

**FLORIDA CROWN WORKFORCE BOARD, INC.
POLICY**

POLICY TITLE: Geographic Solutions Online Project Communication System (OPC) Submission Procedures

POLICY NUMBER: ADM-013-09 DATE EFFECTIVE: January 6, 2009

DATE REVISED: July 20, 2010

APPLICATION

Florida Crown Workforce Board, Inc. (FCWB) employees, contractors, providers and other users who access FCWB's network.

PURPOSE

The purpose of this policy is to delineate the proper procedure for Geographic Solutions Online Project Communication System (OPC) submissions to the IT Department for forwarding to Geographic Solutions for the EFM OPC site.

EFFECTIVE DATE

Upon issuance.

POLICY

Following is the proper procedures for submitting information regarding OPC problems:

1. Career Manager is to bring all OPC issues to the Program Manager for review and possible correction.

2. In the event the Program Manager is unable to correct the issue on site, the Career Manager and **only** the Career Manager is to submit a request to IT_Support@flcrown.org, with an informational copy to the Program Manager, which includes:
 - A. An accurate, detailed description of the problem in layman's terms;
 - B. If customer related, first and last name and last 4 digits of the customer's Social Security Number;
 - C. Screen capture of the EFM page where the problem exists (using the ALT/Print Screen button combination and pasting to an e-mail) which includes the URL address at the top of the page;

- D. Screen capture of any EFM errors produced by any normal actions used in EFM (i.e. error messages from trying to close activities, etc.); and
 - E. Any other information that will clarify the problem so that the average non-Career Manager person could look at the problem and have a working understanding of the problem.
3. The data required for OPC submissions is universal regardless of what the triggering issue might have been. The quantity and quality of information is paramount to getting a quick response from Geographic Solutions.
 4. Some problems WILL take longer than others depending on the type of problem and if it's a common issue (especially those related to EFM since there is little IT can do locally).
 5. If a GEOSOL or an AWI representative needs further information they should be directed to the RSO's or the appropriate Career Manager.
 6. When the problem has been corrected, the Career Manager will be notified and shall, in turn, notify the Program Manager.
 7. If your e-mail does not work, have your Supervisor contact the IT Department for the e-mail issue only.
 8. If requests for clarification come from the IT Department and that request is not understood, please contact the IT Department for clarification immediately. No OPC submissions will be made until the IT Department feels they have the proper information necessary for Geographic Solutions to understand the problem.

ACTION

All FCWB employees, contractors and providers will adhere to this policy.

Approved: [John Chastain](#)
John Chastain, Executive Director