Create Incident

33

[Exit](#)



Examples: Here are a couple of examples of well-written detailed descriptions.

Teacher06 does not teach Geometry, World or otherwise. However, the last three classes listed on his drop down menu show that he has three World Geometry classes.

There are 15,634 Course Offering records being discarded and 35,737 section records being dropped because the education Org calendar file is empty. Please inform vendor that this file needs to be re-sent with the correct data.

Detailed Description of issue*
(max of 2000 characters)

Severity

Medium ▼

Attachment

 [Browse...](#)

[ADD MORE](#)

[SUBMIT](#)

[CANCEL](#)



Level 1 Escalation of Open Ticket

34

TEA - I. (701611)



GO



PEIMS

Core Collection

Utilities

Support

TSDS Support

Please log in to access the TSDS Incident Management System (TIMS by JIRA).

TIMS

Log in to
TIMS



System assigns
incident to Level 1
Support

L1 attempts to
resolve incident
from known issues



Resolved?

Yes

No

Issue assigned to
Level 2

Email notification
to end user

Issue is marked
Resolved and the
resolution is
documented in
TIMS

Home

PEIMS

Core Collection

Utilities



Levels of Severity Defined

35

	Description
Critical/Severity 1	Unplanned system outage/application Unavailable(Delete) Crashes, loss of data, severe memory leak(Use)
High/Severity 2	Bug with specific application functionality
Medium/Severity 3	Application functioning, but not as desired/expected
Low/Severity 4	<ul style="list-style-type: none">• Enhancement request• Question on functionality• Display/formatting issues



Create TIMS Incident (With Level 1 TIMS Role)

36



TIMS Dashboards ▾

Projects ▾

Issues ▾

Create issue

Quick Search



Welcome to TIMS! - **DEVELOPMENT / TEST**

Quick Links: [Knowledge Base](#) | [TSDS Website](#) | [Help](#)

System Dashboard

Tools ▾



Introduction

Welcome to the TSDS Incident Management System!
DEVELOPMENT/TEST

Assigned to Me

There are no issues assigned to you.

Activity Stream

TSDS IMT



June 01



Adam Warner (Admin) changed the Assignee to 'Adam Warner (Admin)' on
TSDSKB-314 - Test TIMS KB Template



01/Jun/15 11:14 AM Watch

April 25

Favorite Filters

You have no favorite filters at the moment.

[Create Filter](#) | [Manage Filters](#)



Level 1 Create Incident

37

Create Issue

Project*

TSDS Support

Issue Type*

User Request

?

Auto-fill my name, telephone and email

Submitter Name*

John Do

The name of the person submitting the issue (or the primary contact if submitting on someone else's behalf).

Submitter Org*

None

The organization of the submitter, or the org that the issue pertains to, if submitting on another's behalf. This is used to set issue security when creating an issue directly in TIMS.

Campus Name

Submitter's campus name, or campus name of issue, if applicable

Campus CDN

Submitter's campus number, or campus number of issue, if applicable

Submitter Phone*

Not available

Phone number for the person submitting the issue (or the primary contact if submitting on behalf of another).

Submitter Email*

john.do@esc0.net

Email address of the person submitting the issue (or the primary contact if submitting on behalf of another).

Submission Date

01/May/15 3:53 PM

Date and time the issue was submitted.

Subsystem*

None

The subsystem where the issue occurred (i.e., PEIMS, StudentGPS, User Access, Unique ID)

Create another






Create

Cancel

Issue Types

JIRA can be used to track many different types of issues. The currently defined issue types are listed below. In addition, you can add more in the administration section.

FOR REGULAR ISSUES

 Enhancement Request	A new feature or improvement to the product, which has yet to be developed.
 KB Article	A knowledge base article.
 Problem	A problem which impairs or prevents the functions of the product.
 Question	A general question regarding product usage or functionality.
 User Request	A request for assistance or support from the end user of the product.

Issue Type*

 User Request





Creating Incident Cont.

39

Create Issue

Summary

Description *

?

Severity *

Medium

?

NOTE: When choosing the CRITICAL priority level, you are obligating yourself and your district or ESC staff to working around the clock if necessary to resolve this issue.

Attachment

Browse...

The maximum file upload size is 25.00 MB.

Environment

?

For example operating system, software platform and/or hardware specifications (include as appropriate for the issue).

