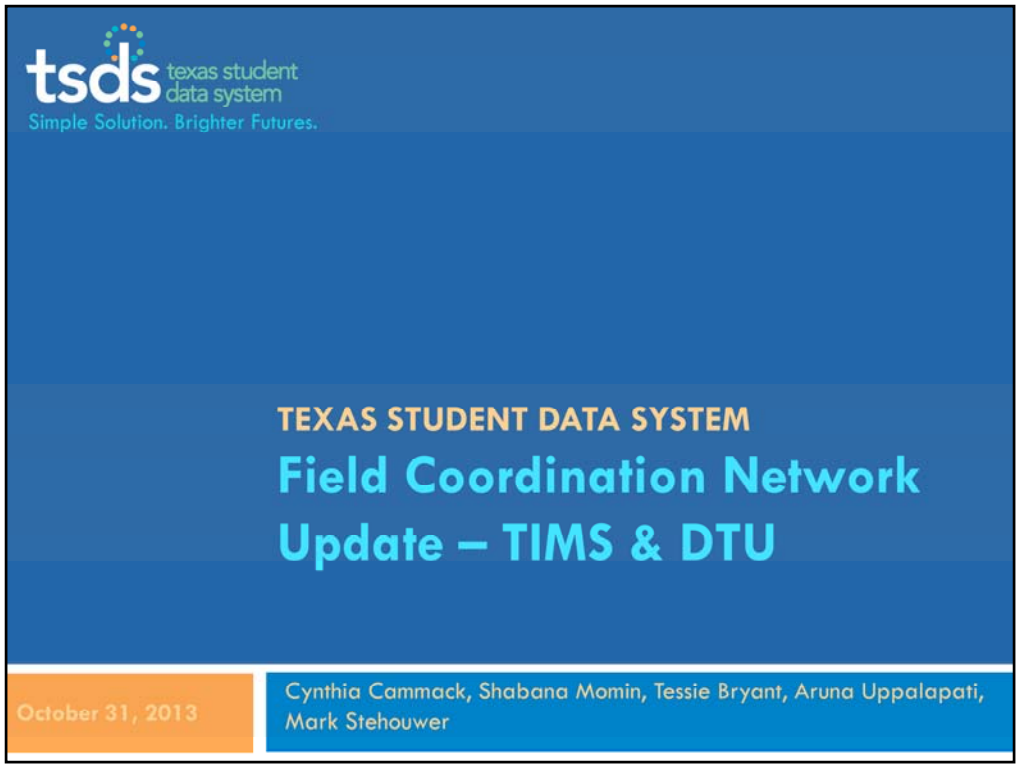


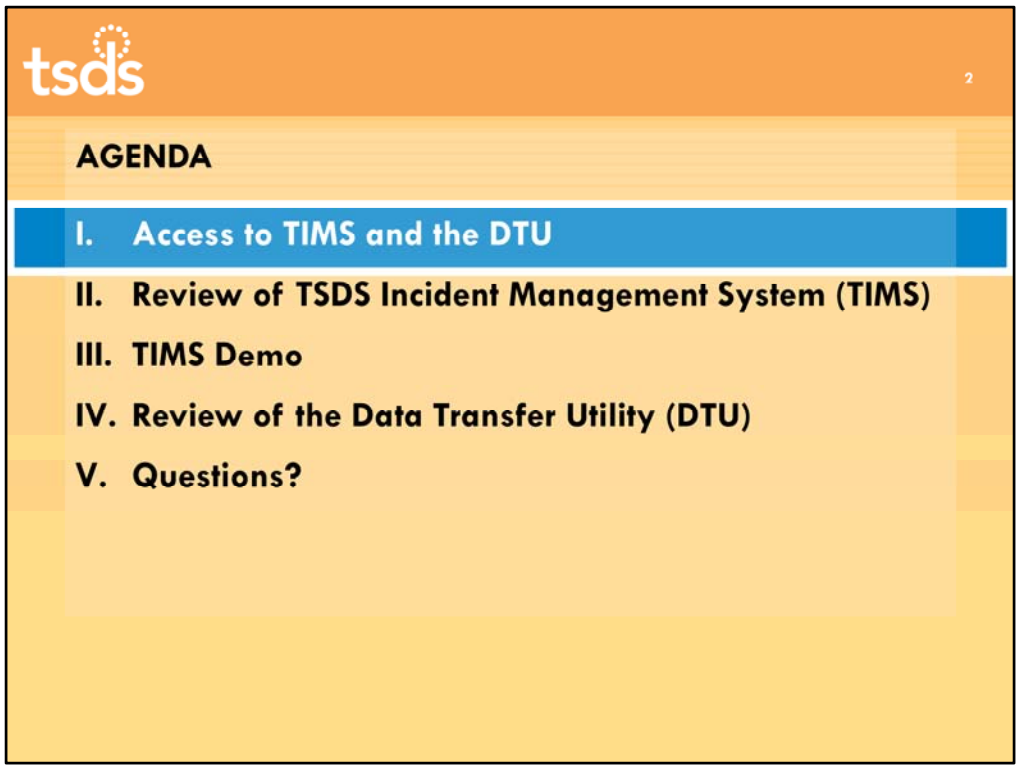
Hello everyone. Thank you for joining us for this TSDS Field Coordination Network Update.

I want to make sure you can hear me. Please raise your hand if you are able to hear.

My name is Cynthia Cammack and I am here with several other TSDS team members. I'll let them quickly introduce themselves.

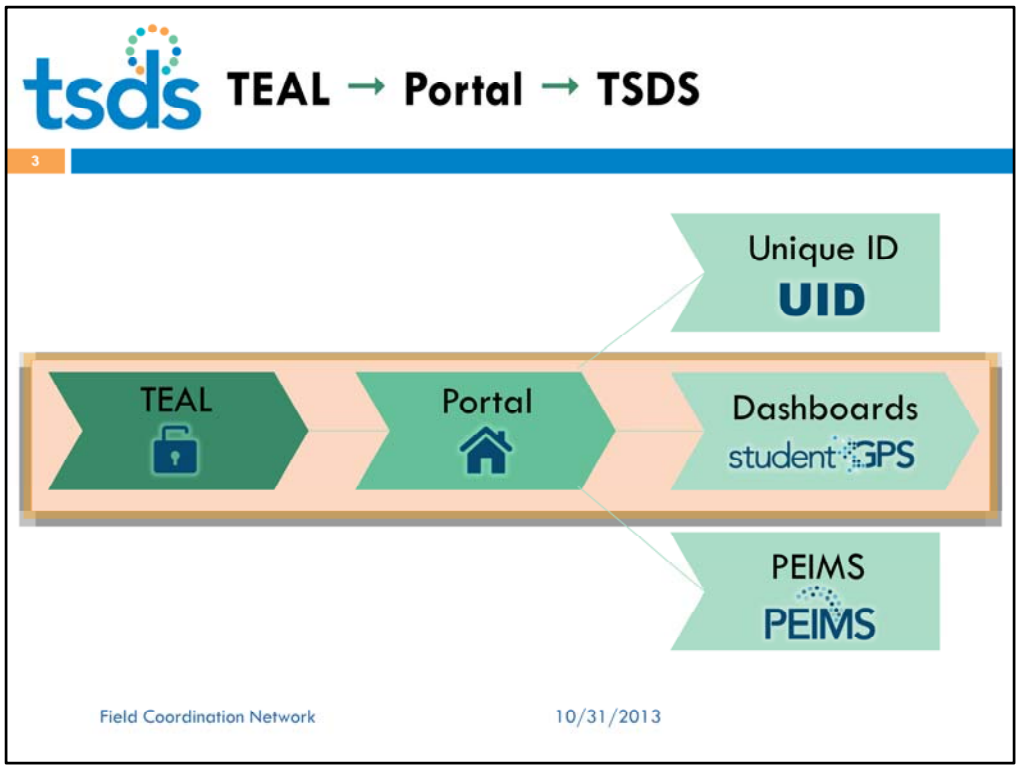
You are all muted; however, please feel free to ask questions either by raising your hand (and we will un-mute you) or by typing your questions in the chat field. We want to be sure questions are answered. If we run out of time, we will follow-up with responses by email to the group.

We are recording this session.

