External Partner ImpaCT Reporting Sheet

Date:	_____	Time:	_____
Staff Name:	_____	Staff Supervisor:	_____
DSS Business Owner / Liaison:	_____	Staff ImpaCT ID:	_____
Organization:	_____	Case or Client Number Used:	_____

- ☐ System Issue: A System Issue is one that involves the functionality of the ImpaCT software.
- ☐ Training Issue: A training issue is a widespread recurring problem that a large number of employees share in common regarding their instruction on how to use ImpaCT.
- ☐ Conversion Issue: A conversion issue is one in which the information which has been converted into ImpaCT appears corrupted or incorrect.
- ☐ Policy Issue: A policy issue occurs when it seems that the ImpaCT system conflicts with DSS programmatic policies and procedures.
- ☐ Process Issue: A Process concern involves a documented process that appears not to function as designed.

Forward issues to your DSS Business Liaison. Screen shots are helpful if possible.

Please give a brief but detailed description of what the concern involves. Include screenshots of all error message details whenever available.

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