

Super Users in Ohio SACWIS



Knowledge Base Article

Super Users in Ohio SACWIS

Table of Contents

Overview	3
What is a Super User?	3
Importance of a Super User	3
Super User's Responsibilities	3
Tips for Super Users	4

Super Users in Ohio SACWIS

Overview

This article reviews what a Super User is and why it is important for your agency to cultivate this resource.

What is a Super User?

Super Users are Ohio SACWIS end users who have a clear understanding of their agency's business practices and also have strong technical skills.

In addition to their normal job role, Super Users will also function in a leading role across the agency to support others in using the Ohio SACWIS application.

Importance of a Super User

Super Users serve a crucial role by providing user support and acting as a liaison between their agency and the state. They begin by assisting with pre-implementation tasks, such as facilitating the set-up of user access/security and data cleanup activities.

A Super User will support the users in your agency by remaining current on functionality, changes/updates, answering functionality questions, troubleshooting system problems, and continuing to serve as a liaison between your agency and the Automated Systems Help Desk.

Super User's Responsibilities

- Develop an above average understanding of the Ohio SACWIS application. and the agency's Ohio SACWIS-related work processes.
- Assist end-users with questions related to use of the Ohio SACWIS application.
- Act as the agency's liaison with the Automated Systems Help Desk.
- Collaborate with other (public and private agency) super users.
- Serve as the internal/external Ohio SACWIS Point-of-Contact (POC) for their agency.
- Serve as the primary internal support for Ohio SACWIS users.
- Help users log into the system for the first time.
- Assist users with their initial setup of Ohio SACWIS.
- Coach users on how Ohio SACWIS functionality fits into their workflow.
- Troubleshoots problems that users may experience by reporting system problems and questions to the Automated Systems Help Desk and/or Provider Team.
- Develop a feedback loop to follow up with end-users regarding Ohio SACWIS problems and questions that were bumped up to the state level.
- Collect feedback from users and administrators on their comfort using the application as well as any issues or concerns they may have.

Super Users in Ohio SACWIS

Tips for Super Users

Approach your role in providing user support as hands-on training.

- Develop internal processes to integrate Ohio SACWIS into your agency's workflow.
- Remain informed about Ohio SACWIS functionality changes by reading Build release notes, and emails regarding Ohio SACWIS.
- Use pre-release notes disseminated each release cycle to proactively work with agency staff to plan/prepare for workflow changes necessitated by the introduction of new functionality (or the enhancement of existing functionality).
- Continue to develop your expertise regarding Ohio SACWIS and your agency processes and share your expertise with others.
- Use the training materials, Knowledge Base Articles, videos, and Online Help articles as reference tools.
- Keep the Automated Systems Help Desk and your Agency Point of Contact (POC) (if role is served by another agency staff) informed of functionality problems and issues.