IT Bulletin

A Better SAIS

In the first phase of our efforts to reconfigure SAIS so that it performs better, we've purchased new servers and storage capacity. Now the hardware has been configured, test servers have been set up, and we have begun making test runs. This phase is expected to enable us to discover how SAIS might be configured more efficiently, so that it will deliver the best possible performance. Our aim is to use faster hardware and optimized configuration for more rapid processing of data (mainly Integrity and Aggregation), and quicker delivery of reports.

ADE's SAIS Team

The SAIS Team is dedicated to the maintenance of the

SAIS system, resolving customer and internally reported issues, and implementing the reoccurring Fiscal Year based legislative and fed changes.

Our team comprises four Visual Basic developers—Marc Nechtman, Alice Bautista, Lonnie Wise, and Viju Jagadamma; two QA analysts—Gary Kerekes and Yaw Bediako-Poku; two operations staff—Delano Walcott and Artice Simpson; and one scrum master—Toby Koenig, who facilitates and keeps the team focused. Today, our efforts are around stabilizing the SAIS system and resolving open issues, AND we are preparing for the fiscal year rollover process and FY12 changes. We will be posting a schedule for FY12 SAIS transactions and integrity/aggregation runs here in the next month. Our aggressive goal is to have transaction and integrity processing available by the time schools open in FY12. For more information, check our SAIS bulletin board.

Surviving Another ED*Facts* Crunch Time

ED*Facts* is a U.S. Department of Education (ED) initiative to collect, analyze, report on and promote the use of high-quality education program data to improve outcomes for students. for use in education planning, policymaking, and making both management and budget decisions about .

ED*Facts* has integrated and replaced most individual education program reports required in the past, thereby reducing duplication of data reported. Reporting of ED*Facts* Federal education program data aggregated at the school, district, and state levels is mandatory for states receiving Federal education funds.

The Arizona Department of Education collects the required data from the schools and districts, and the IT section of the agency, working with the program area's business units, reports this data to the USDOE. ED*Facts* data is submitted throughout the year based on a calendar of due dates required by law, by the Federal program offices, and by Congress.

Data collected in ED*Facts* includes student enrollment, assessment, graduation, and dropout data, as well as student eligibility and participation in Federal education programs. District and school staff data, including Highly Qualified Teacher data, are also reported to ED*Facts*. The Office of Management and Budget (OMB) has approved EDFacts Data Reporting Requirements for SY 2010-11, SY 2011-12, SY 2012-13. These requirements may change with the future reauthorization of the Elementary and Secondary Education Act (ESEA).

The majority of ED*Facts* reporting is required during the months of October through April of each year with many due dates in March. Due to the oversight of ED*Facts* coordinator Jeff Stowe, and the tireless technical efforts of Data Specialist John Eickman, working with every contributing business unit, the agency has submitted 164 data files to ED*Facts* from last October through this March, without missing a single federal deadline. You can find more information at: http://www2.ed.gov/about/inits/ed/edfacts/index.html

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New Website Coming

The ADE website is getting a new look! The goal of the redesigned website (by July 1st) is to create a more professional and graphically pleasing website that is user-friendly, highly functional and content-rich. A key requirement of this project is to better tailor information to the following user groups: students, parents, teachers, administrators/business officials, the public (media, researchers, taxpayers, etc.) and ADE employees. Key goals for the new website:

- Creation of a new look and feel for the presentation of a new improved AzEd.gov official website
- Verification that the site will be viewable to the majority of Arizona constituents
- Presentation of information for specifically referenced pages
- Clear, concise and organized communication of Agency and sub-division information on their respective pages

The new website will also have full integration with social media outlets, i.e., facebook, Twitter & YouTube to further increase our online presence.

Frequently Asked Questions

How do I delete cookies?
Using your Internet browser, go to **Tools** and click on **Internet Options**. Under the **General** tab and **Browsing history**, click the **Delete…** button. When the next screen pops up, make sure **Temporary Internet files** and **Cookies** are checked, click **Delete** and **OK**. Close out the browser and open a new session, then go to Common Logon and log in once again.

What link should I use for "Common Logon"?
Here is the link for **Common Logon**: https://www.ade.az.gov/Commonlogon/logon.aspx. (Please make sure the word *state* appears nowhere in the URL). You can also reach **Common Logon** from ADE's web site http://www.azed.gov/; the **Common Logon** link appears at the top right corner of the page.

How can I get a new Common Logon or an application added to my Common Logon account?
To have additions or changes made to your Common Logon accounts, please have your Business Manager or Entity Administrator e-mail a request to Enterprise@azed.gov. For new accounts, the following information will be needed: the CTDS or Entity ID to which the account is to be associated; user's full name, title, phone, fax, e-mail; and name of the applications to which access is needed.

How often is integrity run? How often is aggregation run?
Integrity is run every Tuesday and Friday. **Aggregation** is run the first Friday of each month. For updates, please visit the IT Bulletin board
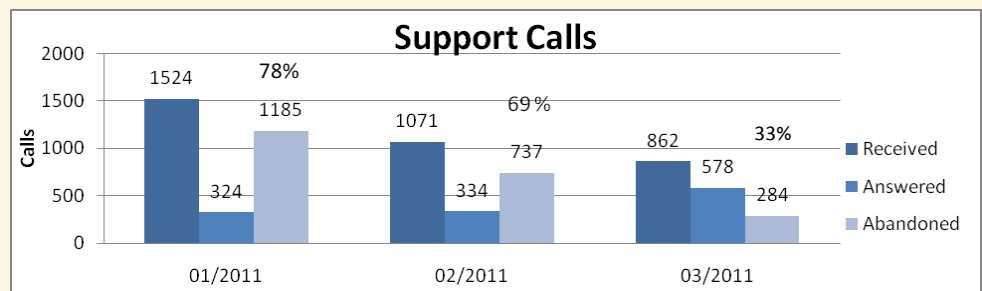
Where can I find ADE's IT Bulletin Board?
Use https://www.azed.gov/Administrators/IT/bb/default.aspx to link to the IT Bulletin Board, where you will find updates posted by ADE's Support Center and Operations teams.

When can I contact the ADE Support Center?
The ADE Support Center is available to assist you Monday-Friday from 8am-5pm, excluding holidays.

Support Center News

Support Calls

	01/2011	02/2011	03/2011
Received	1524	1071	862
Answered	324	334	578
Abandoned	1185 (78%)	737 (69%)	284 (33%)

The Ade Support Center welcomes **Cheryl O'Neill** to our Team. Cheryl will be handling the Enterprise email request and password issues. She will also be the voice on the phone support line (option 7) when internal customers contact IT Technology for support. We now have three Support Specialists, **Janet King**, **Mea Greenidge**, and **Carolyn Love**, answering external calls for SAIS and other ADE application support. In the chart above you can see the positive impact the staff additions have made by the reduction in abandoned calls from 78% to 33% in just a 90 day period!