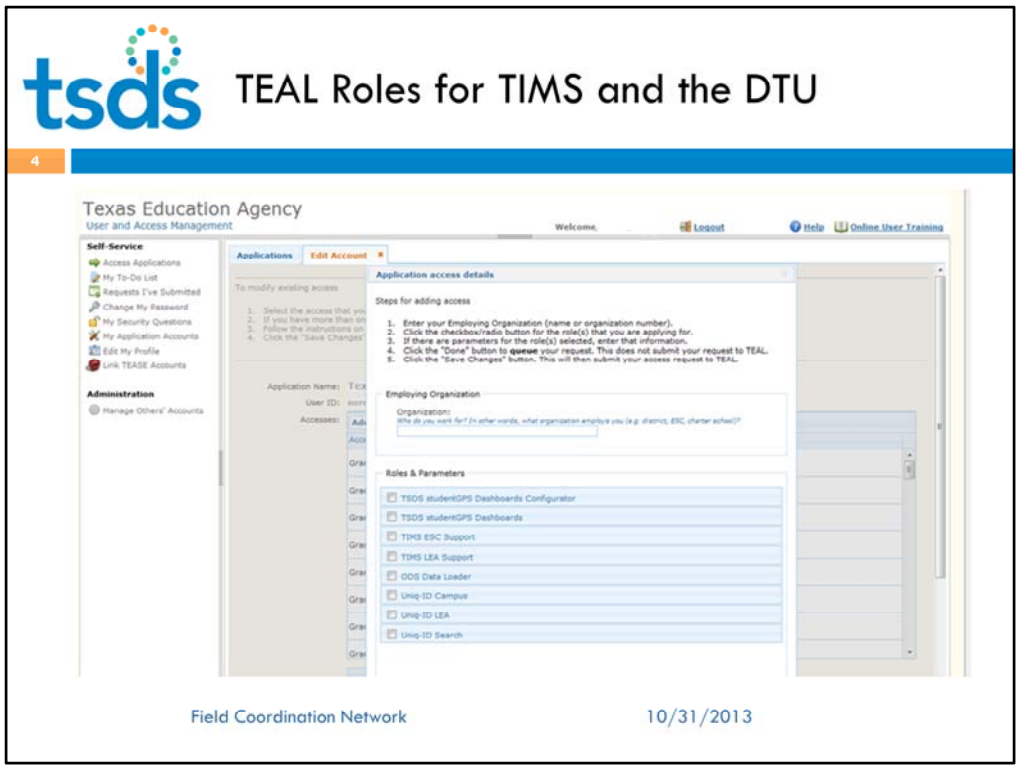


Today we are providing more detail about two existing TSDS tools, the TSDS Incident Management System (TIMS) and the Data Transfer Utility, or DTU, used to load data to the ODS. Both of these tools have been introduced in TSDS training, and we also provided an overview of TIMS functionality in the last FCN webinar. Today we will review access to both tools, see a demo of TIMS, and review important points about using the DTU.

As we have talked with ESC Champions in training, we have realized that many of you are new to the TEA-Login environment, or TEAL. If you do not have access to the TREx or Unique ID applications, you may not yet have a TEAL identity or account. We will go over TEAL roles and access for TSDS more in the upcoming webinar on the automated dashboards account setup, but we'll provide the basics here on TEAL access for TIMS and the DTU.



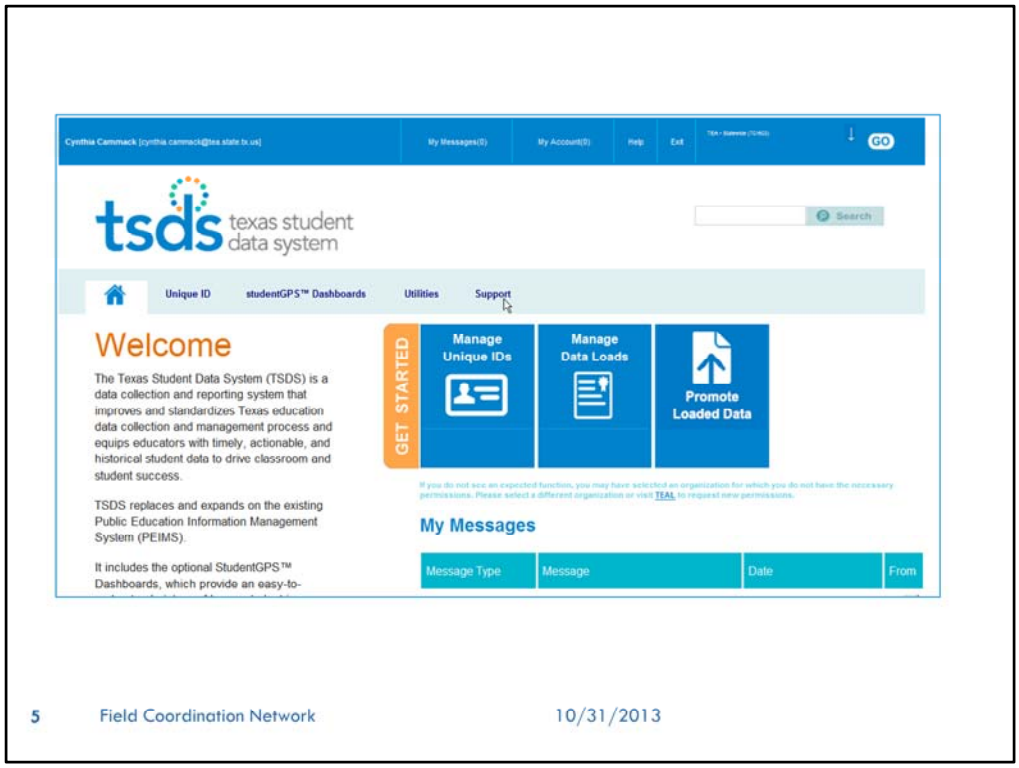
In a previous webinar, we showed this basic architecture for TSDS. All users log on to TEAL, then access the TSDS Portal. From the Portal, users can move back and forth between TSDS applications. The TSDS Portal acts as the entranceway and facilitator for downstream applications, including studentGPS™ Dashboards. From there, users will also have access to tools such as the Validation Tool and TIMS.
Those of you who work with Unique ID, which is already in production, have experienced this arrangement.



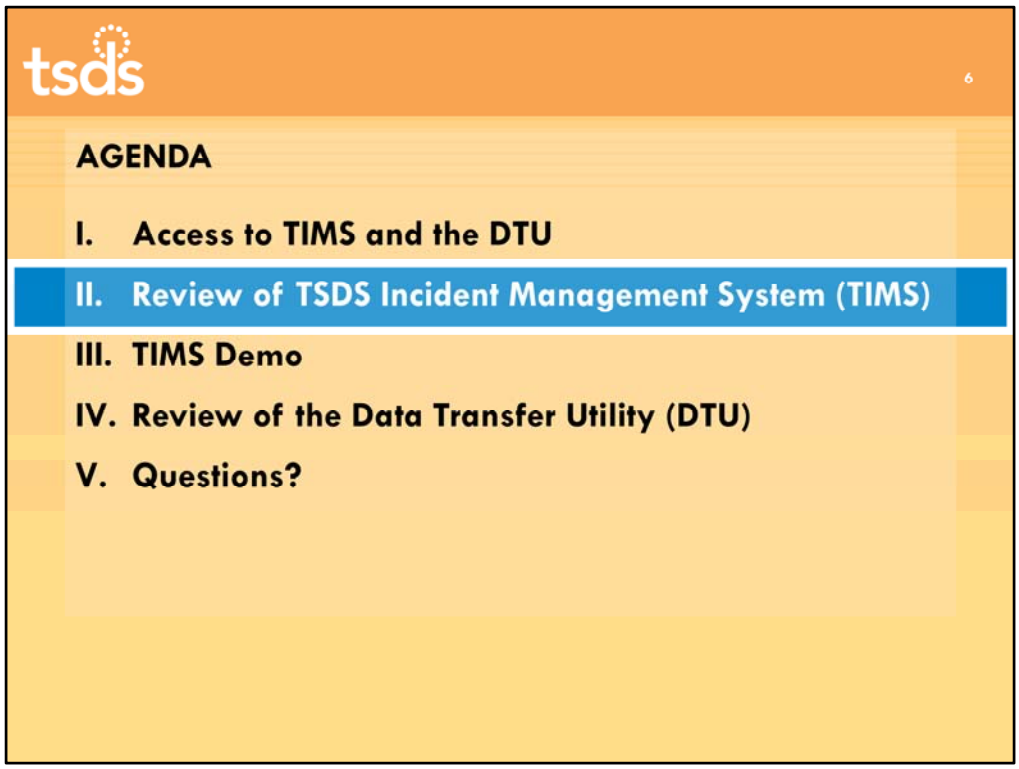
Many of you have asked about TEAL roles for this functionality. We will go over this in more detail in our next webinar. However, this graphic shows the TEAL screen where roles are selected. Some of you already have the Uniq-ID LEA role to support districts with that application.

