Date: 17, 19 Apr 2012 Project/Point-Event: Improving FAMIS password process

**Team Leader/Dept:** Brian Johnson/Facilities **Process Owner/Dept:** Brian Johnson/Facilities

**Business Need:** User ID and password handling for new FAMIS users is awkward and inefficient. Results in lost time in both Facilities and ITS Help Desk.

## **Summary of Event:**

- Identified and mapped current process for assigning user ID and passwords for new FAMIS users
- Identified problem points: at Train Track error message; and at points of new login and password synchronization
- Documented range of Train Track error messages and clarified appropriate corrective 'next steps.' Created new instruction sheet to guide new FAMIS user through the initial login and password synchronization processes



## **Results:**

We developed a new instruction sheet which gives simple guidance to the new FAMIS user. The sheet provides step-by-step instructions with associated screen-shots to guide the user through the first time login process. It also covers an initial password synchronization step, which had been found to be a frequent source of confusion for the new user. The document is currently in hard copy format, and shared with the new user at the time FERPA training. Subsequent improvements will automate the process, providing an electronic version of the document via e-mail to the new user and their supervisor. We also documented the various types of error messages generated by Train Tracks. The FERPA trainer now has a better understanding of the causes for errors, and now knows which errors will be acted upon by ITS staff, and which will require further action by the trainer.

## **Team Members:**

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