

STAARS Support Plan

Introduction

As we go-live with Track 3 agencies next week, our goal is to ensure your problems are solved as quickly as possible. When you encounter an issue, try first to resolve it within your agency by asking for help from co-workers who may be more familiar with STAARS and your agency's procedures. If you cannot get the answers you need, contact STAARS Support Services. If your issue requires immediate assistance, please call (334) 353-9000. If your issue does not require immediate assistance, email STAARS.support@finance.alabama.gov.

Support Resources

With the implementation of any new system, it is normal to experience additional support requirements and workload. To ensure you receive a complete solution as rapidly as possible, our STAARS Support Services team will also include CGI consultants and experienced state team members.

We realize that it can be difficult to resolve complex issues over the phone or through email. Once you have contacted the Support Services team and a ticket is created for your issue, if we discover that it would be easier to solve your issue(s) in person, we will offer additional support services depending on your needs. You may submit a direct request for one of these services by contacting STAARS Support Services and specifying the type of service. See the following sections for more information about these services.

Additional Support Services

Transition Assistance Sessions

For the first three weeks after go-live, 1.5-hour sessions will be available to help agencies with specific issues. Each session will be managed by STAARS team members. Depending on the need and complexity of the topic, additional STAARS subject matter experts will be ready to assist as needed. If your agency signs up to attend a Transition Assistance session, you will be asked to describe the specific transaction or function you need help with. For example, you may have questions about specific STAARS documents that have been started but you are unable to complete. By gathering this information beforehand, we can ensure we have the appropriate experts available to assist you.

Continuous Training

The STAARS Training team will also offer training on a continuing basis. We will hold training classes in October and November for agency personnel who need refresher training or were unable to attend training over the summer. Depending on participation levels and ongoing training needs, we will reduce class frequency after November to once a month, or less, depending on the course. See the [Support Services Calendar](#) for the schedule of classes. The up-to-date calendar is available on the STAARS website, at the top of Training Materials page.

Tiger Teams

As complex or unusual issues arise and adequate assistance cannot be provided remotely, a “Tiger Team” of STAARS team members may be made available to offer on-site (at the agency) analysis and troubleshooting. Tiger Team support will be reserved only for complex issues that are disruptive to agency operations and where immediate, personalized assistance is necessary. Agencies may request Tiger Team support through Support Services by providing detailed information on the issues encountered and the impact to your agency.

Please note that Transition Assistance sessions and Tiger Team support should not be used in lieu of training. The focus of these sessions should be on solving specific issues.

Registration

You may register for training classes, Transition Assistance sessions, and Tiger Team support by emailing STAARS.Support@finance.alabama.gov.

Registering for a Training Class

Submit your request for a training class at least two days prior to the training date. Enter “Training Request” in the subject line of the email. Include the following in your email: name of the person(s) attending, agency, course name, and class date. You will receive a response to confirm your attendance. If the training class is full, we will maintain a waitlist. If you cannot attend a confirmed training class, please let us know as soon as possible so that others can be scheduled.

Registering for a Transition Assistance Session

Submit your request for a Transition Assistance session no later than the day prior to the session date. Enter “Transition Assistance Request” in the subject line of the email. Include the following in your email: name of the person(s) attending, agency, session title, and session date. Provide a description of the specific issue that your agency needs help with. If your issue pertains to a select document, please leave the documents with errors in the system. You will receive a response to confirm your attendance. If the Transition Assistance session is full, we will maintain a waitlist. If you cannot attend a confirmed Transition Assistance session, please let us know as soon as possible so that others can be scheduled.

Registering for Tiger Team Support

Submit a request for Tiger Team support if your agency is experiencing a complex issue that requires immediate assistance and you feel it must be addressed on-site at your agency. Enter “Tiger Team Request” in the subject line of the email. Include the following in your email: name of the person(s) requesting assistance, agency name, a detailed description of the issue (including specific transactions and documents), and the impact of the issue to your agency. You may be asked to provide more details before we establish the type of support needed. Once we evaluate your request and determine that Tiger Team support is warranted, we will contact you to arrange the date and time of the Tiger Team visit.

Support Services Calendar

The [Support Services Calendar](#) displays the current schedule for both training and Transition Assistance sessions. Mondays and Fridays have been left open for STAARS team members to concentrate on other project activities, but may be used to accommodate additional sessions, if needed. Transition Assistance sessions are currently offered only during the month of October, but may be extended into November, if needed. The up-to-date calendar is available on the STAARS website, at the top of the Training Materials page. Contact STAARS Support (STAARS.support@finance.alabama.gov) if you are not able to access the page.