

Tier 1 Knowledge Transfer Information

This document provides the DIS Help Desk with a knowledge transfer of basic information about a new system being transitioned into operation. Please submit the answers to the questions below to the Help Desk Manager prior to ISDM phase 7 implementation - deployment.

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# Identity

#### What is the name of the Application?

#### What is the description of the application?

#### What is the URL, if web application?

#### Who is the business owner?

#### What is the platform / app type?

# Support

#### Who is the access control administrator?

#### Who is the IT contact person?

#### Who is the responsible support group to resolve incidents?

#### What are the system requirements (desktop, database accounts etc)?

# Security

#### Does the application require a userid/password/permissions to gain access?

#### Does the application allow users external to DFS, OFR, and OIR access to information on the DFS network?

#### Does the application involve access to secure network folder(s)?

#### Does the application receive, disburse, or account for funds or assets?

#### Does the application store or process confidential information as defined in state and federal law?

#### Tasks:

1. Remedy CTIs & Support Groups
2. Remedy training for ACAs.
3. HD transition – knowledge transfer (user manual).