

Submitting ASSET Staff Requests

ASSET User's should submit requests for data changes/corrections using the Staff Request menu item in ASSET.

Staff requests should be submitted when

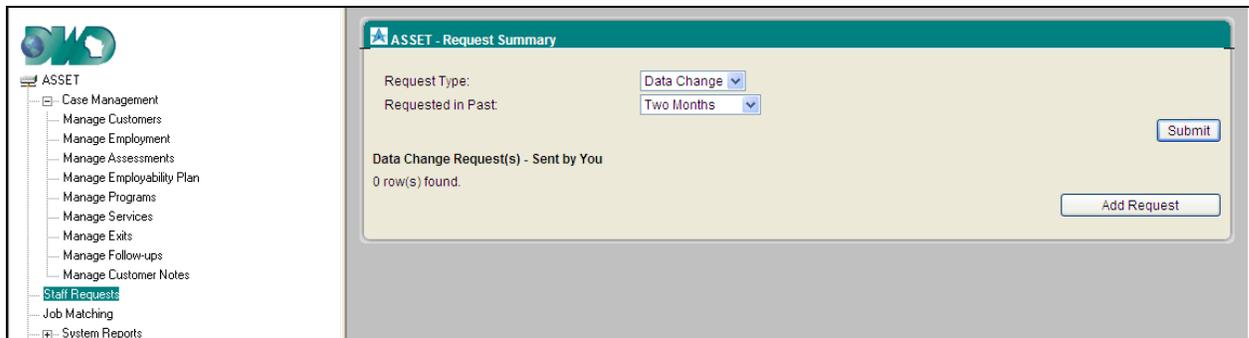
- Data changes or corrections are needed and the field is grayed out and cannot be updated;
- Multiple PINs for the same customer are discovered;
- Exit needs to be removed because an episode soft exited or was closed in error; or
- Information was entered under the wrong PIN.

Further information on when to submit staff requests can be found in [WIA Policy 07-04, Change 1](#).

How to submit a Staff Request

In Asset, select Staff Requests.

- On the Request Summary screen
 1. For Request Type, select Data Change;
 2. For Requested in Past, select One Month, Two Months, or Three Months;
 3. Click on the Submit button; and
 4. On the bottom of the screen, click on the Add Request button



The screenshot shows the ASSET - Request Summary interface. On the left is a navigation tree with 'Staff Requests' selected. The main panel contains two dropdown menus: 'Request Type' set to 'Data Change' and 'Requested in Past' set to 'Two Months'. A 'Submit' button is located to the right of these dropdowns. Below them, a section titled 'Data Change Request(s) - Sent by You' displays '0 row(s) found.' and an 'Add Request' button at the bottom right.

- On the Staff Request Details Screen
 1. Select Data Change for the Request Type;
 2. Enter the Customer PIN;
 3. Select the appropriate program;
 4. If WIA Title 1 staff, select the appropriate name from the drop down list in the "Needs Approval By" field;
 5. Enter a brief summary in the Summary field;
 6. Enter a reason for the request in the Reason field;
 7. Select Pending for the Status;
 8. Enter a detailed description of what change is needed in the description field (make sure to use the same wording as what appears in ASSET); and
 9. Click on the Save button.

ASSET - Staff Request Details

Save

Staff Request Information:

Request ID: Not Yet Assigned
 Request Date: 12/30/2013
 Request Type: Data Change
 * Customer PIN:
 * Program: WIA Title 1
 ! * Needs Approval By:
 * Summary:
 ! * Reason: caution 200 character limit
 Status: Pending
 Status Change Date:
 * Description: caution 500 character limit
 Response: caution 1000 character limit

Staff Request Tips

- Be specific about what is needed;
- Use the same terminology that is used in ASSET;
- If a field needs to be changed in a service, specify the exact name of the service and the exact name of the field;
- Be sure to provide information for any mandatory fields if the fields are currently blank;
- If data entered on the wrong customer, list both the wrong PIN and the correct PIN; and
- If the status is “More Information Needed”, provide the requested information and change status back to “Pending”.

Multiple Records/PINs for the Same Customer

- If reporting multiple PINs for the same customer, the Customer PIN on the request must be the PIN that will be deleted.
- If reporting multiple PINs for the same customer, a separate request is needed for each PIN that will be deleted.
- List all PINs involved in the description on the request.
- The PIN that contains a Program Assignment\Level of REA or WPRS under the Re-employment Services Section on the Job Center of Wisconsin tab in Manage Customers or a completed JCW Registration and a Job Match Profile/Resume is the record that must be kept. If neither is present, then the PIN with the oldest services is kept.
- For assistance working with multiple records/PINS call or email the contacts listed below.

ASSET Contacts

Direct ASSET technical questions / problems to:

- DET Security at 608-229-4855
- DWD DL DET ASSET (detasset@dwd.wisconsin.gov)

Approving ASSET Staff Requests

Staff requests submitted by WIA Title 1 staff require approval by locally designated staff for their area (known as an Approver).

Approvers should check staff requests weekly to determine if there are any pending requests that require approvals. Alerts or emails are **not** sent to notify a request is awaiting approval.

ASSET - Request Summary

Request Type: Data Change
 Search Field: Staff
 * Filter By Staff: Asset Staff, Approver
 Requested in Past: Six Months

Submit

Search Results:
Data Change Request(s) - Sent By Staff

Request Date	PIN	Summary	Status	Requestor
11/18/2014	8297	Remove Exit	Pending	Asset Staff, Case Manager
08/29/2014	10095	Remove Exit	Pending	Sill, Catherine
06/24/2014	7805	Test	Pending	Sill, Catherine

Page 1
 3 row(s) found.

Data Change Request(s) - Sent by You
 0 row(s) found.

Add Request

The Approver should check the staff request for completeness.

- Did staff clearly convey the change requested?
- Did staff provide all the necessary information for Approvers or System Administrators to accurately complete the request?

ASSET - Staff Request Details

Save

Staff Request Information:

Request ID: 632
 Request Date: 11/18/2014
 Request Type: Data Change
 * Customer PIN: 8297
 * Program: WIA Title 1
 * Needs Approval By: Asset Staff, Approver
 * Summary: Remove Exit
 * Reason: Client still active, please remove exit
 caution 200 character limit

Status: Pending
 Status Change Date:

* Description: Client still active, please remove exit
 caution 500 character limit

Response:
 I
 caution 1000 character limit

Approved By:
 Completed By:

The Approver may either Approve or Deny the request, or Request More Information. Some data changes can be completed by the local Approver.

Once approved, staff requests that relate specifically to Performance, Policy, or Program related issues must also be submitted to the Local Program Liaison (LPL) for QA review and approval. The System Administrator will forward the request to the appropriate LPL.

Search Results:
Data Change Request(s) - Sent By Staff

Request Date	PIN	Summary	Status	Requestor
11/18/2014	8297	Remove Exit - MS	QA Review	Asset Staff, Case Manager
08/29/2014	10095	Remove Exit	Pending	Sill, Catherine
06/24/2014	7805	Test	Pending	Sill, Catherine

Page 1
3 row(s) found.

The LPL may either Approve or Deny the request, or Request More Information.

Once the LPL has approved the request, the System Administrator will complete the request and change the status to Completed.

Search Results:
Data Change Request(s) - Sent By Staff

Request Date	PIN	Summary	Status	Requestor
11/18/2014	8297	Remove Exit - MS	Completed	Asset Staff, Case Manager
08/29/2014	10095	Remove Exit	Pending	Sill, Catherine
06/24/2014	7805	Test	Pending	Sill, Catherine

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3 row(s) found.