Note: The two fields below do not need to be entered, they will be filled in automatically.

LEA Name

LEA Name, populated automatically based on Submitter Org or TEAL data, as applicable.

LEA CDN

LEA County-District Number, populated automatically based on Submitter Org or TEAL data, as applicable.

☐ Create another

Create

Cancel



Levels of Severity Defined

40

Priority Levels

An issue has a priority level which indicates its importance. The currently defined priorities are listed below. In addition, you can add more priority levels in the administration section.

↑ Critical	Crashes, loss of data, severe memory leak.
↑ High	Problem with specific application functionality, major impact.
↓ Medium	Application functioning, but not as desired/expected.
↓ Low	Enhancement request, question on functionality, or display/formatting issues.

Severity*

↓ Medium



NOTE: When choosing the CRITICAL priority level, you are obligating yourself and your district or ESC staff to working around the clock if necessary to resolve this issue.



TIMS Dashboard Setup


41



A screenshot of the TIMS (Texas Incident Management System) dashboard setup interface. The top navigation bar is dark blue and contains the 'tsds' logo, a 'TIMS Dashboards' dropdown menu, 'Projects' and 'Issues' dropdowns, and a 'Create issue' button. Below the navigation bar, a light gray banner displays 'Welcome to TIMS!' followed by a dropdown menu with 'View System Dashboard' and 'Manage Dashboards' options. A mouse cursor is hovering over 'Manage Dashboards'. Below this banner, the text 'System Dashboard' is visible. The main content area features a blue header for the 'Introduction' section, which contains the text: 'Welcome to the TSDS Incident Management System! TRAINING ENVIRONMENT'.



TIMS Dashboard Setup Cont.

42

TIMS Dashboards ▾ Projects ▾ Issues ▾ [Create Issue](#)


 

Welcome to TIMS! - **DEVELOPMENT / TEST** Quick Links: [TSDS Website](#) | [Help](#)

Manage TIMS Dashboards

Create new TIMS dashboard Restore Defaults

Favorites





My 

Popular

Search

Favorite TIMS Dashboards


This page allows you to manage all your favorite TIMS dashboards.

Name	Owner	Shared With
★ L1 Support Queue Default TIMS dashboard for level 1 data stewards at the LEA.	Adam Warner (Admin) (warnera)	• Project: TSDS Support Role: Level 1 - LEA Users  
★ System Dashboard	System	• Shared with all users  



TIMS Dashboard Setup Cont.

43

**tsds** times student data system




TIMS Dashboards ▾ Projects ▾ Issues ▾ [Create issue](#)

Welcome to TIMS! **L1 Support Queue** **MENT *****


[Manage Dashboards](#)


L1 Support Queue

Activity Stream

Activity Stream   




September 05

 **TSDS Portal End User** updated the L1 Security Group of TSDS-1132 - Create an Issue with Custom Fields

 05/Sep/14 2:21 PM [Comment](#) [Watch](#)

TSDS Portal End User created TSDS-1132 - Create an Issue with Custom

Filter Results: L1

T	Key
	TSDS-1132
	TSDS-1099
	TSDS-1104

1-3 of 3




Reviewing the Dashboard

44

Activity Stream

Activity Stream

September 05



TSDS Portal End User updated the L1 Security Group of TSDS-1132 - Create an Issue with Custom Fields


05/Sep/14 2:21 PM [Comment](#) [Watch](#)

TSDS Portal End User created TSDS-1132 - Create an Issue with Custom Fields

Creating an issue with custom fields.

05/Sep/14 2:21 PM [Comment](#) [Watch](#)

July 08



Adam Warner (Admin) changed the status to Level 3 In Progress on TSDS -791 - HEBRON 9TH GRADE CAMPUS - Overview

Filter Results: L1 Support Queue

T	Key	Sev	Summary	Status	Created
	TSDS-1132		Create an Issue with Custom Fields	OPEN	05/Sep/14
	TSDS-1099		4/28/14	LEVEL 1 FOLLOWUP	28/Apr/14
	TSDS-1104		TIMS Demo Ticket	OPEN	28/Apr/14

1-3 of 3

Assigned to Me

There are no issues assigned to you.