Users such as an LEA Data Stewards who need to use the DTU to load data for the Dashboards will request the ODS Data Loader role. Access to the DTU is granted with this role, although the LEA will need a Service Account Manager and DTU service account to use the DTU.

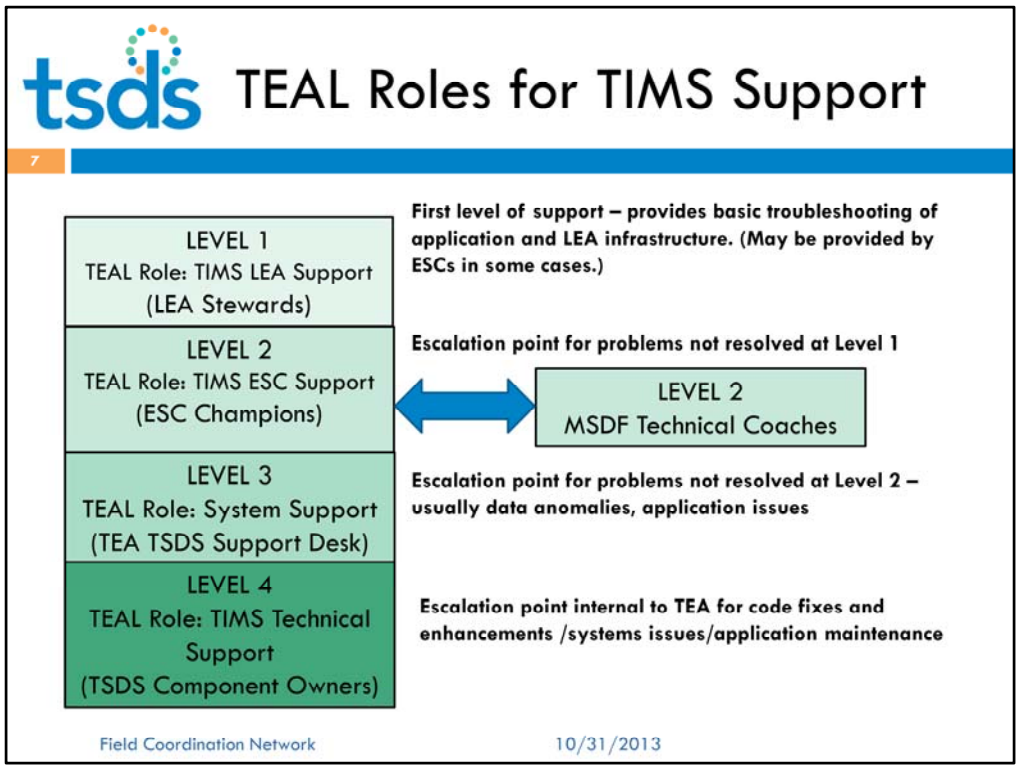
Those of you who will be providing support for LEAs will select the TIMS ESC Support role. A user at an LEA who is going to provide Level 1 support for his/her district would select the TIMS LEA Support role. Remember that regular LEA users, such as teachers, are granted basic access to enter TIMS issues along with any TSDS role. They do not need a special support role.



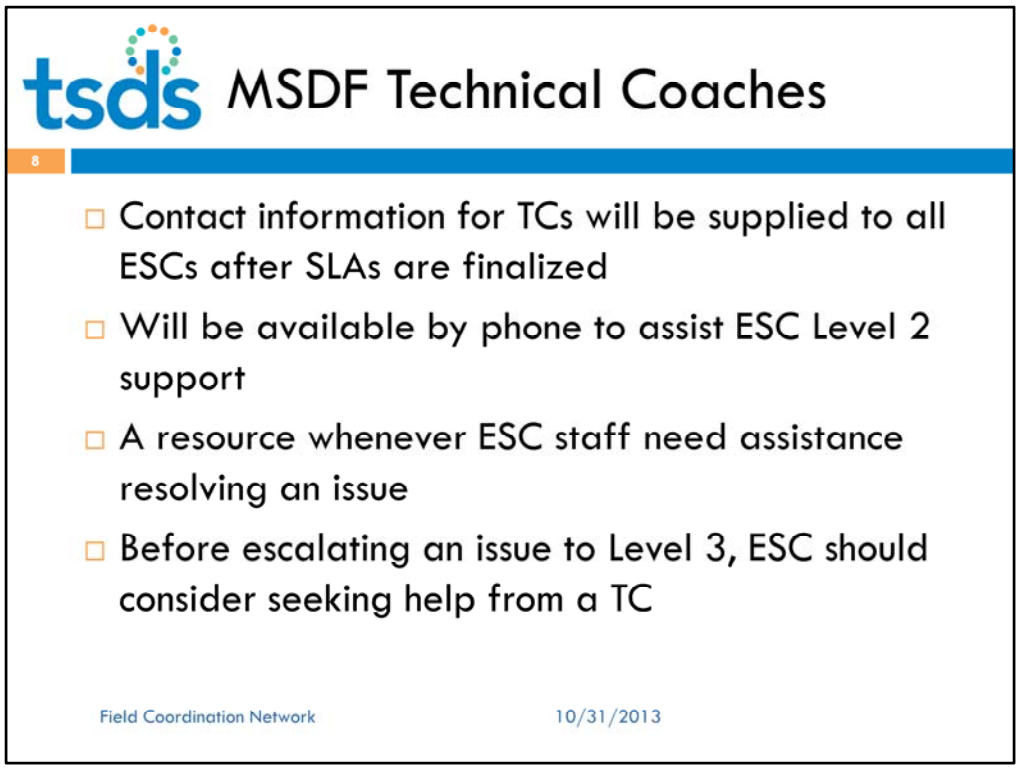
This illustration shows the TSDS Portal screen for a TSDS user who has access to Unique ID, studentGPS™ Dashboards, the ODS Data Loader, and TIMS. To access TIMS, the user clicks the Support link. For users with support roles, clicking this link logs them into TIMS.



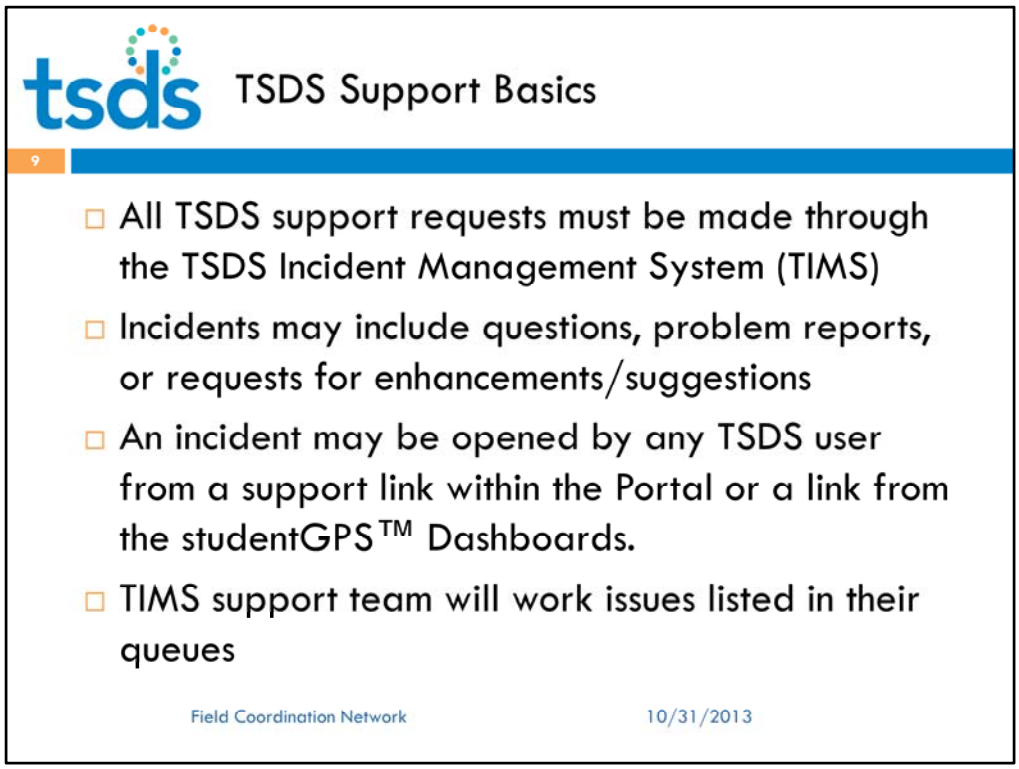
Now let's review the TSDS Incident Management System – TIMS.



