

Texas Juvenile Justice Department (TJJD)
JCMS Support Services

Participating counties will designate key Tier 1 staff that will perform the first review and assessment of issues. Issues will be reported and documented as a problem ticket in CATS only if it is a Tier 2 issue. If/when issues are reported to Tier 2, the problem ticket will be assessed by TJJD Support Services staff to verify understanding of the issue. The goal of Tier 2 in handling a problem ticket will be to resolve/close the issue or escalate it by assigning it to the authority who can ultimately resolve/close the ticket. Tickets unresolved by Tier 2 will be elevated to Tier 3 and documented in HIMS.

Focus: Problem Ticket

Service: Problem Management

Role	Responsibilities
Tier 1 Data Coordinator or County JPD Designee	Act as in-house support for county users <ul style="list-style-type: none"> - Resolve Business Rule and User Access/Permissions issues when possible - Resolve data entry issues when possible - Report unresolved Issues based on local procedures to Tier 2 - Validate with Tier 2, the resolution of issues escalated to Tier 3 via HIMS
Tier 2 TJJD –JCMS Support Services	TJJD JCMS Support Services Phone Number : (512) 490-7724/email: jcmssupport@tjjd.texas.gov during regular business hours <ul style="list-style-type: none"> - Document issue in CATS (Contact Activity Tracking System) - Communicate with county users - Assess Business Needs recommendations and Resolve issues that require Business Rule clarification - Resolve issues that relate to county configurable tools - Resolve user access and permission issues - Assess Database issues - Update County Configurable JCMS values - Escalate tickets that can't be resolved to CUC (Tier 3) though HIMS (Help Desk Information Management System) - Monitor HIMS ticket that they opened, for updates and to include additional information if/when required - Close the resolved HIMS tickets that they opened for Tier 1 after acquiring validation of the resolution from Tier 1 - Participate in Problem Management Meetings - Tier 2 Primary Team: Beverly Ratzlaff and Tom Gunter - Tier 2 Secondary Team: Laura Marroquin and Amanda Zamarron
Tier 3 CUC	<ul style="list-style-type: none"> - Process incoming problem issues during regular business hours: <ul style="list-style-type: none"> • Validate issue as Tier 3 issue • Address performance issues • Address database issues • Update JCMS system tables • Resolve Issues that relate to JCMS configuration • Track Enhancement Requests – move to backlog - Use a dedicated phone line to receive calls from and contact TJJD. - Facilitate successful completion of scheduled Network Events and facilitate reversal of system outages - Facilitate Problem Management Meetings - Escalate Feature Bugs HIMS Tickets (Defect Management Process defined in project Statement of Work Warranties)