Two Dimensional Filter Statistics: All Unresolved Support Issues

Priority

 Critical  High  Medium  Low  Very Low



Current Status of Incidents

45

Current Status	Description	Level To Set Status	Level Assigned
Open	The incident is open and ready for the assignee to start work on it.		Level 1
In Progress	The incident is being actively worked on by the assignee in Level 1.	Level 1	Level 1
Hold for Customer	More information is needed from the initiator of the problem or the end user before progress can continue.	Level 1	Customer
Level 2 Incoming	The incident has been referred to Level 2 Support	Level 1	Level 2
Level 3 Incoming	The incident has been referred to Level 3 TEA TSDS Support	Level 2	Level 3
Level 4 Incoming	The incident has been referred to Level 4 TSDS Component Owner	Level 3	Level 4



Assigning the Incident: Start Progress

46



TSDS Support / TSDS-5819

Test

[Edit](#) [Comment](#) [Assign](#) [More ▾](#) [Escalate to Level 2](#) [Stop Progress](#) [Workflow ▾](#)

[Email](#) [Export ▾](#)

Details

Type: User Request
Severity: Medium
Component/s: None
Labels: None
Submitter Name: Shawn Tomes

Status: **IN PROGRESS**
[\(View Workflow\)](#)
Resolution: Unresolved
Security Level: **Default**



People

Assignee: Shawn Tomes
Reporter: Shawn Tomes
L1 Security Group: 101902
L2 Security Group: 057950
Watchers: [Start watching this issue](#)

Resolve Issue

Resolution* ?

Subsystem*

The subsystem where the issue occurred (i.e., PEIMS, StudentGPS, User Access, Unique ID)

Submitter
Notification
Comment

IMPORTANT: This comment will be sent to the submitter email when the issue is resolved.

*** **Reminder to TEA Level 3 & 4 Agents and Level 2 ESC Champions & Certified Vendors:** Be sure that you have logged any school data accessed in any TSDS subsystem by clicking on the "Data Access Log" button from Level 2, 3 or 4 In Progress or Follow Up steps. Click on Cancel to go back.

Resolve

Cancel



Escalating an Issue to Level 2

48

Escalate to Level 2

Escalation
Organization

None

The organization to whom this issue will be escalated, if necessary.

I am escalating this incident to the next support level. I understand that the ESC, certified vendor, and/or TEA personnel may need to access student or staff data to resolve this incident.

By escalating this incident, I am giving support staff at the ESC/vendor/TEA permission to access this data. This access is for the exclusive purpose of resolving this incident and will cease when the incident is closed. The scope of the access will be limited to only those data that are necessary to resolve the incident.

Comment



Viewable by assigned support users

Escalate to Level 2

Cancel



Escalation Workflow: Level 2



Unique ID

eDM Data Loads

Utilities

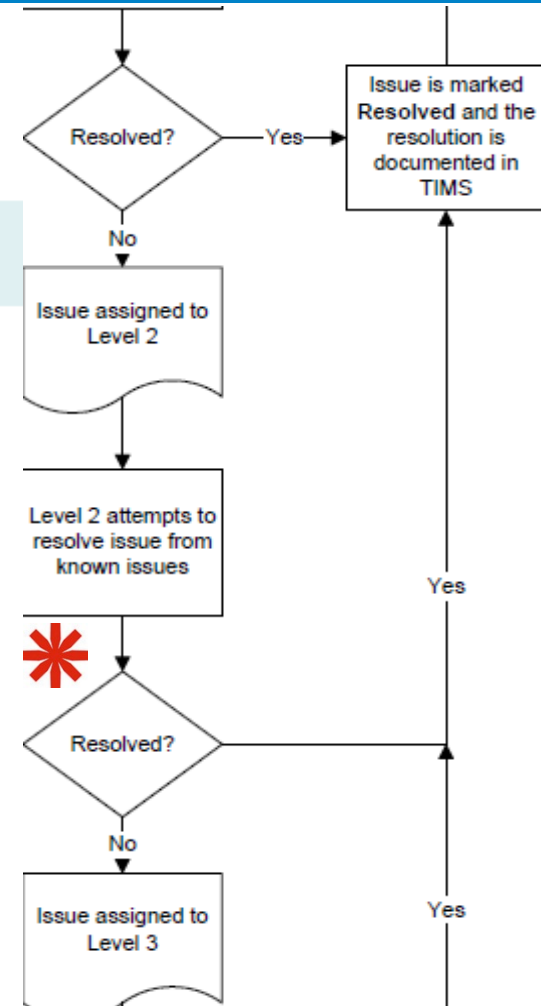
Support

TSDS Support

Please log in to access the TSDS Incident Management System (TIMS by JIRA).