Levels 1 - 4 support users who request a support role in TEAL can view and act upon tickets for all TSDS applications, within the confines of the role level and organization. LEA Stewards with the TIMS LEA Support role provide first level support to teachers and other staff using TSDS applications at the LEA. ESC Champions with the TIMS ESC Support role provide level 2 support for LEAs. When you need to escalate to level 3 support at TEA, our new TEA support staff, as well as subject matter experts you already know, can provide assistance. You will also have the Michael Susan Dell Foundation technical coaches to assist.



You will be receiving contact information shortly for the technical coaches. They will be available by phone beginning November 1st. You may call them whenever you need assistance with an issue, and we hope you will always consider seeking their assistance before escalation to Level 3.



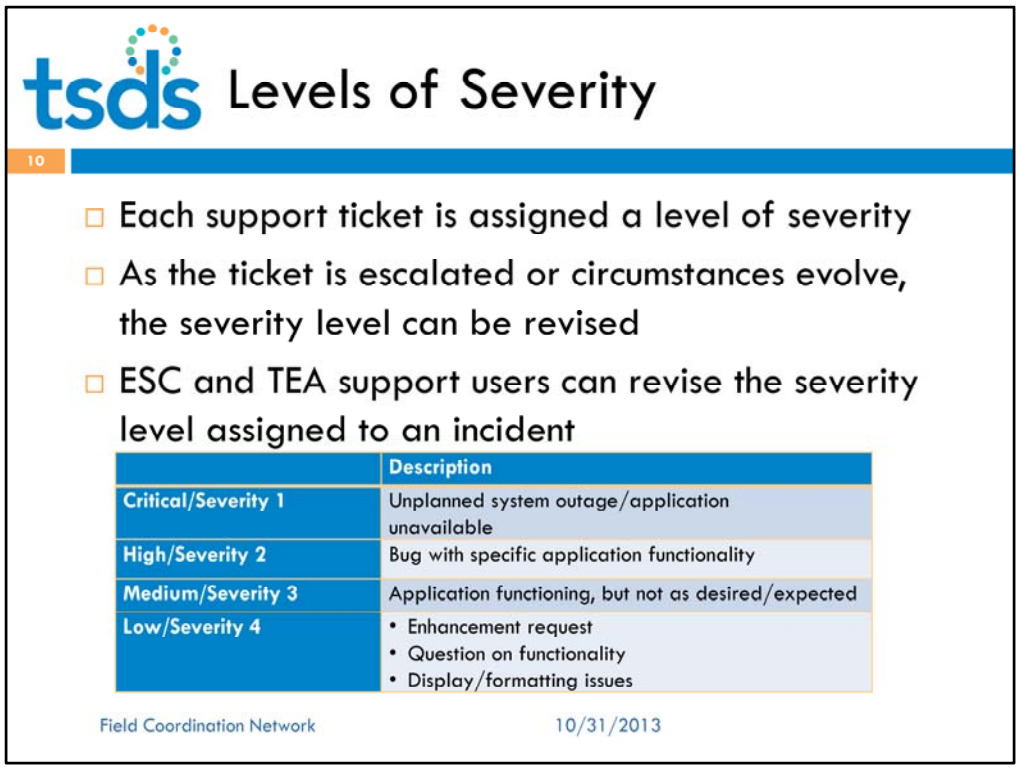
Let's quickly review a few basic assumptions about TSDS support with TIMS.

•All TSDS support requests must be made through the TSDS Incident Management System (TIMS)

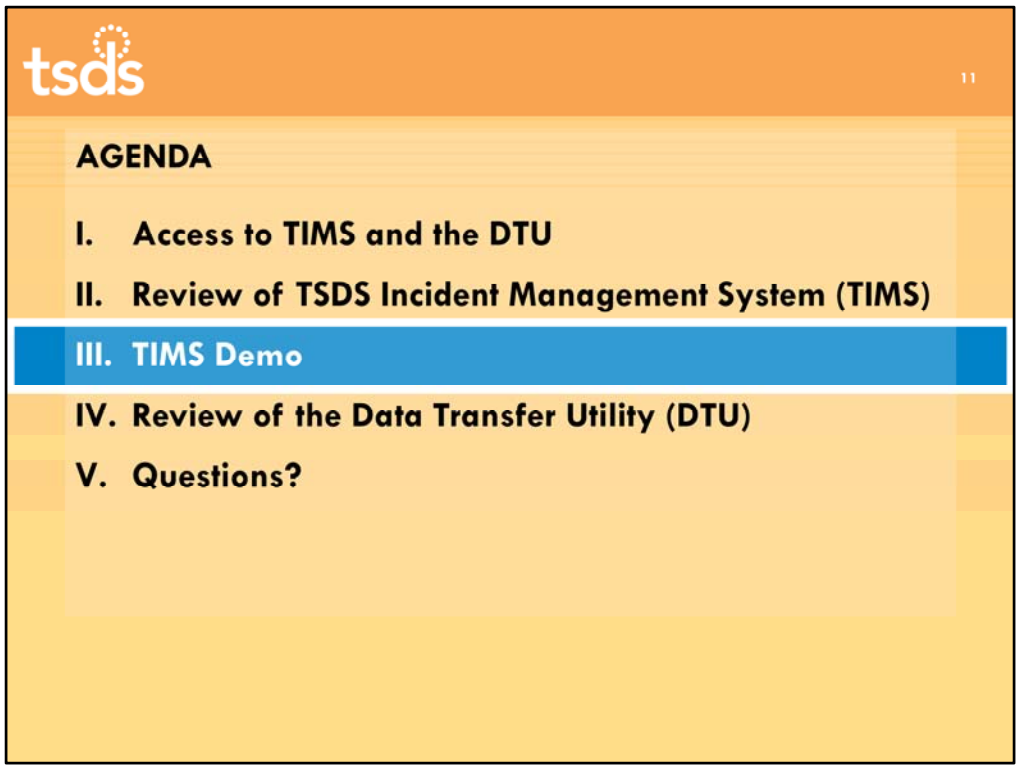
•Incidents may include questions, problem reports, or requests for enhancements/suggestions

•An incident may be opened by any TSDS user from a support link within the Portal or a link from the studentGPS™ Dashboards.

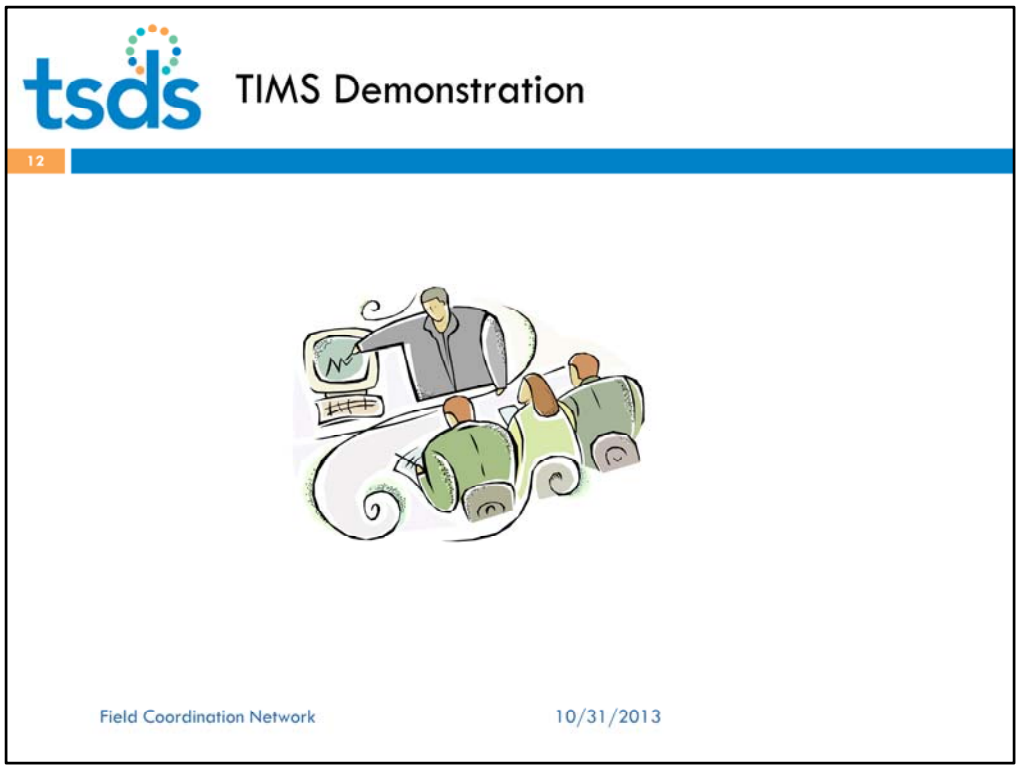
•TIMS support team members (TEA support staff, ESC Champions) will work issues listed in their queues



