

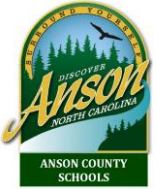
---

# **STUDENT INFORMATION SYSTEMS HELP DESK PROCEDURE**

## **SIS-P022**

ANSON COUNTY SCHOOLS

---



### **1.0 SCOPE:**

- 1.1 This procedure describes the process in which the Student Information Systems Department services personnel from the Help Desk in the Anson County School District.

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

### **2.0 RESPONSIBILITY**

- 2.1 SIS Administrator

### **3.0 APPROVAL AUTHORITY**

- 3.1 SIS Administrator

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### **4.0 DEFINITIONS:**

- 4.1 SIS – Student Information Systems
- 4.2 ParentLink – Web based student, parent and school staff alert and notification system
- 4.3 NCID - the standard identity management and access service provided to state, local, business, and individual users. NCID provides a high degree of security and access control to real-time resources

### **5.0 PROCEDURE:**

- 5.1 SIS Department Help Desk is a service provided for all school personnel
- 5.2 In the event any staff member is experiencing problems with the SIS, ParentLink, NCID, the following steps are taken.
- 5.1.2 Staff members contact the SIS Administrator.
- 5.1.3 If the problem is resolved, the call is logged into the Help Desk Database and closed.
- 5.1.4 If the SIS Administrator cannot solve SIS problems, he/she or appointee logs a ticket on the DPI Help Desk by email at [Incidents@dpi.state.nc.us](mailto:Incidents@dpi.state.nc.us) or by phone at 919-804-4357. The email will include the LEA number and a brief description of the issues in the Subject line, more details in the email body and any attachment necessary.
- 5.1.5 If the SIS Administrator cannot solve ParentLink problems, he/she or appointee will email customer support or call, Office: 801-373-9669.
- 5.1.6 If the SIS Administrator cannot solve NCID problems, he/she or appointee will email [its.incidents@its.nc.gov](mailto:its.incidents@its.nc.gov) for noncritical issues or call 919-754-6000 for high priority issues.

### **6.0 ASSOCIATED DOCUMENTS**

---

**STUDENT INFORMATION SYSTEMS HELP DESK PROCEDURE**  
**SIS-P022**  
ANSON COUNTY SCHOOLS

---

6.1 None

**7.0 RECORD RETENTION TABLE:**

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
None	N/A			

**8.0 REVISION HISTORY:**

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
11/05/2009		Initial Release
12/16/2011	A	Revision
02/26/2016	B	NCWISE changed to SIS throughout document; NCWISE Coordinator change to SIS Administrator throughout document; 5.1.4- email address changed; 5.1.5 name replaced with customer support

\* \* \* E n d o f P r o c e d u r e \* \* \*