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# ImpaCT Implementation Roles

**State of Connecticut  
Department of Social Services (DSS)**

9/13/16



# Implementation Support Team I Support

ImpaCT Project  
Sponsor

ImpaCT Project  
Office  
Leadership

Field Operations  
Leadership

I Team

ITS

Deloitte

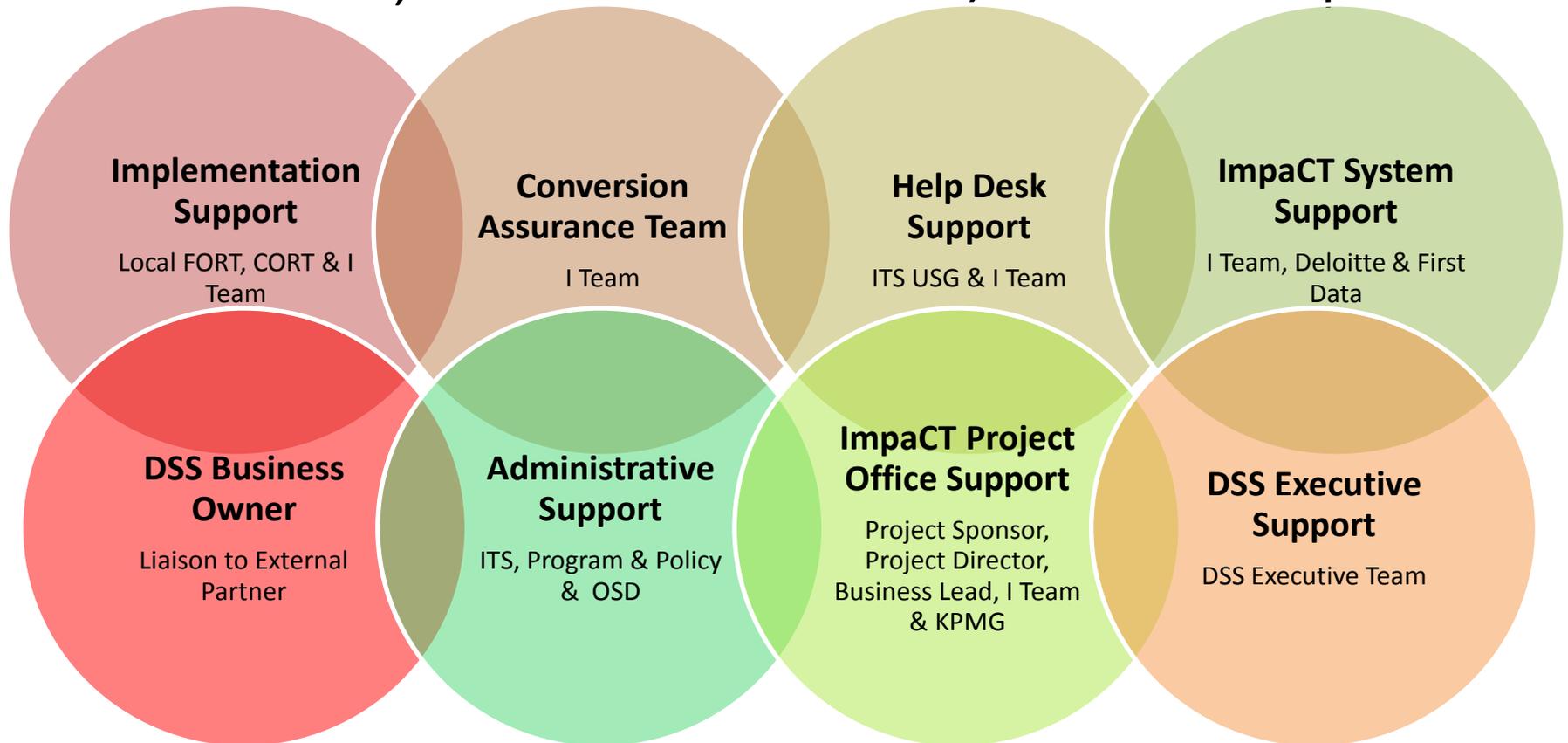
First Data

KPMG

# I Support Structure

## CO, Non Test Offices & External Partners

The I Support Teams will provide support through the CORT Leads, DSS Business Owners, I Team & Help Desk



