

JULY 2019

WORKFORCE INTEGRATED PERFORMANCE SYSTEM

Monthly Newsletter

NEWS | UPDATES | MORE

Featured Articles

1. WIPS Technical Assistance Request Forms
2. Introducing ServiceNow

WIPS Technical Assistance Request Forms

The WIPS Technical Assistance Request Forms are officially in full use! There are TWO different forms that are used for different inquiries and requests you may have pertaining to WIPS. Depending on the type of inquiry, users can find the WIPS Technical Assistance Request Form on either the WIPS Resource Page or within the WIPS interface. All tickets submitted through the request form will be sent directly to WIOA.Feedback for review and escalation.

The new and improved process users **must** follow to submit **any** help desk ticket is listed below.

1. a. **If you are requesting an account creation, account deactivation, account modification, or a password reset** go to the WIPS Resource Page on doleta.gov or click the link on the WIPS log-in page to be redirected to the WIPS Resource Page.
OR.
b. **If you are requesting any other form of assistance**, simply log into your WIPS account as you normally would. Please make sure your email address (i.e. your username) is entered in all lowercase letters. From here, you will see a link near the top of the screen that reads "Request WIPS Assistance". Please click on this link in order to be directed to the WIPS Assistance Request page.
2. Fill out all required fields (denoted with an asterisk) with all necessary information that pertains to your inquiry. Please note that the more details you are able

Announcements

- WIPS 12.1.0 release was deployed on June 28th, please find the release notes attached.
- WIPS 12.0.0 release was deployed on June 7th, please find the release notes attached.
- We ask that, beginning immediately, all help desk inquiries are submitted through WIPS rather than sending inquiries to WIOA.Feedback directly.

Dates of Interest

- **Monday, July 1st**
Annual reporting period begins
- **Monday, July 1st**
PY18 Q4 reporting period begins
- **Thursday, July 4th**
Fourth of July - Government Holiday, Federal Offices Closed

to provide, the more accurately and efficiently WIOA.Feedback can address your issue and provide a resolution.

3. Once all fields pertinent to your inquiry are populated, press submit! The submit button can be found at the bottom of the WIPS Assistance Request form.
4. Upon submission, an email will be sent to WIOA.Feedback with your inquiry and provided information. If additional correspondence is necessary, WIOA.Feedback will reach out to the email provided in the WIPS Assistance Request form.
5. Once a ticket has been formally entered into the system, you will receive a notification from WIOA.Feedback indicating ticket creation and providing an Incident Reference Number (for your records and future follow up, if needed).

Please note, this is the only way all users should request technical assistance for WIPS. From this point on, only requests sent through the WIPS Technical Assistance Form will be accepted for review.

Introducing ServiceNow

This month, WIPS will be transitioning to a new help desk platform, ServiceNow! ServiceNow is a cloud computing company that was founded in 2004. As a DOL wide effort to start streamlining all help desk platforms, ETA-WIOA will be fully transitioning into ServiceNow by July 15th.

As a WIPS user, what does this mean for you?

This transition will not have any major impacts on technical assistance as it pertains to WIPS. You will continue to submit all of your WIPS related inquiries through the Technical Assistance Request Forms found on the WIPS Resource Page and within WIPS, as noted above. All inquiries will continue to be sent to the WIOA.Feedback inbox and efficiently be addressed and escalated. As a WIPS user, you will notice only that your email correspondence will slightly change. The automated email received when a ticket has been created and resolved will continue to have the sender listed as WIOA Feedback. However, when someone needs to inquire more about the issue you are particularly experiencing the email will be sent from the "Enterprise Service Desk".

Please make sure to read all emails that are sent from WIOA Feedback and the Enterprise Service Desk to accurately and efficiently keep up with all inquiries you have submitted.

Resetting Your Password

First, make sure your WIPS username is in all **LOWERCASE** letters when attempting to login. If you still need to reset your password after verifying your username is in all lowercase letters, select **Forgot your password?** on the WIPS login page. From here you will enter in your email address and select **SEND EMAIL**.

Please make sure to check your spam folder if you don't see an email with the subject Password Reset in your inbox. Please note, the email will be sent from Appian.

Questions?

If there are any questions or concerns about the information provided, please contact the WIPS Help Desk at WIOA.Feedback@dol.gov





U.S. Department of Labor

Employment & Training Administration
Office of Information Systems & Technology