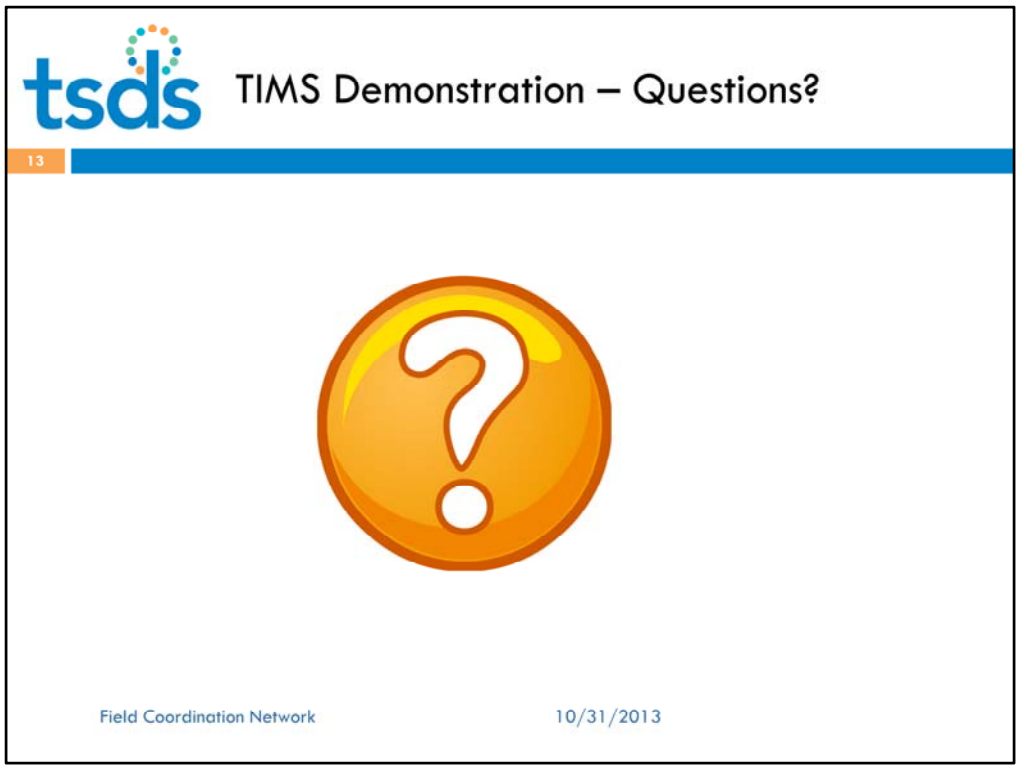
A quick look again at severity Levels. In TIMS, each support ticket is assigned a level of severity. These levels correspond to expected response times – to be negotiated between LEAs, ESCs, and TEA.
Remember that as the ticket is escalated or circumstances evolve, the severity level can be revised.



And now, one of our new TEA Support Analysts, Shabana, will walk you through a demo of TIMS. She'll be displaying screens from our development system.



And now, what you have all been waiting for...
I am going to turn control over to Shabana and she will show you the workflow within TIMS. We will have time for questions after the demo, but if you have a burning question about something being demonstrated, raise your hand and we'll try to stop and address it.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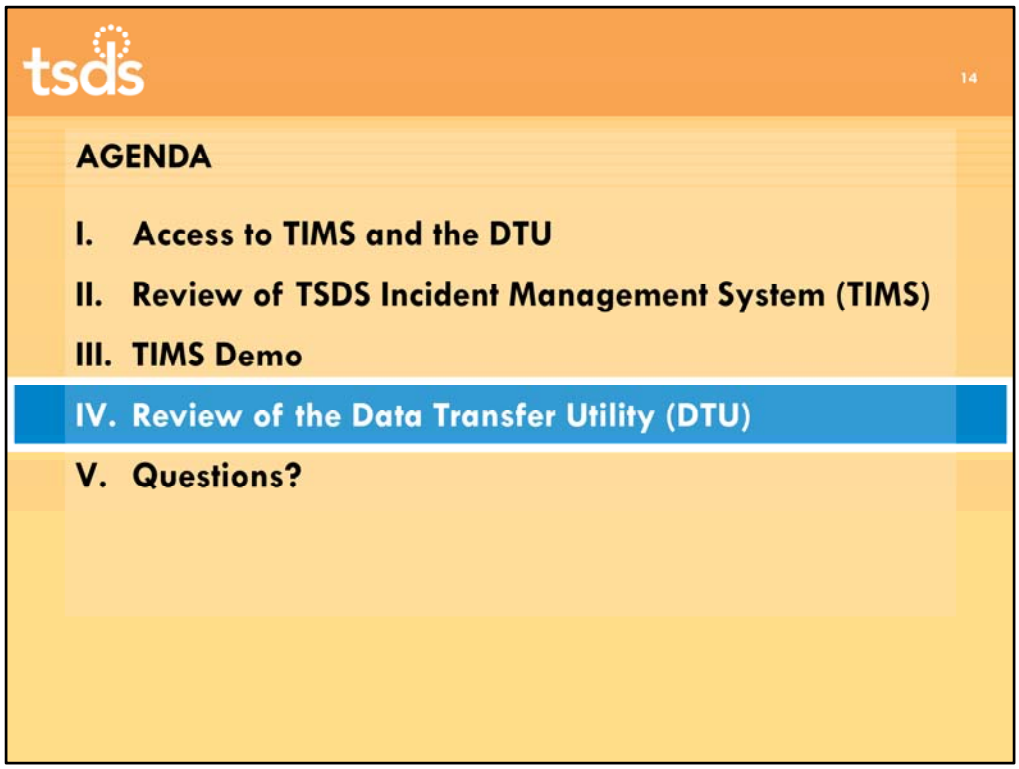
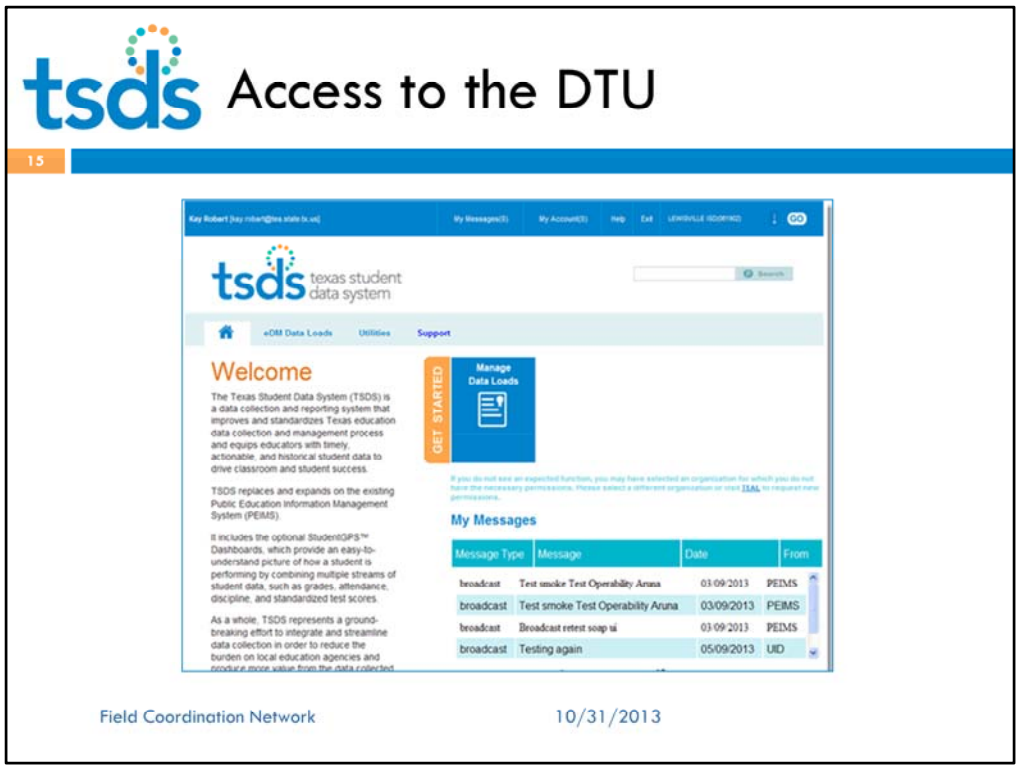


Now let's take a quick look at the Data Transfer Utility, or DTU. Again, this was covered in more detail during Technical Course 3 from the Technical Champion training, and you can always access the relevant training module for review. However, we'll go over the functionality here and provide you with an opportunity to ask questions.



