

How to Submit a SIF Report Support Ticket to the Executive Office of Education (EOE) Help Desk

There are times that the iPass Support Team will recommend that you submit a ticket to DESE's SIF Help Desk. Below please find directions and an example request to clear out SCS and EPIMS data, which we recommend after Add/Drop period is completed.

EOE Help Desk URL is: <https://massgov.service-now.com/eoe>

Enter your Name, Phone, Email Address.

Select District from the selection list.

Select Subject = SIF Reports.

Enter a Description of your request:

- Include District Name and District ID#
- Specify clearly what Objects you want cleared.
- Indicate that you will send fresh object data over once cleared.

Example SIF Help Desk ticket request to clear out SCS and EPIMS Objects after Add/Drop Period:

District: (District Name) " (District ID#)

Request to have the following Objects deleted. Once deleted we will send objects to refresh data.

SCS Objects

- SchoolCourseInfo
- SectionInfo
- SectionMarkInfo
- StudentSectionEnrollment
- StudentSectionMarks

EPIMS Objects

- EmploymentRecord

- StaffAssignment
- StaffEvaluation
- StaffPersonal
- StaffSectionAssignment

**** See example ticket entry for the above request attached below. ****

After you click Submit you will get a confirmation message telling you that you will receive a confirmation email containing the details.

You will receive an email like this:

From: IT Service Desk [mailto:massgov@service-now.com]

Sent: Tuesday, September 18, 2018 3:03 PM

To: Melissa Sweeny

Subject: [EXTERNAL] Your Service Request #INC0127771 has been received.

Dear Melissa Sweeny,

You have received this email because you have contacted the Executive Office of Education with Service Request INC0127771 on 09/18/2018 15:01:45 EDT.

You may be contacted again if further information is needed or the Service Request has been fulfilled.

Your request:

Summary: SIF Reports

Details: District: Natick - XXXX0000

Request to have the following Objects deleted. Once deleted we will send objects to refresh data.

SCS Objects:

SchoolCourseInfo

SectionInfo

SectionMarkInfo

StudentSectionEnrollment

StudentSectionMarks

EPIMS Objects:

EmploymentRecord

StaffAssignment

StaffEvaluation

StaffPersonal

StaffSectionAssignment

Thank you!

Ref:MSG0943361

Once they have completed your request you will receive and email like this:

From: IT Service Desk [mailto:massgov@service-now.com]

Sent: Tuesday, September 18, 2018 3:06 PM

To: Melissa Sweeny

Subject: [EXTERNAL] Your Service Request #INC0127771 has been fulfilled.

Dear Melissa Sweeny,

You have received this email because you have contacted the Executive Office of Education.

We have fulfilled your service request INC0127771 logged on 09/18/2018 15:01:45 EDT.

Below you will find our solution for you in details followed by your original email. If you are not satisfied please resubmit a new request.

Our solution to your request: SCS and EPIMS data has been cleared for Natick XXXX.

You may republish when ready.

-mg

Your request:

Summary: SIF Reports

Details: District: Natick - XXXX0000

Request to have the following Objects deleted. Once deleted we will send objects to refresh data.

SCS Objects:

SchoolCouseInfo

SectionInfo

SectionMarkInfo

StudentSectionEnrollment

StudentSectionMarks

EPIMS Objects:

EmploymentRecord

StaffAssignment

StaffEvaluation

StaffPersonal

StaffSectionAssignment

Thank you.

Ref:MSG0943414

Recommendation: Check that Object Count = 0

Before you use Delete SIF Temp Table and Send SIF Objects to send the fresh data over you should check the SIF Transmission Report > Object Counts to confirm that they show as 0 (zero). This will be your confirmation that the DOE completed the request to clear out the objects.

<http://www.imgsoftware.com/kb/entry/1114/>