Post Deployment DA-GA Support Process (OSRS)

Department Administrator (DA)

DA Identifies RMS Issue during Proposal Development → **RMS Related?**
- No → (A)
- Yes → Turn On Help Text/ Analyze Hover Info → **Issue Resolved?**
  - Yes → End Process
  - No → Access User Guide/Analyze Training Instructions → **Issue Resolved?**
    - Yes → End Process
    - No → Access Tracking File (FAQs)/ Analyze Information → **Issue Resolved?**
      - Yes → End Process
      - No → Contact Super User for Guidance → **Issue Resolved?**
        - Yes → End Process
        - No → Contact GA for Guidance → (B)

Grant Analyst (GA)

(B) → **RMS Related?**
- Yes → Was Help Text was turned on & Read? Was the Hover Info Read & Analyzed? → **Issue Resolved?**
  - Yes → End Process
  - No → Were the User Guide &/or Training Instructions Read & Analyzed? → **Issue Resolved?**
    - Yes → End Process
    - No → Ask if the Tracking File (FAQ)/ Information Read & Analyzed? → Did the Tracking File (FAQ)/ Information contain the solution? → **Issue Resolved?**
      - Yes → End Process
      - No → (C)

Escalation

(C) → Contact Sonia Moore, Randy Gress &/or Pam Hinrichs for Support → **Determine Next Steps: Mod Admin, S&P Helpdesk or EA Helpdesk** → Document Tracking File (FAQ) with New Item → Handoff of New Item to Respective Owner → End Process
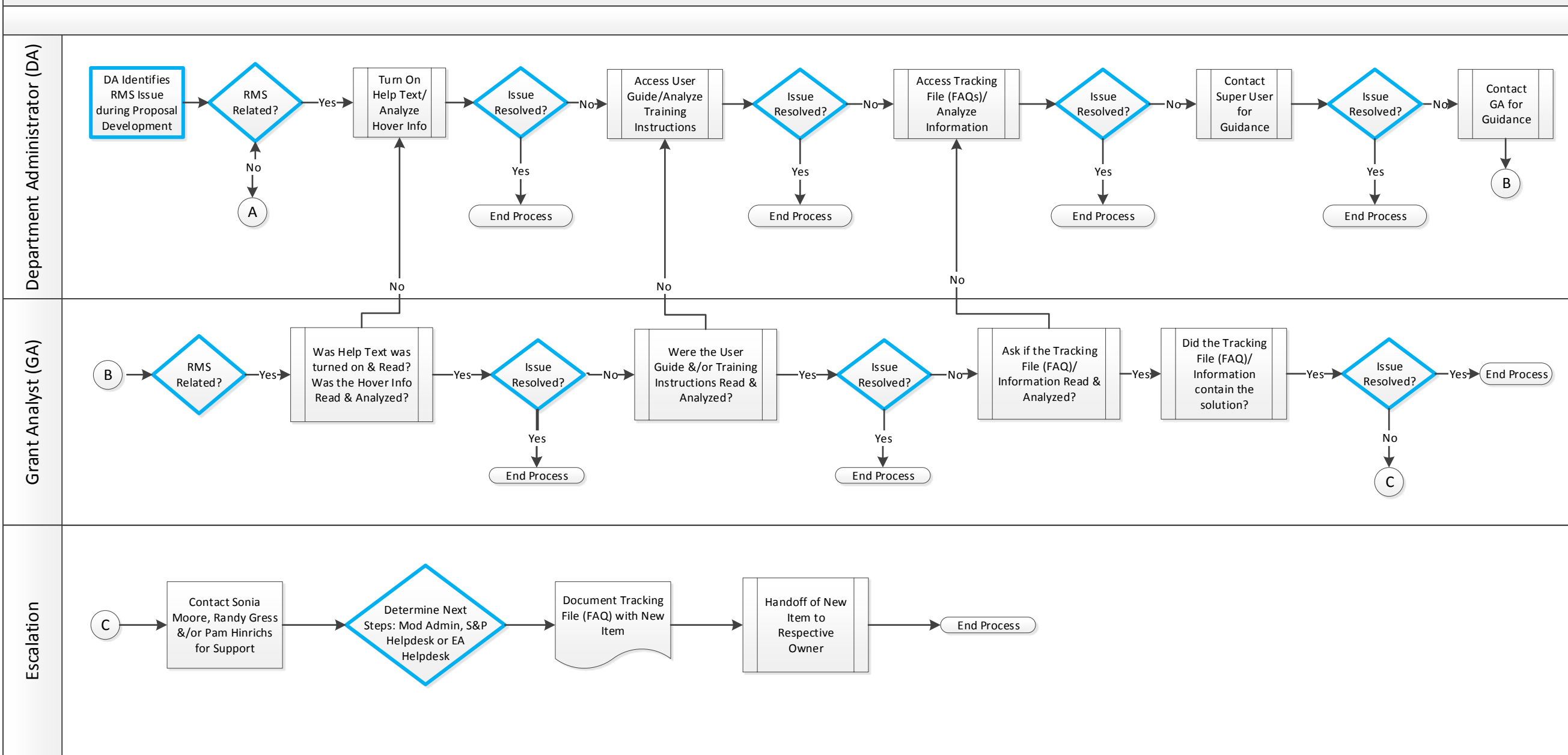

DA = Department Administrator
GA = Grant Analyst
S&P = Systems & Procedures (IT)
EA = Enterprise Applications (IT)