TIMS

Log in to
TIMS





Level 2 Create Incident

51

Create Issue

Project*

TSDS Support

Issue Type*

User Request

?

Auto-fill my name, telephone and email

Submitter Name*

John Do

The name of the person submitting the issue (or the primary contact if submitting on someone else's behalf).

Submitter Org*

None

The organization of the submitter, or the org that the issue pertains to, if submitting on another's behalf. This is used to set issue security when creating an issue directly in TIMS.

Campus Name

Submitter's campus name, or campus name of issue, if applicable

Campus CDN

Submitter's campus number, or campus number of issue, if applicable

Submitter Phone*

Not available

Phone number for the person submitting the issue (or the primary contact if submitting on behalf of another).

Submitter Email*

john.do@esc0.net

Email address of the person submitting the issue (or the primary contact if submitting on behalf of another).

Submission Date

01/May/15 3:53 PM

Date and time the issue was submitted.

Subsystem*

None


The subsystem where the issue occurred (i.e., PEIMS, StudentGPS, User Access, Unique ID)

Create another

Create

Cancel

	Description
Question	Ask a TSDS question to the support team on process or procedures.
Enhancement Request	Request an enhancement to a TSDS application.
Problem (Most Common)	Report a problem with the TSDS functionality
User Request	A request other than an enhancement or support issue.

Issue Type*
?




Creating Incident Cont.

53

Create Issue

Summary

Description *

?

Severity *

Medium

?

NOTE: When choosing the CRITICAL priority level, you are obligating yourself and your district or ESC staff to working around the clock if necessary to resolve this issue.

Attachment

Browse...

The maximum file upload size is 25.00 MB.

Environment

?

For example operating system, software platform and/or hardware specifications (include as appropriate for the issue).

Note: The two fields below do not need to be entered, they will be filled in automatically.

LEA Name

LEA Name, populated automatically based on Submitter Org or TEAL data, as applicable.

LEA CDN

LEA County-District Number, populated automatically based on Submitter Org or TEAL data, as applicable.

☐ Create another

Create

Cancel



Reviewing the Dashboard

54

Heat Map: TSDS Knowledge Base

Activity Stream

Activity Stream



Today



Shawn Tomes commented on TSDS-5819 - Test

(Automatic Comment):
Submitter Org was changed to ALDINE ISD (101902).

8 minutes ago [Comment](#) [Watch](#)

Shawn Tomes created TSDS-5819 - Test

Test

8 minutes ago [Comment](#) [Watch](#)

May 04



ESCSupportUser Stehouwer changed the status to Level 3 Incoming on TSDS-5816 - TIMS Test Ticket - REg. 5 Demo

[need additional help.](#)

Filter Results: L2 Support Queue

No matching issues found.

Assigned to Me

There are no issues assigned to you.

Two Dimensional Filter Statistics: All Unresolved Support Issues

Assignee	Priority	
	↓ Medium	T:
Shabana Momin	1	1
Unassigned	2	2
Total Unique Issues:	3	3

Showing 2 of 2 statistics.

Filter: [All Unresolved Support Issues](#)

Two Dimensional Filter Statistics: All Support Issues

Status	Subsystem			
	TIMS	TSDS PEIMS	eDM	T:
OPEN	1	0	0	1
RESOLVED	0	0	1	1
LEVEL 3 INCOMING	0	1	1	2
Total Unique Issues:	1	1	2	4

Showing 3 of 3 statistics.

