

SEPTEMBER 2019

# WORKFORCE INTEGRATED PERFORMANCE SYSTEM

## Monthly Newsletter

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### Featured Articles

1. Updates for Responding to Help Desk Inquiries

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### Updates for Responding to Help Desk Inquiries

This summer has provided some exciting changes and enhancements for WIPS technical assistance! One of the most anticipated changes, the WIPS help desk successfully transitioned technical assistance environments, and has been officially utilizing the ServiceNow platform as of July 15, 2019. While this transition will have no impact on the existing processes for requesting WIPS technical assistance or the quality of responses received, there are some wonderful new features and enhancements that we would like all WIPS users to be aware of and begin utilizing. The first enhancement we want to highlight is the new process for providing additional details surrounding an inquiry when requested.

With our previous platform, Program Offices or help desk technicians would email the inquiry submitter directly when additional information surrounding the inquiry was required. Now, any requests for additional information will be sent directly through the ServiceNow platform. This in turn will then send the user who submitted the inquiry an email from the "Enterprise Service Desk", as seen below, providing the message sent by the Program Office or help desk technician. Please be sure not to disregard messages from this address. From here, users will respond DIRECTLY to their received Enterprise Service Desk email providing their response. The users follow-up response will be sent back to the ServiceNow help desk platform and will be automatically entered into your specific help desk ticket, indicated by your incident number. Not only will responding directly to the Enterprise Service Desk help keep information pristine and organized, but will help the technical assistance help desk to be more efficient and thus allow for quicker incident resolution.

### Announcements

- WIPS 13.1.0 release is anticipated to be deployed on September 13<sup>th</sup>, 2019.
- Starting November 15<sup>th</sup>, all inquiries sent directly to the [WIOA.Feedback@doL.gov](mailto:WIOA.Feedback@doL.gov) inbox will **NOT** be responded to.
- We ask that, beginning immediately, all help desk inquiries are submitted through the WIPS Technical Assistance Request Forms rather than sending inquiries to WIOA.Feedback directly.

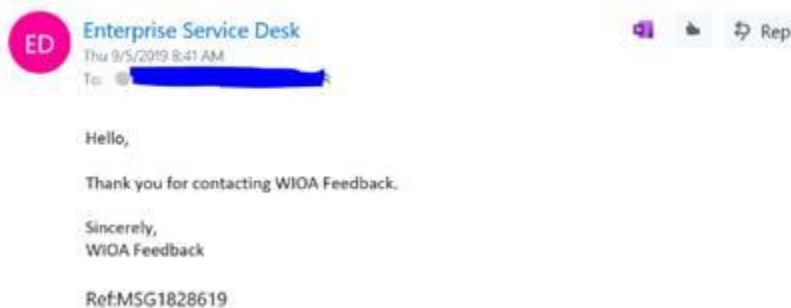
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### Dates of Interest

- **Monday, September 2nd**  
Labor Day - Government Holiday, Federal Offices Closed

Again, please make sure to fully read all emails received from the Enterprise Service Desk.

#### INC0216364 - Account Creation



- **Tuesday, October 1st** PY19 Q1 Reporting Period Begins
- **Monday, October 14th** Columbus Day - Government Holiday, Federal Offices Closed
- **Tuesday, October 15th** PY18 Annual Reporting Period Ends

### 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](mailto:WIOA.Feedback@dol.gov)



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