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| **Creating a TIMS Ticket** | |
| Slide 1 | Welcome to the Texas Student Data System tutorial sponsored by TEA. This short tutorial will discuss the process of creating an incident in TIMS. We will also highlight the most recent data fields within the Create Issue screen. |
| Slide 2 | To create an incident within TIMS, click the Create Issue link next to the Quick Search box. This will give you access to the Create Issue screen. |
| Slide 3 | The Create Issue screen allows you to label you incidents and provide details and attachments before a ticket number is assigned. It is important to remember, precise details and screenshots of the issue enables the different levels of support to troubleshoot the incident more accurately and provide faster resolution time. The red starred fields represent the critical data that is required for the creation of the incident. |
| Slide 4 | The Submitter Org field, formerly known as the LEA CDN field, identifies the organization of the submitter or the organization the issue relates to. This required dropdown field enables TIMS to automatically associate the organization selected to the LEA County District Number or CDN. Simply click on the dropdown arrow and select the ISD or organization related to the issue. The organization names are alphabetized. This enables you the ability to type the beginning letter of the ISD name, allowing for faster navigation to your selection. In this example, we are selecting Happy ISD as the organization. The Campus Name and Campus CDN fields are not starred required fields. However, a user can free form the campus name or CDN to specify a specific campus within the ISD or organization. For example, if an LEA or ESC of an organization creates a ticket but the incident is isolated to an individual campus, entering information into these fields would be helpful for support’s troubleshooting process. Again, these fields are optional and if left blank the created incident will still be resolved following the support and escalation process. In this example, the Glad MS campus was entered into the field. The required starred fields of Submitter Phone and Submitter Email are critical data areas. These points of contact enable support to communicate directly with the submitter of the ticket. This allows for follow-up questions and validation of resolution. The Subsystem starred field is also a very important data point. This selection identifies where the actual issue occurred. Having knowledge of the TSDS subsystem experiencing the issue assists support in isolating the problem more effectively and allows for faster resolution turnaround time. |
| Slide 5 | The last 2 remaining starred fields are Summary and Description. The Summary is free form and is a brief title that also helps to label and identify the incident. The Summary should usually consist of no more than 2 to 5 words. Save the specific details of the incident for the Description field. The Description field is also free form which allows you the opportunity to provide details of the incident. A clear and concise description is a crucial element to the troubleshooting process. The more specific and distinct information, the faster support can interpret and resolve. Please note, each incident created should relate to one issue. Adding several different issue descriptions that do not relate to the main issue will slow the resolution process. |
| Slide 6 | The Severity, Attachment, and Environment fields do not require the user to change or input data. However, these fields are important to the overall resolution of the incident when used correctly. |
| Slide 7 | Severity indicates the level of priority as it relates to the incident and the impact to the organization. The higher the severity, the higher the impact is for your campus or ISD. This example shows a severity of medium which is the default when a ticket is created. Severity can be adjusted throughout the lifecycle of an incident as long as it continues to match the impact to the organization. The levels of severity include: Low, Medium, High, and Critical. Please note that with the choice of Critical, you are committing as much time as it takes toward a resolution. |
| Slide 8 | The Attachment field allows the user to attach one or more files, not to exceed a file upload size of 10 megabites. |
| Slide 9 | And finally, the Environment field allows the user to type in the operating system software platform as it relates to the issue. An example of an operating system would be a browser such as IE or Firefox or a version of Windows such as Windows 7 or 8. |
| Slide 10 | The final two fields – LEA Name and LEA CDN do not require the user to enter any information. Both fields auto populate based on what is selected in the Submitter Org field or the user’s field credentials. |
| Slide 11 | Clicking Create will create the ticket and generate the ticket number. |
| Slide 12 | We have now created a TSDS ticket. The newly formed ticket is highlighted at the top of the screen in green. Clicking the hyperlink will open the ticket. The newly created ticket displays all the information that was entered. Please take note of the LEA Name and CDN. As indicated, these fields have auto populated based on the Submitter Org information entered during the creation of the ticket. |
| Slide 13 | This concludes our Texas Student Data Systems tutorial sponsored by TEA. For more details on TIMS and support and escalation, please visit the TEA Share Point site for up-to-date training material and job aides. Please be on the lookout for more subsystem tutorials coming soon.  Thank you. |