Filter: [All Support Issues](#)



Assigning the Incident: Start Progress

55



TSDS Support / TSDS-5816

TIMS Test Ticket - REg. 5 Demo

Edit

Comment

Assign

More ▾

Log Data Access

Resolve Issue

Workflow ▾

Email

Export ▾

Details

Type: ☒ Problem
Severity: ☒ Medium
Component/s: None
Labels: None
Submitter Name: ESCSupportUser Stehouwer

Status: **Level 2 In Progress**
([View Workflow](#))
Resolution: Unresolved
Security Level: **Default**

People

Assignee: Shawn Tomes
Reporter: ESCSupportUser Stehouwer
L1 Security Group: 701603
Watchers: [Start watching this issue](#)





Log Data Access

56

Log Data Access

In order to resolve this ticket, the TSDS subsystems selected below were accessed. This access was

1. limited to only the data **necessary** to resolve this incident
2. performed in such a way as to protect the **privacy and security** of the data
3. in accordance with the **TEA TSDS Data Use Agreement**

Data Access ☒ Operational Data Store

Subsystems ☒ PEIMS Data Mart

☐ Dashboard Data Mart

☐ PET Data Mart

☐ Unique ID

☐ ETL Processes

Select subsystems accessed in order to resolve this incident.

Comment



Viewable by assigned support users

Log Data Access

Cancel



More information Needed

57

Return to Level 1

- Support Followup Reasons
- ☐ None
 - ☒ More Information Needed - See Comment
 - ☐ Duplicate
 - ☐ Completed
 - ☐ Cannot Reproduce

The followup reasons that can be set when de-escalating an issue.

Comment



Viewable by assigned support users

Return to Level 1

Cancel

Resolve Issue

Resolution* ?

Subsystem*

The subsystem where the issue occurred (i.e., PEIMS, StudentGPS, User Access, Unique ID)

Submitter
Notification
Comment

IMPORTANT: This comment will be sent to the submitter email when the issue is resolved.

*** **Reminder to TEA Level 3 & 4 Agents and Level 2 ESC Champions & Certified Vendors:** Be sure that you have logged any school data accessed in any TSDS subsystem by clicking on the "Data Access Log" button from Level 2, 3 or 4 In Progress or Follow Up steps. Click on Cancel to go back.

Resolve Cancel



Escalating to Level 3

59



TSDS Support / TSDS-1192

[Create an Issue with Custom Fields](#)



Escalate to Level 3: TSDS-1192

Comment



Viewable by assigned support users

Escalate to Level 3

Cancel



TIMS Resources

5

Contents

Introduction	3
Audience	3
Features.....	3
User Levels and Roles.....	4
FERPA and Use of Data in TIMS.....	5
Simplified Workflow for TIMS	6
Using the Basic Features of TIMS	7
Getting Access to TIMS	7
Accessing TIMS.....	8
Searching the Knowledge Base	10
Submitting an Incident Report.....	13
Viewing Your Personal Incident Reports.....	15
Managing Incidents in Support Views	17
Accessing TIMS.....	17
Performing an Initial Setup	17
Reviewing the Dashboard	19
Adjusting the Dashboard.....	20
Understanding the Support Queue and Assigned to Me.....	21
Understanding the Support Issues Tables.....	22
Viewing the Detail of an Incident.....	24
Top-Row Buttons	27
Details	27
Activity	28
People.....	32
Dates	32
Time Tracking.....	32



TIMS Best Practices



Tips When Creating a Ticket

64

- ❑ **Determine if it's a data or a service issue**
- ❑ **Search the Knowledge Base first**
- ❑ **Attach screenshots and/or files**
- ❑ **Include the error message**
- ❑ **Describe the steps followed before error occurred**
- ❑ **Mention troubleshooting already done**
- ❑ **Be detailed in description**
- ❑ **Be specific about what you see**
- ❑ **Communicate what you found in the knowledge base (this may help TEA to update the KB appropriately)**
- ❑ **Communicate the browser being used**



Linking Incidents

65

Link

TIMS Issue

[Web Link](#)

Select a TIMS issue to link this issue to

This issue

relates to



Issue

I

or [search for an issue](#)

Begin typing to find recently viewed issues

Comment



Viewable by assigned support users

Link

Cancel

tsds Viewing Incidents

66

FILTERS

New filter

Find filters

My Open Issues

Reported by Me

Recently Viewed

All Issues

FAVORITE FILTERS

testing

My Open Issues

Save as

Project: All

Type: All

Status: All

Current User

More

Advanced

Resolution: Unresolved

Order by Updated

TSDS-1166

LEWISVILLE ISD - Admin

TSDS-1202

Test - No grades on reports

TSDS-1124

test

TSDS-780

can i attach a file

TSDS Support / TSDS-1166

LEWISVILLE ISD - Admin

Edit

Comment

Assign

More

Escalate to Level 2

Stop Progress

Workflow

Email

Export

1 of 4

Details

Type: Problem

Severity: High

Component/s: None

Labels: None

Environment: > <UserAgent>Mozilla/5.0 (Windows NT 6.1; Trident/7.0; rv:11.0) like Gecko</Us...

