Field Operations Memo 2001-11
February 27, 2001

To: **Transitional Assistance Office Staff**

From: **Joyce Sampson, Assistant Commissioner for Field Operations**

Re: **The BEACON Action Center**

Overview

This Field Operations Memo updates the process to receive and respond to BEACON Release 2.0 issues through the BEACON Action Center. This memo obsoletes Field Operations Memo 2000-33.

As the implementation of BEACON 2.0 nears, it is important to identify not only the *types* of problems occurring, but the *frequency* with which they occur.

Therefore, effective immediately, all BEACON Release 2.0 issues, bugs, unresolved conversion problems, policy questions and procedural issues, *even if they are duplicate problems*, will now be e-mailed to the BEACON Action Center by the Implementation Manager.

BEACON Action Center staff will resolve and/or forward the questions to the appropriate Central Office Unit, which will provide answers to the BEACON Action Center.

The BEACON Action Center will forward the answers to the appropriate TAO.

Note: Hardware issues should continue to be referred to your local EDP Coordinator.

Also, as stated in *BEACON Today Issue 11*, BEACON Release 2.0 response time issues should be referred to the Customer Service Center (Help Desk) at (617) 348-5290.

AU Manager Responsibilities

AU Managers who encounter *any* bugs, conversion problems, policy questions and/or procedural issues with BEACON Release 2.0 (even if previously reported) *must*:

- review instructions in *A User's Guide, Transitional Assistance Programs and BEACON*, issues of *BEACON Today*, Policy Online and Training material to determine if the problem can be solved before speaking with the TAO Supervisor;

- report the problem to the TAO Supervisor, who will attempt to resolve it if documentation is not available to solve the problem or if documentation conflicts with the workings of the system;

- record the problem on the BEACON Action Center Report if the TAO Supervisor and AU Manager are unable to resolve it;

- describe the problem, which screen it occurred on, what action was being taken and pertinent case SSNs and case data;

- provide any supporting screen prints;

- include the file name(s) of the screen prints (see the Creating Screen Prints section for file naming conventions); and
  Note: Completing the *BEACON Action Center Report* and creating screen prints allow the problems to be forwarded to and researched by appropriate Central Office staff.

- e-mail the *BEACON Action Center Report* and supporting screen print(s) to the TAO Supervisor.

Accessing the BEACON Action Center Report

To access the *BEACON Action Center Report*, go to "S" drive, click on the BEACON 2 Pilot Forms folder, and then select the *BEACON Action Center Report* file. Before entering information on the *BEACON Action Center Report*, save the file under another name in the "G" drive, using eight characters.

Creating Screen Prints

When going through the process of reporting problems while in BEACON, AU Managers should use WordPad to capture copies of those windows where problems occurred. These copies can be stored in a file created through WordPad. This file will be named and stored in the TAO "G" drive. This file will then be accessed by the TAO Supervisor and attached to the e-mail along with the *BEACON Action Center Report*, as necessary, when e-mailing it to the Implementation Manager.

See Attachment A for detailed instructions on creating screen prints in WordPad, naming files and creating an attachment in cc:Mail.

TAO Supervisor Responsibilities

In addition to the supervisory duties outlined in the memo titled *Your Responsibilities As A Supervisor,* issued on March 3, 2000, TAO Supervisors remain BEACON coaches to their unit staff.

The TAO Supervisor must also:

- ensure that AU Managers have reviewed *A User's Guide, Transitional Assistance Programs and BEACON,* issues of *BEACON Today,* Policy Online and Training material;

- review all *BEACON Action Center Reports* with AU Managers; and

- work with the AU Manager to resolve *any problems that can be resolved at the TAO*; or

- e-mail **all problems that could not be resolved at the TAO**, using the *BEACON Action Center Report* with the supporting screen prints, to the Implementation Manager, who will e-mail them to the BEACON Action Center.

Implementation Manager Responsibilities

The Implementation Manager must:

- receive the *BEACON Action Center Report* for **all unresolved problems** from TAO Supervisors;

- review **all unresolved problems** for steps taken by the TAO Supervisor and AU Manager to resolve them;

- record a list of **all unresolved problems** reported to the BEACON Action Center and the steps taken to resolve them; and

- e-mail **all unresolved problems** and supporting screen prints with steps taken to resolve them to the BEACON Action Center. They should also be e-mailed to the appropriate Regional Director.
  Note: **All unresolved problems**, *including duplicate ones,* **must** be reported to the BEACON Action Center. The frequency **must** be *tracked* and *reported* by the Implementation Manager.

E-mailing the BEACON Action Center

To report **all** *unresolved* problems or issues to the BEACON Action Center, the Implementation Manager will e-mail them using the *BEACON Action Center Report.* To e-mail using the DTA e-mail system, select BEACON Action Center.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline at (617) 348-8478.

Creating Screen Prints in WordPad

Following are some quick step-by-step instructions on how to access and use **WordPad** to create screen prints.

1. Click on the **Start** button on the **Task Bar**.

2. Highlight **Programs**, then **Accessories**, then click on **WordPad**.

3. The **Document - WordPad** window opens.

4. Open and then click the Minimize button. The **Document - WordPad** application appears on the **Task Bar** and remains open.

5. Access the window on BEACON to be copied.

6. Press the **Print Screen/SysRq** button on the keyboard. This will copy the screen.

7. Click the **WordPad** application on the **Task Bar**. The **WordPad** window opens on the desktop.

8. Click **Edit** on the menu bar.

9. Click **Paste** on the dropdown menu. The screen print is copied in the **Document - WordPad** window.

10. Once the window appears within the **WordPad** screen, click on **File**.

11. Click **Save** on the dropdown menu. The **Save As** window opens.

12. Double click **My Computer**.

13. Double click the **"G"** drive. The **"G"** drive appears in the **Save In** field.

14. Double click the **Wordpro** folder (created by the TAO EDP Coordinator). The **Wordpro** appears in the **Save In** field.

15. Double click your file folder. (Your last name appears next to the folder). Your name appears in the **Save In** field.

Creating Screen Prints in WordPad (continued)

16. Double click the **Screen Prints** folder (created by the TAO EDP Coordinator). **Screen Prints** appears in the **Save In** field.

17. Click and drag in **File Name** field. **Document.doc** will be highlighted.

18. Type a file name and select a drive/folder to save the screen print to. Multiple screen prints can be stored in one file. To name the file use eight characters:
    ✓ use the date as the first four characters;
    ✓ use your CAN as the next three numbers; and
    ✓ if copying multiple screen prints on the same day, the letters of the alphabet.
    EXAMPLE: The date worker 311 had problems with the Interview Wrap-up screen was January 3. This was the second problem encountered on this window. The file name should be: "0103311b."

These screen prints, once saved, can be sent as an attachment via cc: Mail to the TAO Supervisor, Implementation Manager or BEACON Action Center as needed. To cc: Mail the TAO Supervisor, Implementation Manager or BEACON Action Center:

1. Open a **New Message** in **cc:Mail**.

2. Click on the **Attachment** icon.

3. Locate the **"G"** drive and **Folder** where the file was stored.

4. Add it to the **cc:Mail Message**.

5. Select the address of the TAO Supervisor, Implementation Manager or BEACON Action Center, as necessary.

6. Send the message by clicking on the **Send** icon on the **Icon Bar**.