The Data Transfer Utility (DTU) is a Secure-FTP-based application that allows users to move XML data files from their local system to TSDS. Any user with the ODS Data Loader role in TSDS has access to the DTU. On the Portal, click **Manage Data Loads.**

DTU Package

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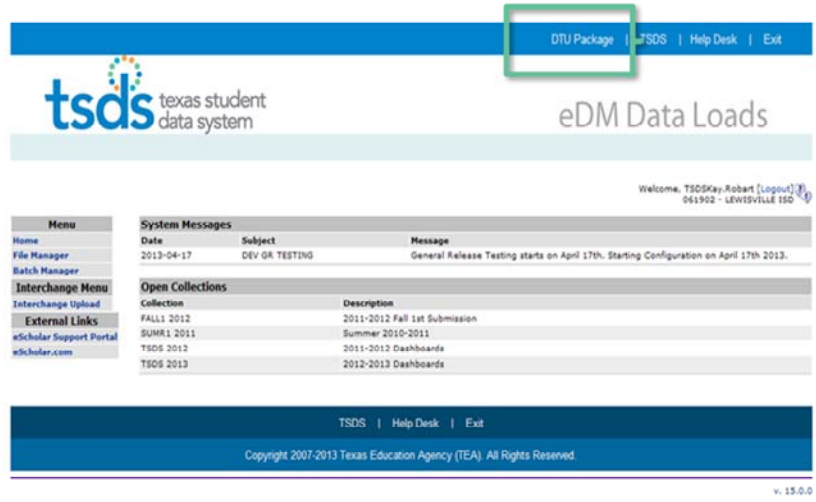

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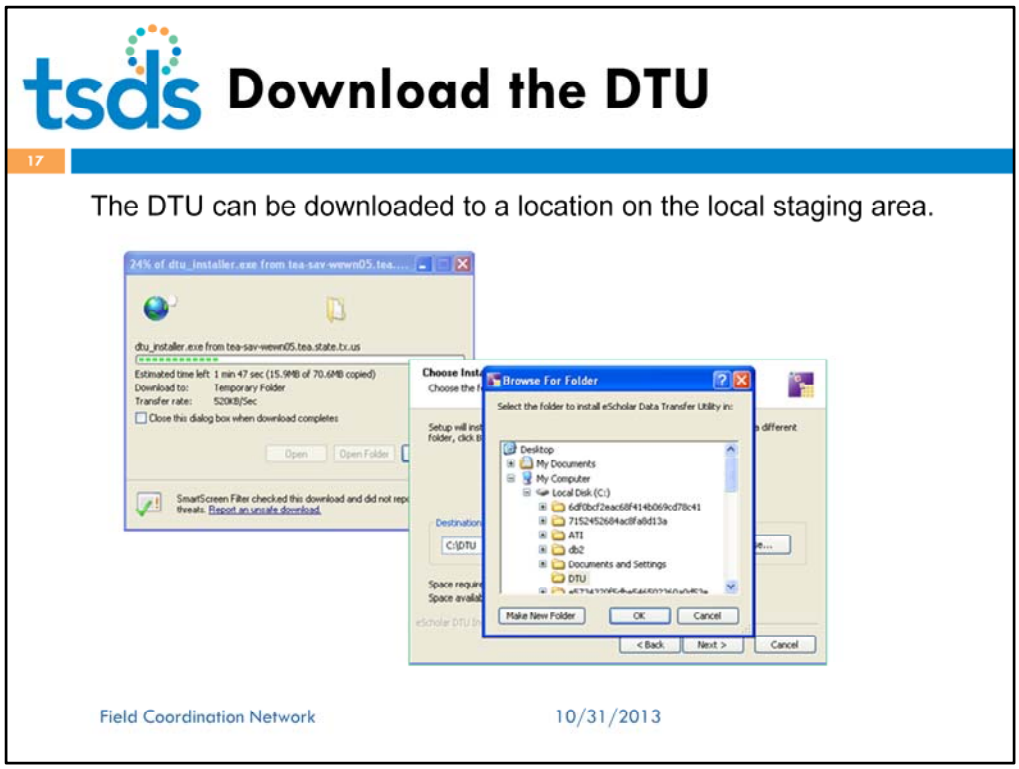
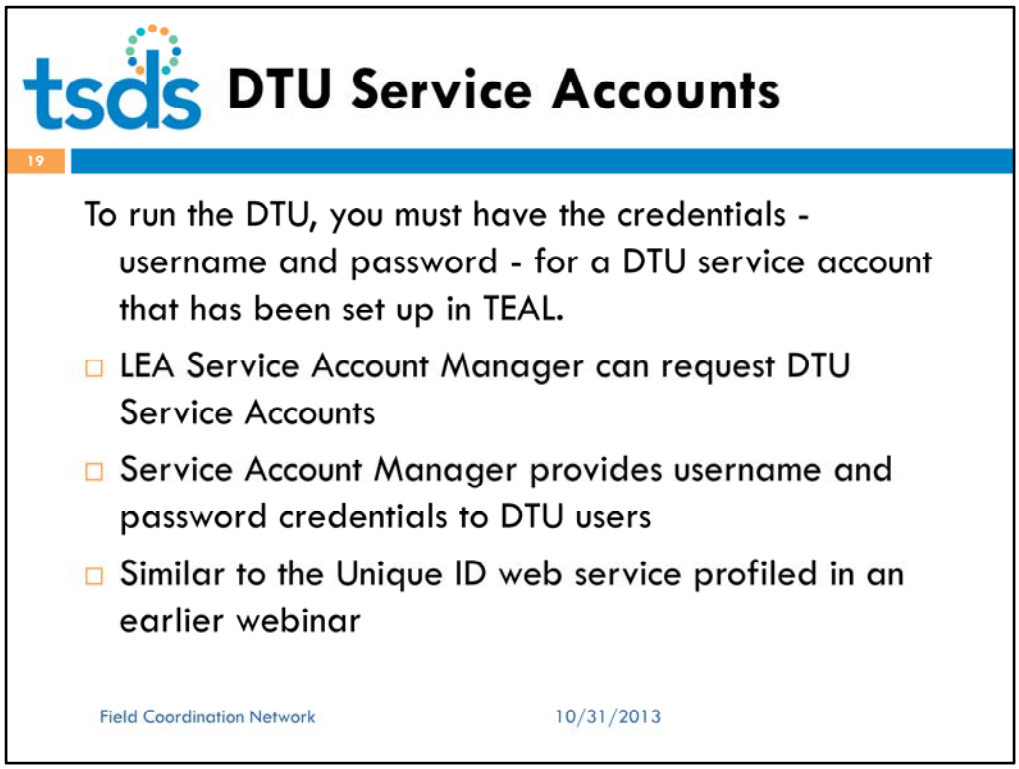
The DTU package is located in the upper right corner of the screen.