Submitter Name: deborah.largent

Submitter Phone: 2222222

Submitter Email: anisha.yadiapalli@tea.state.tx.us

Subsystem: StudentGPS

Working Priority: Medium/Severity 3 - Application functioning, but not as desired/expected

LEA Name: Lewisville ISD - 061902

LEA CDN: 061902

Attachment Count: 0

Status: IN PROGRESS

Resolution: Unresolved

Security Level: Default

Description

Feedback Form

Subject: LEWISVILLE ISD - Admin

Name: deborah.largent

Email: anisha.yadiapalli@tea.state.tx.us

StaffUSI:

Phone: 2222222

People

Assignee: LEA Rissas

Reporter: TSDS Portal End User

L1 Security Group: 061902

Watchers: Start watching this issue

Dates

Created: 09/Jul/14 10:03 AM

Updated: 13/Oct/14 3:37 PM

Submission Date: 09/Jul/14 10:03 AM



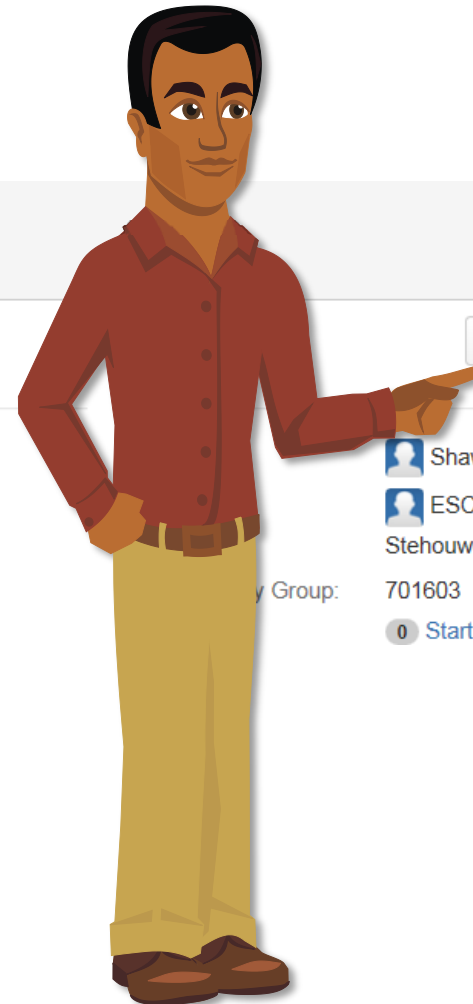
TSDS Support / TSDS-5816

TIMS Test Ticket - REg. 5 Demo

[Edit](#) [Comment](#) [Assign](#) [More ▾](#) [Log Data Access](#) [Resolve Issue](#) [Workflow ▾](#)[Email](#) [Export ▾](#)**Details**

Type:	<input checked="" type="checkbox"/> Problem	Status:	LEVEL 3 IN PROGR...
Severity:	↓ Medium		(View Workflow)
Component/s:	None	Resolution:	Unresolved
Labels:	None	Security Level:	Default

Shawn Tomes
 ESCSupportUser Stehouwer
Group: 701603
[0 Start watching this issue](#)



Email This Issue

Here you can compose and send the issue details in email

Start typing JIRA user names or full names to get a list of possible matches.
You can also specify comma-separated list of arbitrary email addresses.

Start typing to get a list of possible matches or press down to select.

Subject: (TSDS-5816)

The subject is generated from the template matching this issue.

The value you edit here will be set in the email.

Body:



Attach more files

Browse...

Select or drag-and-drop files here to attach to the outgoing emails. The files will be attached to the issue as well.

The maximum file upload size is 25.00 MB .

