**DEPARTMENT OF CHILDREN AND FAMILIES**

Division of Management Services

**BRITS: HELPDESK ROLE REQUEST/SET-UP**

Personal information you provide may be used for secondary purposes [Privacy Law, s. 15.04(1)(m), Wisconsin Statutes].

**PLEASE READ BEFORE YOU PROCEED:**

Use of this logon and password provides access to confidential information which must be safeguarded in accordance with Wisconsin Statutes. The user’s signature on this form constitutes acceptance of responsibility for compliance with s.49.32m(10), s.49.32(10m), s.49.83 and s.943.70(2) and with DCF policy.

By the entry below of my typed name between two forward slashes”/ /”, I indicate that I am the person named, and that I adopt this entry as my legal electronic signature on this document.

After completing the signatures, please attach to an email and send the form to: [DCFServiceDesk@wisconsin.gov](mailto:DCFServiceDesk@wisconsin.gov)

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| --- | --- | --- | --- | --- | --- |
| **USER INFORMATION**  *(Fill in the information below to request BRITS Helpdesk role access in BRITS application)*  **NOTE:** Highlighted boxes indicate there is an important definition in the appendix. Please read before submitting. | | | | | |
| Name – (Last, First, MI) | | | | | |
| Email | Telephone Number | | WAMS ID | | PRIMARY Main Frame ID |
| Primary Office | | | Additional Main Frame ID’s (if applicable) | | |
| **SIGNATURE** | | | Date Signed | | |
| **INTERNAL USE ONLY** | | | | | |
| **STATE SUPERVISOR/ADMINISTRATOR APPROVAL**  Request Approved  Request Denied  *(Fill in the information of the Supervisor/Administrator approving or denying the user’s request for the BRITS application Helpdesk role)* | | | | | |
| Name | | Telephone Number | | Email | |
| **SIGNATURE** | | | Date Signed | | |
| **DCF SECURITY APPROVAL**  *(Fill in the information of the DCF Security Officer approving the set-up and access of the BRITS Help Desk role for the user)* | | | | | |
| Name | | Telephone Number | | Email | |
| **SIGNATURE** | | | Date Signed | | |

**APPENDIX A: DEFINITIONS**

* **WAMS ID:** If unsure of your WAMS ID, please contact your security officer.
* **Primary Office:** A User’s Primary Office is for reporting purposes. This would be the office that referral creation activities would be associated with. Example: If this user enters “1234” as their primary office, every referral created by this user will report as created out of office 1234. This office can be thought of as a creation office.

***IMPORTANT:*** Primary Office does not drive any actual functionality or security and should not be used for financial reports.

* **Primary Main Frame ID:** This is the user’s most commonly used Main Frame ID. This is used by BRITS for technical purposes.

**APPENDIX B: ROLE FUNCTIONALITY**

|  |  |
| --- | --- |
| **ROLE** | **DESCRIPTION/FUNCTIONALITY/ USE GUIDELINES** |
| BRITS HELP DESK | This is a state-level DCF Helpdesk role with the ability to perform support functions in the BRITS application (that other roles are restricted from) at various stages of the Referral workflow.   * A user with the BRITS Helpdesk role assists with helpdesk requests to manually perform referral assignment, retracting referral assignment, and re-opening program post investigation sections for closed referrals. Helpdesk staff are required to process requests with an associated Cherwell ticket number * Actions performed on a referral have workload implications; hence, any user requesting Helpdesk user access must have a full understanding of all actions on a referral that drive the workload for other roles * The Helpdesk role is largely exempt from most referral validations, rendering it possible to set a referral in a state where it is not on any user’s workload – *even though that referral may need to be worked*. It is therefore required that any user requesting Helpdesk access have thorough knowledge of the various referral statuses and data states of a referral * The Helpdesk role does not have a workload page, and cannot perform custom workload functions * Helpdesk users should not create referrals * The Helpdesk role cannot assign any referrals to themselves or other Helpdesk users * The Helpdesk role is a stand-alone role that is not to be used in combination with any other BRITS role * Helpdesk users perform referral helpdesk support functions for all referrals across all agencies, and are exempt from referral confidential validations * Helpdesk users are setup with the 5099 Primary User Office |

**APPENDIX C: ACCESS CONSIDERATIONS AND REQUIREMENTS OF USE**

* With the sensitivity associated with largely exempt validations, any referral modifications must be performed by a user with an in-depth knowledge of the BRITS requirements documentation to prevent implications to loss of workload and BI data integrity
* Users requesting the Helpdesk role must be BRITS Helpdesk support staff, primarily involved in support processes; or, perform similar Helpdesk functionality for their program
* Users requesting Helpdesk access must meet both the guidelines for access and agree to the requirements of use
* Helpdesk User access requests must be approved by BRITS application owner to ensure security and access requirements are met