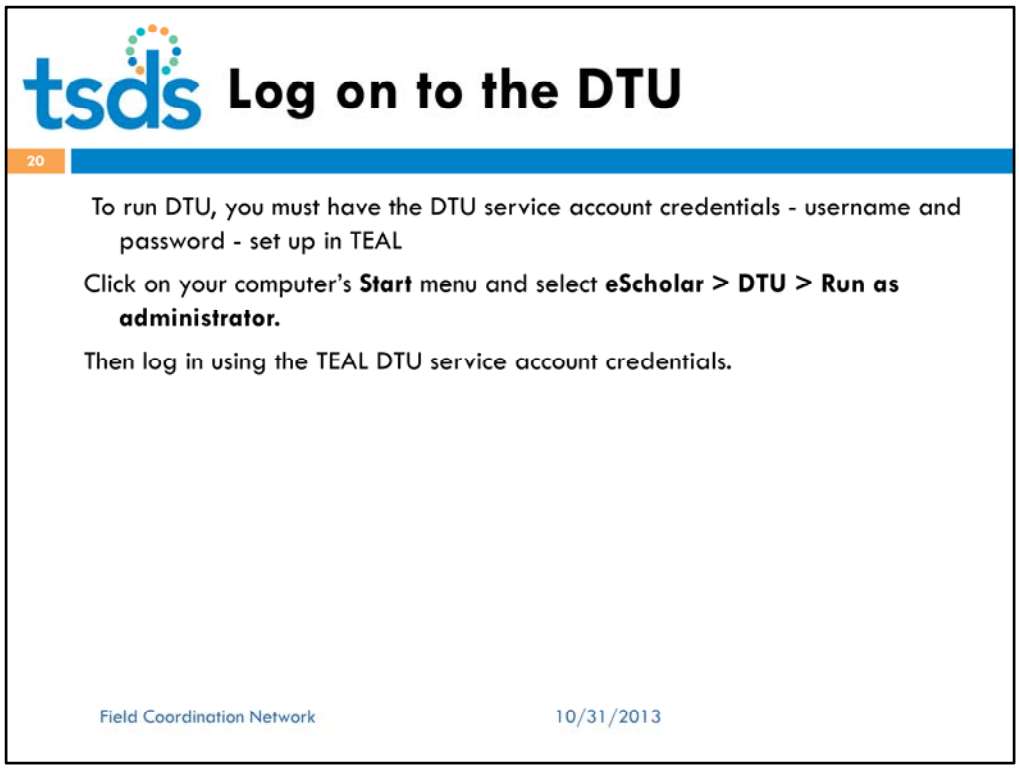


It can be downloaded to a location on the Local Staging Area (the server directory where users place their data extracts for loading to the ODS).

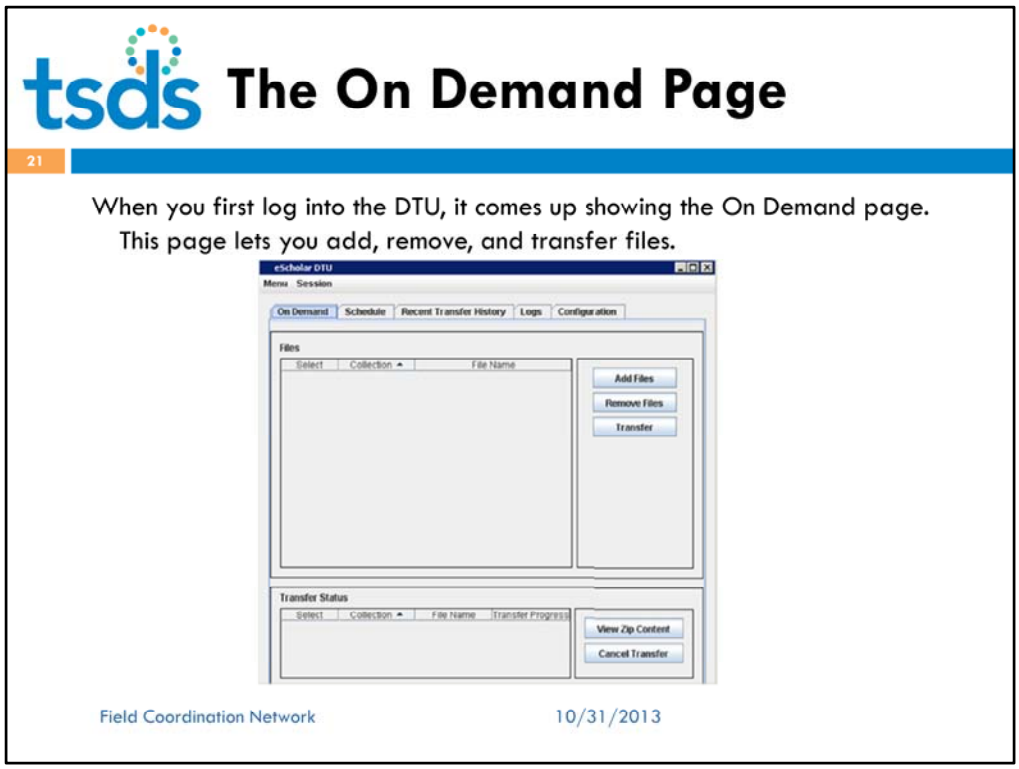
All files imported using DTU must be in TEDS XML format, and they must be named according to a specific format.
In this slide a file name example is shown, along with a description that translates the file name to make the format easier to understand.



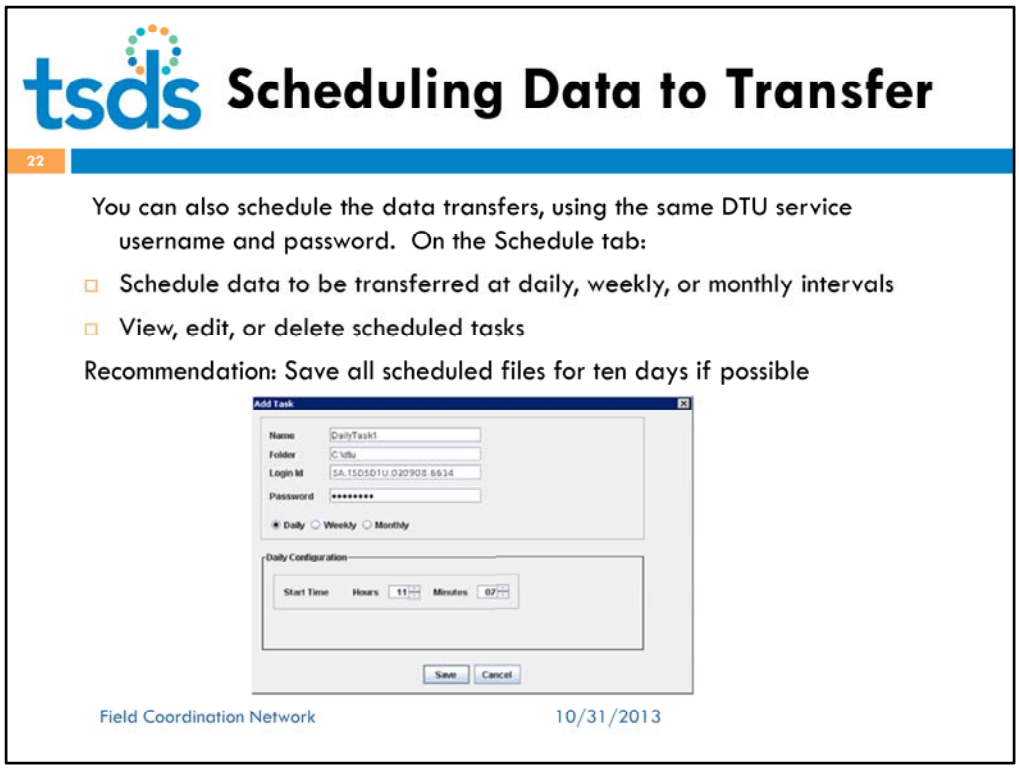
To run the DTU, you must have the credentials - username and password - for a DTU service account that has been set up in TEAL.
An LEA Service Account Manager can request DTU Service Accounts and provides username and password credentials to DTU users.
Many LEAs are new to Service Accounts and will need assistance from ESC Champions to get these set up. A few districts are using Unique ID web services and have a Service Account Manager already set up. This Service Account Manager can also request credentials for the DTU.
For more information on service accounts, see webinar explaining the Unique ID Web Service.



To run DTU, you must have the username and password for a DTU service account set up in TEAL (similar to the Unique ID web service profiled in an earlier webinar).
You will click on the **Start** menu and select **eScholar > DTU > Run as administrator.**
Log in using your TEAL DTU service account credentials.



When you first log into the DTU, it comes up showing the On Demand page. This page lets you add, remove, and transfer files.