Details

Key: TSDS-5816

Summary: TIMS Test Ticket - REg. 5 Demo

Issue Type: ☒ Problem

Status: Level 3 In Progress

Severity: Medium

Description

TIMS Test Ticket

People

Assignee: Shawn Tomes

Reporter: ESCSupportUser Stehouwer

Dates

Created: 02/May/15 2:58 PM

Updated: Yesterday 10:24 AM

Custom Fields

Attachment Count: 0

Cancel Tech Coach

Message:

Data Access

Comment:

Data Access L2

Escalation Notice:

Data Access Log

Reminder:

Data Access: Operational Data Store, PEIMS Data Mart

Subsystems:





Becoming a Watcher

69



TSDS Support / TSDS-5819

Test

[Edit](#) [Comment](#) [Assign](#) [More ▾](#) [Escalate to Level 2](#) [Stop Progress](#) [Workflow ▾](#)

[Email](#) [Export ▾](#)

Details

Type:	User Request	Status:	IN PROGRESS
Severity:	↓ Medium		(View Workflow)
Component/s:	None	Resolution:	Unresolved
Labels:	None	Security Level:	Default
Submitted Name:	Shawn Tomes		


People

Assignee:	Shawn Tomes
Reporter:	Shawn Tomes
L1 Security Group:	101902
L2 Security Group:	057950
Watchers:	1 Stop watching this issue




tsds Add Subscription

70

 texas student data system


TIMS Dashboards ▾ Projects ▾ Issues ▾ **Create issue**

Welcome to TIMS! - Training Environment

 Profile: Shawn Tomes

Summary

Details

Avatar: 

Username: shawn.tomes

Full Name: Shawn Tomes

Email: shawn.tomes@tea.state

Password: [Change Password](#)

Remember My Login: [Clear All Tokens](#)

Groups: 000000
701603
IMTLEA
jira-users

Preferences

Page Size: 50

Email Type: HTML

Language: English (United States) [

Time Zone: JIRA default (GMT-06:00)

My Changes: Do not notify me

Filter and Dashboard: Unshared

Sharing:


Keyboard shortcuts: Enabled


Autowatch: Inherit from global settings


Current search


Search for issues


Recent issues

 TSDSKB-1 Hello, world! I am a...

 TSDS-1162 LEWISVILLE ISD - Adm...

 TSDS-1176 TEST QUESTION AGAIN

 TSDS-1166 LEWISVILLE ISD - Adm...

 TSDS-1230 test

more...

Filters

My Open Issues

Reported by Me

Manage filters

Timesheet

Subscriptions

Quick Search


Quick Links: [Knowledge Base](#) | [TSDS Website](#) | [Help](#)


Tools ▾

Filters ▾


Activity Stream

Today

 **Shawn Tomes** started progress on TSDS-5819 - Test

 Today 12:20 PM [Comment](#)


Wednesday

 **Shawn Tomes** changed the status to Level 3 In Progress on TSDS-5816 - TIMS Test Ticket - REg. 5 Demo


In order to resolve this ticket, the TSDS subsystems listed below were accessed. This access was

- limited to only the data necessary to resolve this incident
- performed in such a way as to protect the privacy and security of the data
- in


[Read more »](#)

 27/May/15 10:24 AM [Comment](#) [Watch](#)

Shawn Tomes changed the status to Level 3 In Progress on TSDS-5816 - TIMS Test Ticket - REg. 5 Demo

 27/May/15 10:14 AM [Comment](#) [Watch](#)

Shawn Tomes changed the status to Level 3 Incoming on TSDS-5816 - TIMS Test Ticket - REg. 5 Demo

 27/May/15 9:59 AM [Comment](#) [Watch](#)

Shawn Tomes updated the L2 Security Group of TSDS-5816 - TIMS Test Ticket - REg. 5 Demo

(Automatic Comment): Escalation Org set to SOAL Technologies LLC (950007).

FILTERS

New filter

Find filters

My Open Issues

Reported by Me

Recently Viewed

All Issues

FAVORITE FILTERS

You don't have any favorite filters.

Search

Save as

Project: All

Type: All

Status: Atus: All

Assignee: All

Contains text

More

Advanced

All Projects

TSDS Knowledge Base (T...

TSDS Support (TSDS)

ECDS: ECDS Template Video T...

TSDSKB-285

TEAL: Role definitions

TSDSKB-282

studentGPS: Credit Metric

TSDSKB-280

UniqueID: Canceling Unresolved...

TSDSKB-279

Portal: TSDS Portal Access thro...

