STATE OF FLORIDA
DEPARTMENT OF
CHILDREN AND FAMILIES
TALLAHASSEE, October 17, 2014

CF OPERATING PROCEDURE
NO. 15-13

Documentation Management

DCFTRACKER MANAGEMENT SYSTEM

CONTENTS

Chapter 1

SYSTEM GUIDELINES

1-1. Executive Sponsor. The Executive Staff Director is identified as the Executive Sponsor for DCFTracker. The duties of the Executive Sponsor include:

     a. System oversight;

     b. Development of appropriate system guidance;

     c. Coordination of systems development, as needed;

     d. Implementation of appropriate Operating Procedures; and,

     e. DCFTracker Training.

1-2. Purpose. This chapter provides instructions for access, use and operation of the DCFTracker assignment management system. This operating procedure is designed to ensure effective collaborations, efficient management and accountability for correspondence, client complaints or requests, public records requests, and other assignments. This includes Assistant Secretaries, Headquarters Program Offices, Circuits, the Regions and Lead Agencies.

1-3. Scope. This operating procedure applies to all Department employees, Lead Agency employees and any others with access to the DCFTracker management tracking system.

1-4. References.

     a. CFOP 15-1, Correspondence Management.

     b. CFOP 50-2, Security of Data and Information Technology Resources.

     c. CFOP 50-7, Statewide Office Automation Standards.

     d. DCFTracker User's Manual.

     e. DCFTracker Security Guide.

1-5. Access.

     a. DCFTracker is a web-based data system maintained by the Office of the Chief Information Officer. As such, access to DCFTracker is available to Department and Community-Based Care (CBC) Lead Agency employees to perform their assigned duties.

     b. DCFTracker requires that users have an LDAP userid.

Chapter 2

SYSTEM ACCESS

2-1. Purpose. This chapter describes the procedure for accessing DCFTracker.

2-2. New Users. DCFTracker is available to all Department staff. Unless Executive Staff specifically authorizes exceptions, staff is assigned to the General role in Tivoli Identity Manager (TIM). To gain access to DCFTracker:

     a. User contacts their DCFTracker Administrator.

     b. DCFTracker Administrator:

          (1) Contacts the Statewide Help Desk requesting access to DCFTracker for their staff member.

          (2) Creates a new User record in DCFTracker.

          (3) Attaches user to the appropriate DCFTracker Functional Area.

     c. The Help Desk issues an Incident Management Ticket to the Regional Security Officer.

     d. The Regional Security Officer processes the Help Desk ticket:

          (1) Determines preexisting LDAP (Lightweight Directory Access Protocol) account.

               (a) Establishes new LDAP account if none exists; or,

               (b) Contacts user to request any needed information.

          (2) Sets LDAP Group Attribute to DCFTracker in Tivoli Identity Manager (TIM).

     e. Once the Regional Security Officer completes the request in TIM, the Regional Security Officer sends the user an email with their userid and a link to their password.

     f. The Regional Security Officer closes the Helpdesk Incident Management Ticket.

     g. ServiceCenter sends the DCFTracker Administrator and the user an email stating that the request is complete. This email will contain a link to log onto DCF Web Systems Portal. The user can download the DCF Web Systems Portal User Guide on this site.

NOTE: System security requires correct users' email addresses in TIM for system access. Current users needing to identify or reset their passwords should contact the DCF HelpDesk by calling (850) 487-9400 or through email at DCF HELPDESK/D20/DCF.

Chapter 3

FUNCTIONAL AREAS

3-1. Purpose. This chapter establishes the procedures for establishing Functional Areas.

3-2. Functional Areas. DCFTracker Functional Areas are the foundation of the DCFTracker workflow and correspond to Department work units following the Department's Organizational Chart. All DCFTracker users must be in a Functional Area to access and use the system.

     a. DCFTracker Administrators manage membership within Functional Areas.

     b. The following example demonstrates the naming convention used by DCFTracker.

          Example:
          Work Unit: ....Circuit 1
          Functional Area: ...C01

3-3. Auxiliary User. DCFTracker Administrators can designate users as an Auxiliary User Type within a Functional Area.

     a. Auxiliary Users do not receive the automatically generated notifications relating to DCFTracker.

     b. All members of the Functional Area are able to access DCFTracker.