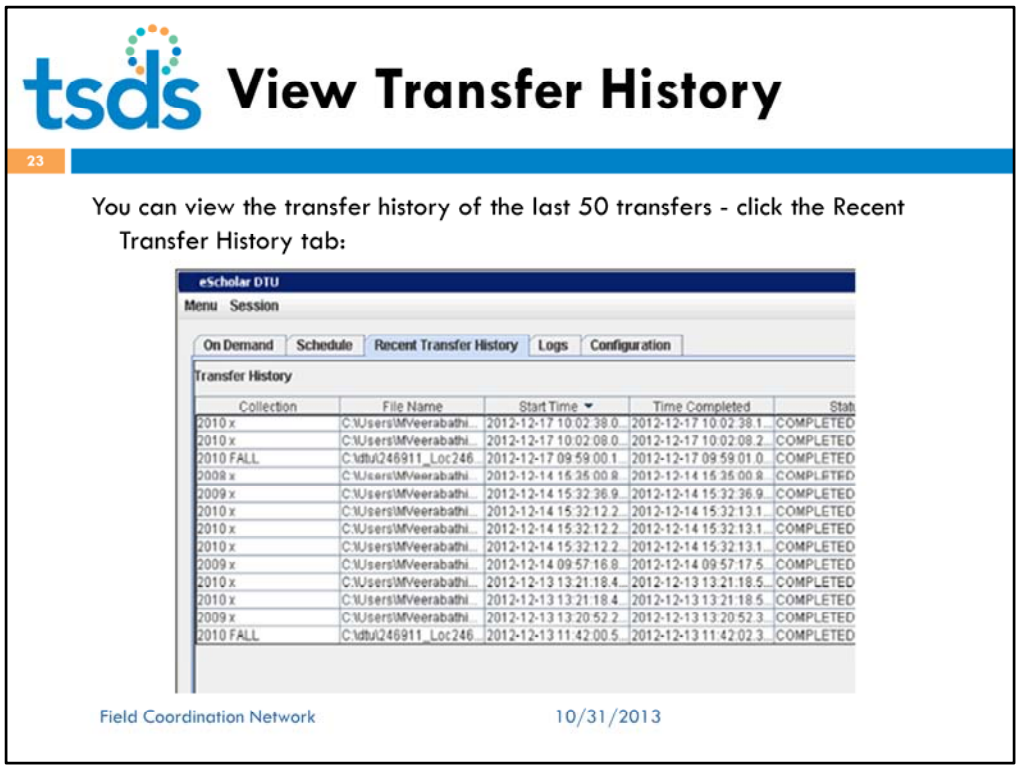


You can also schedule the data transfer instead of doing it on demand. On the Schedule tab, you can:

•Schedule data to be transferred at daily, weekly, or monthly intervals.

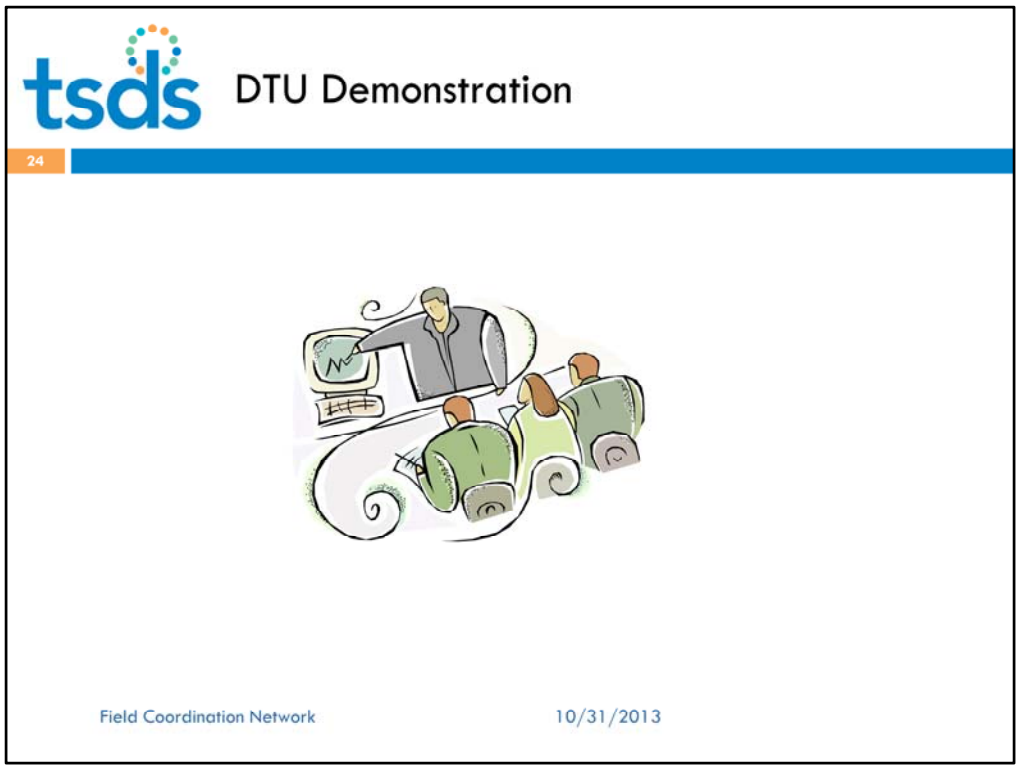
•View, edit, or delete scheduled tasks

Save all scheduled files for ten days if possible. However, you will periodically need to delete old files from the server in order to keep enough space free for ongoing work. Data can be retrieved from TSDS eDM if necessary.

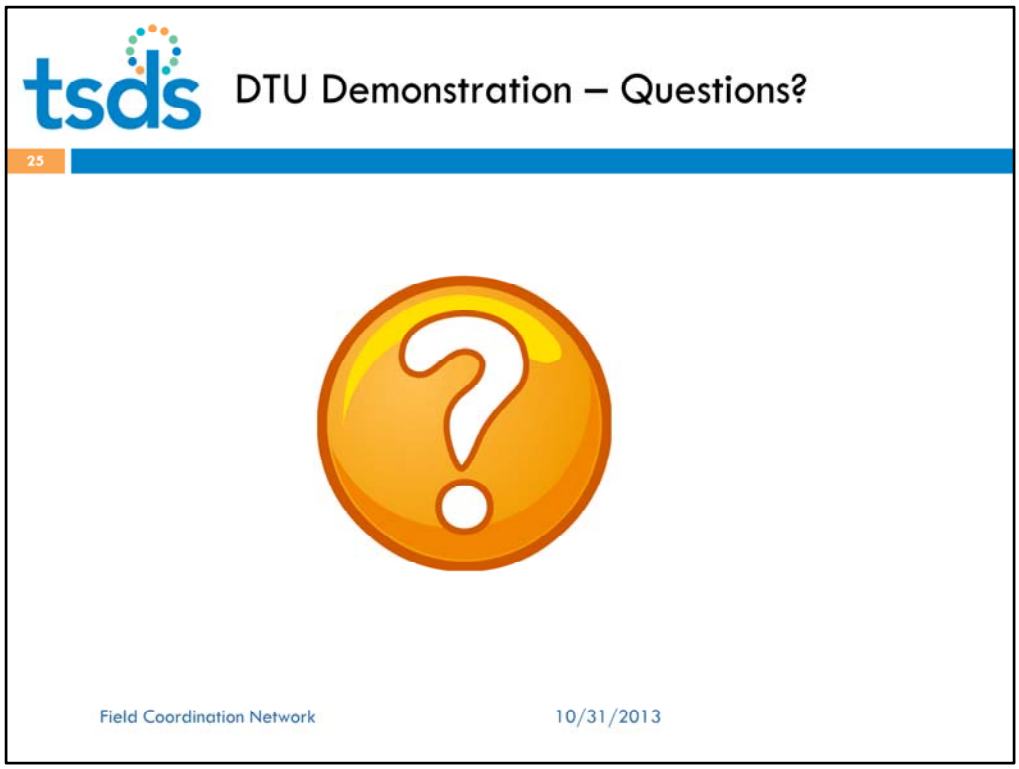


Viewing Transfer History

You can view the transfer history of the last 50 transfers, whether on demand or scheduled. To do so, click the Recent Transfer History tab.



And now, I am going to turn control over to Aruna and she will show you a demonstration of the DTU.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Additional Resources

- TSDS Data Transfer Utility (DTU) Installation & User Guide (soon to be released)
- DTU Training and Quick Start Guides in Project Share
- Guide: TEAL for Unique ID
  - Explains TEAL request process for TSDS Unique ID
- Webinar: Unique ID Web Service Accounts (same process as DTU Service Accounts)
- Webinar: TSDS Incident Management System (TIMS)
- TIMS user guide (soon to be released)

What additional questions or comments do you have?