TSDSKB-277

ECDS: Submission Timelines

TSDSKB-276

EDCS: ECDS 2014-2015 Asses...

1 of 251

Watch Issue

More

TSDS Knowledge Base / TSDSKB-289

UniqueID: UID change failed to update in PID

Details

Subsystem: Unique ID

KB Metadata: Show

Description

Who does it impact?

All LEA's and ESC's who support the LEA'

When is it used?

Updating Unique ID Records

Why is it important?

Understanding UID/PID Update failures

What are the main critical points and/or steps?

Email

Export

Copyright © 2015 Texas Education Agency. All rights reserved. TEA confidential and proprietary.



Subscription to Filter

72

Welcome to TIMS! - Training Environment

Edge Base | TSDS Website | Help

Manage Filters

Favorite

My

Popular

Search



Filter Subscription

- Schedule ☒ Daily
☐ Days per Week
☐ Days per Month
☐ Advanced

Interval ▾ at ▾ ▾
 ▾

The current server time is 29/May/15 5:06 PM - Central Daylight Time

☐ Email this filter, even if there are no issues found

Subscribe

Cancel



Subscription to Filter

73



TIMS Dashboards ▾

Projects ▾

Issues ▾

Create issue

Quick Search

?



Welcome to TIMS! - Training Environment

Quick Links: [Knowledge Base](#) | [TSDS Website](#) | [Help](#)

Manage Filters

Favorite

My

Popular

Search

My Filters



Filters are issue searches that have been saved for re-use. This page shows all filters that you own.

Name

Shared With

Subscriptions

★ Test

• Private filter

1 Subscription



Atlassian JIRA Project Management Software (v6.2.6#6264-sha1:ee76422) · [About JIRA](#) · [Report a problem](#)

This JIRA site is for non-production use only.



Recap and Questions



TSDS Knowledge Base / TSDSKB-309 eDM: TSDS Interchange Load Order

Watch Issue More ▾ Email Export ▾

Details

Subsystem: eDM
KB Metadata: Show

Description

BRIEF INTRODUCTION:

TSDS and TSDS PEIMS will use the interchange schemas to load the data to the Education Data Warehouse (EDW). The interchange schemas must be loaded in the following order. If a collection does not require an interchange, then skip to the next interchange.

TASK / DESCRIPTION / DIAGNOSIS:

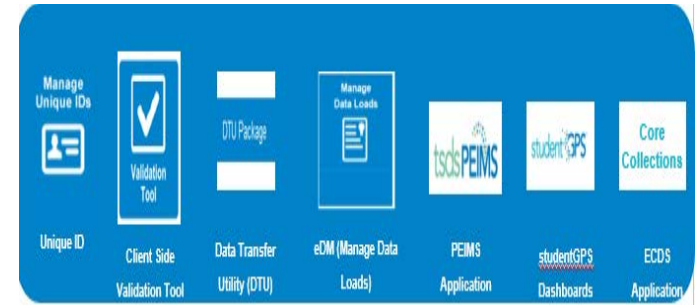
Section 7: TEDS Archive, 2014 2015 TEDS Interchange Schemas

1. InterchangeEducatorOrganizationExtension
2. InterchangeEducatorOrgCalendar
3. InterchangeMasterScheduleExtension
4. InterchangeStudentParentExtension
5. InterchangeStudentEnrollmentExtension
6. InterchangeStaffAssociationExtension
7. InterchangeStudentAttendanceExtension
8. InterchangeStudentDisciplineExtension
9. InterchangeStudentGradeExtension
10. InterchangeStudentTranscriptExtension
11. InterchangeStudentProgramExtension
12. InterchangeAssessmentMetadata
13. InterchangeStudentAssessment
14. InterchangeStudentEnrollment

Section 8.7: TSDS PEIMS Data Submission Responsibilities

1. InterchangeEducatorOrganizationExtension
2. InterchangeMasterScheduleExtension
3. InterchangeStudentExtension
4. InterchangeStudentEnrollmentExtension

Your Support Tools



TSDS Support

Please log in to access the TSDS Incident Management System (TIMS by JIRA).

TIMS

Log in to TIMS





Simple Solution. Brighter Futures.



MORE DATA



IMPROVED ID



NEW SAVINGS



EXPANDED REPORTS



BETTER PLANNING

Search



76

Questions?

www.TexasStudentDataSystem.org