# I Support Responsibilities

## **Implementation Team – CO, Non- Test Office & External Partners Support**

**CORT Lead**– manages communications & coordinates implementation with CORT Leads from the divisions & DSS Business Owners for External Partners

**DSS Business Owner** manages communications & coordinates implementation with CORT Leads

- **CORT Leads (non test offices)** - manage communications & coordinates implementation with CORT Team

**CORT Statewide Lead**– Manage a daily call; Attend daily call to report out on CORT Statewide Lead – CORT and External partners; both support escalation process, troubleshoot & triage issue

**CORT Area Leads** - troubleshoots, supports the escalation process, assists in documenting issues for escalation & communicates issues

## **Help Desk (User Support Group - USG)**

Troubleshooting user support – utilizes escalation process with existent protocols

## **ImpaCT System Support**

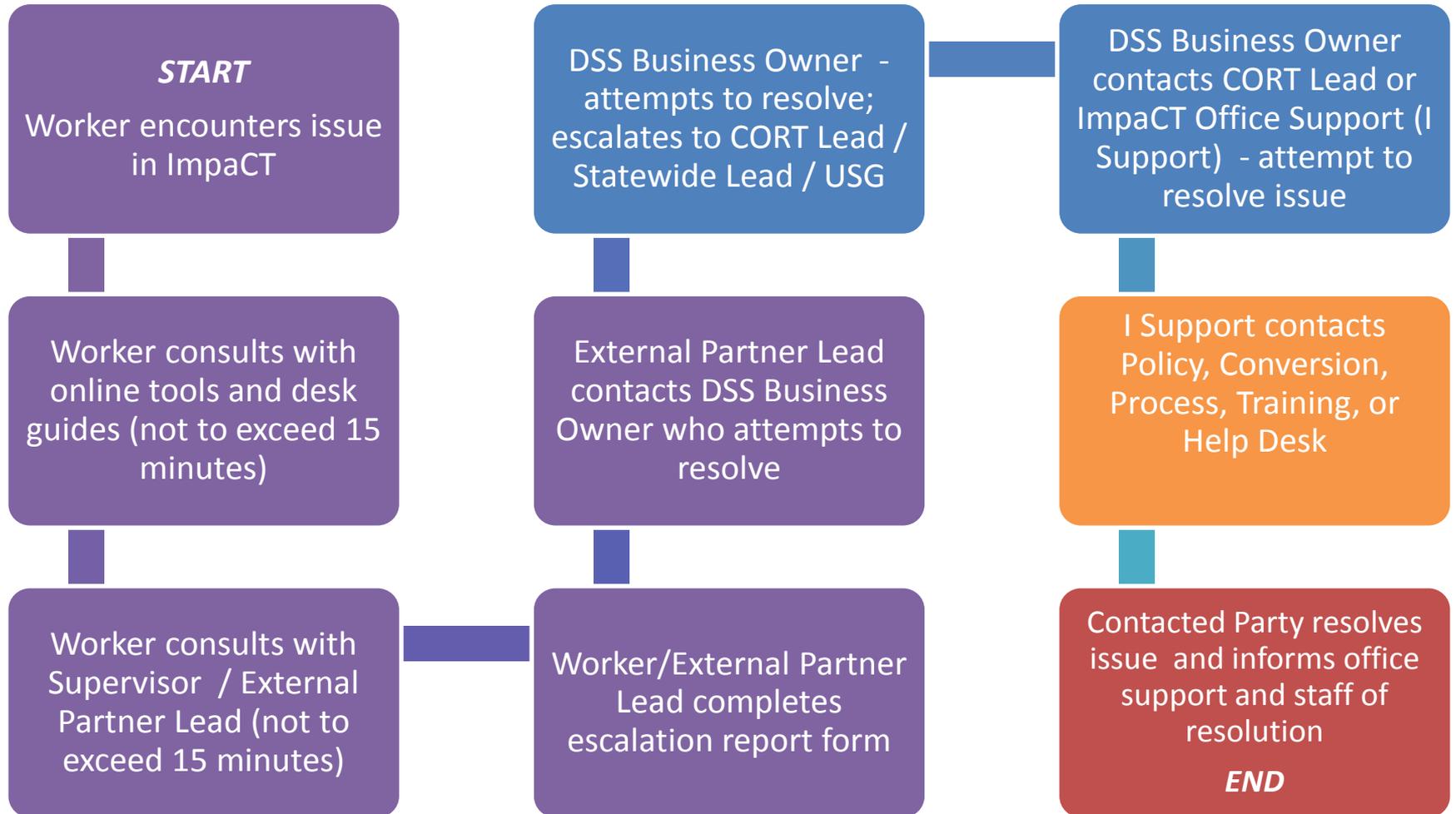
Technical support for the system

## **Conversion Assurance Team (CAT)**

### **Project Office**

Responsible for troubleshooting conversion issues -. They will also serve as the local Conversion Assurance Team for CO