3-4. New Functional Areas. The DCFTracker Administrator is the central point of contact for requesting the creation of new Functional Areas. Only the DCFTracker Administrator should make the request.

     a. The standard naming format for Functional Areas are based on Headquarters office symbols and Region or Circuit designations as listed in CFOP 15-1.

     b. Functional Areas will identify within DCFTracker their supervising Functional Area.

     c. The DCFTracker Administrator requests the DCFTracker Authorization Group, consisting of the Executive Staff Director, and the DCFTracker Administrator, to create a new Functional Area. DCFTracker Authorization Group ensures the Functional Area conforms to DCFTracker naming conventions.

     d. After review and approval, the DCFTracker Administrator creates the Functional Area.

     e. The DCFTracker Authorization Group adds the new Functional Area to DCFTracker and notifies the requesting DCFTracker Administrator that the new Functional Area was added to DCFTracker.

3-5. DCFTracker Administrator. Each Assistant Secretary, Program Director, Regional Director, and Circuit Administrator will designate one staff member to serve as the DCFTracker Administrator for the Functional Area.

     a. The DCFT Administrator acts as the central point of contact for all DCFT matters. It is the responsibility of the DCFTracker Administrator to manage DCFTracker Functional Areas' members.

b. The DCFTracker Administrator also maintains the authority for requesting the creation of new Functional Areas by contacting the DCFTracker Authorization Group (using email address DCFTracker_Authorization_Group).

c. The DCFTracker Administrator is responsible for addressing a variety of matters relating to DCFTracker including:

        (1) Users' questions;

        (2) Secretary's correspondence (system or technical questions, not writing or assignment questions);

        (3) Training requests;

        (4) System feedback;

        (5) Proposed enhancements; and,

        (6) Distributing information.

d. Each Assistant Secretary, Headquarters Program Office, Circuit and Region is responsible for ensuring that the DCFTracker Authorization Group is notified when their DCFTracker Administrator changes.

3-6. <u>Functional Area Updates</u>. DCFTracker Administrators are responsible for maintaining existing Functional Areas. The DCFTracker Administrators edit members by using the User Management module within DCFTracker.

3-7. <u>Functional Area Referral</u>. Following normal correspondence procedures, Functional Areas may refer Issues to other Functional Areas. They may also refer work to their subordinate Functional Areas following the Department's Organizational Chart.

a. Functional Areas refer Issues to other Functional Areas or to subordinate Functional Areas.

b. For example, the Functional Area "AS", Assistant Secretary for Administration, may refer work to Functional Areas "OSGC", General Counsel; or "PDES", Assistant Secretary for Economic Self-Sufficiency. AS may also delegate work to a Functional Area reporting to AS, such as "ASFM", Chief Financial Officer.

Chapter 4

STATEWIDE SECURITY OFFICER RESPONSIBILITIES

4-1. <u>DCFTracker Security Guide</u>. The DCFTracker Security Guide describes the Regional Security Officers' role and, secondarily, the Statewide Help Desk's role in DCFTracker user management.

4-2. <u>System Security</u>.

a. DCFTracker is accessed through the DCF Web Systems Portal.

b. The Tivoli Identity Manager (TIM) exists for Information Technology management of user access. Tivoli Identity Manager is the Department's central point of registration for all our computer system users. Data Security manages TIM.

4-3. <u>LDAP Security Roles</u>. There are currently three (3) security roles available in the LDAP Group Attribute for DCFTracker within Tivoli Identity Manager: 'GENERAL', 'OIG' and 'ADMIN'.

4-4. <u>Systems Rights</u>. Security Officers are responsible for ensuring that the appropriate rights are made available to those with the specific responsibility to maintain Tivoli Identify Manager (TIM).

BY DIRECTION OF THE SECRETARY:

(Signed original copy on file)

KRISTIN VALLESE
Executive Staff Director

SUMMARY OF REVISED, ADDED, OR DELETED MATERIAL

Users should read the entire document. This operating procedure was updated with substantial changes since the previous edition. Updates to this operating procedure include application and process changes regarding System access and Functional Areas. Lotus Notes mail groups are no longer used.

Format for New or Updated Functional Areas

Request for a new Functional Area

The DCFTracker Administrator sends the request by email to the DCFTracker Authorization Group.

The text for the email should read as listed below. The required elements for the request are:

The proposed name for the Functional Area; and,
A Description using the office name;

Sample Text
Please create the following Functional Areas listed below.
Please confirm by email when complete.

Functional Area	Description
C01	Circuit 1
C01AS	Circuit 1; Adult Services
C01CR	Circuit 1; Client Relations

If you have any questions, please call _____ at _____.

Update a Functional Area

DCFTracker Administrators are responsible for maintaining Functional Area members. This includes all Functional Areas established under them on the Department's Organizational Chart.

DCFTracker Administrators are responsible for maintaining existing Functional Areas. The DCFTracker Administrators edit members by using the User Management module within DCFTracker.

All DCFTracker Administrators are authorized to edit their Functional Areas accordingly.