# Steps to Issue Escalation



# Escalation – External Partner

Processing Issue



External Partner Agency Lead



DSS Business Owner



CORT Lead (Division & CO)



Help Desk

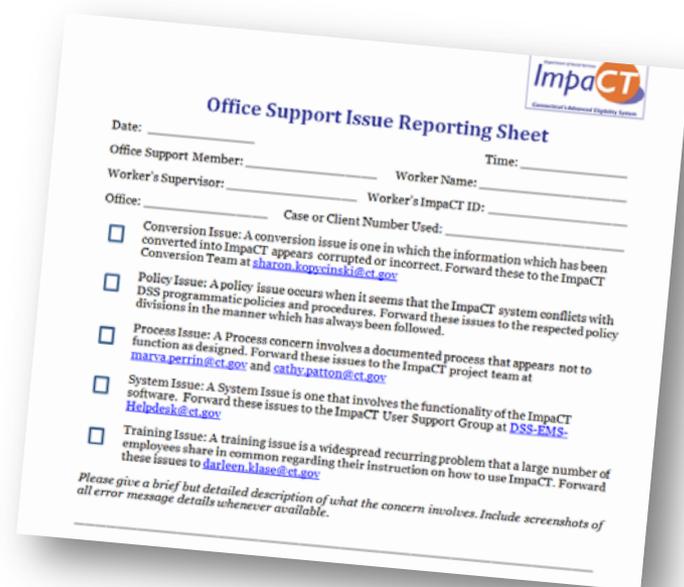
(Troubleshoots Escalated Issue; Log in JIRA)



Project Office (I Team) Conversion Assurance Team

# Documenting Escalation

- Office Issue Reporting Sheet
- JIRA
- Under Development - (template for CORT and Non Test offices FORT)



The image shows a form titled "Office Support Issue Reporting Sheet" with the ImpaCT logo in the top right corner. The form includes fields for Date, Office Support Member, Worker Name, Worker's Supervisor, Worker's ImpaCT ID, Office, and Case or Client Number Used. Below these fields are five checkboxes with corresponding descriptions of issue types: Conversion Issue, Policy Issue, Process Issue, System Issue, and Training Issue. Each description includes specific instructions and contact information for reporting the issue. At the bottom, there is a note asking for a brief but detailed description of the concern, including screenshots of error messages if available.

**Office Support Issue Reporting Sheet**

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Office Support Member: \_\_\_\_\_ Worker Name: \_\_\_\_\_

Worker's Supervisor: \_\_\_\_\_ Worker's ImpaCT ID: \_\_\_\_\_

Office: \_\_\_\_\_ Case or Client Number Used: \_\_\_\_\_

**Conversion Issue:** A conversion issue is one in which the information which has been converted into ImpaCT appears corrupted or incorrect. Forward these to the ImpaCT Conversion Team at [gharon.kopprinski@ct.gov](mailto:gharon.kopprinski@ct.gov)

**Policy Issue:** A policy issue occurs when it seems that the ImpaCT system conflicts with DSS programmatic policies and procedures. Forward these issues to the respected policy divisions in the manner which has always been followed.

**Process Issue:** A Process concern involves a documented process that appears not to function as designed. Forward these issues to the ImpaCT project team at [marva.perrin@ct.gov](mailto:marva.perrin@ct.gov) and [cathy.patton@ct.gov](mailto:cathy.patton@ct.gov)

**System Issue:** A System Issue is one that involves the functionality of the ImpaCT software. Forward these issues to the ImpaCT User Support Group at [Helpdesk@ct.gov](mailto:Helpdesk@ct.gov)

**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. Forward these issues to [darleen.klase@ct.gov](mailto:darleen.klase@ct.gov)

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

# Communication of Issues / Resolutions

- Urgent
  - Email
  - ImpaCT Announcement
- Informative
  - Field Op's Communication