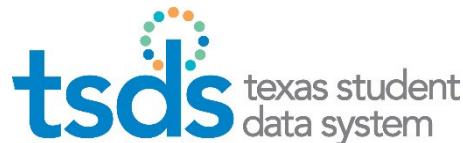# TSDS Upgrade Project Implementation Problem Resolution Guide

Version 1.0

OVERVIEW:

This document is intended for all users who provide local education agency (LEA) and education service center (ESC) data reporting to the Texas Student Data System (TSDS).

This problem resolution guide provides <u>actionable steps</u> that LEAs and ESCs should take if an issue arises with completing one of the implementation steps from the TSDS Upgrade Project End User Implementation Guide.

USER GUIDANCE

This guide contains an annex for each step of the TSDS Upgrade Project End User Implementation Guide. Please see the reference guide below for each annex and its corresponding pages.

The numbers in the left column for each step in this guide directly correspond to the numbered **tasks** within the TSDS Upgrade Project End User Implementation Guide. **It is recommended to use both documents, this guide and the End User Implementation Guide, side-by-side**.

The title for each troubleshooting step is in bold and corresponds to the task in the implementation guide.

Implementation Step	Annex	Location
Step 1: Setup	Annex A	pg. 2-3
Step 2: Publish Data	Annex B	pg. 4
Step 3: View and Manage Level 1.5 Filters	Annex C	pg. 5-6
Step 4: Schedule and View Level 2 Validations	Annex D	pg. 7-8
Step 5: Promote Data for PEIMS and Core	Annex E	pg. 9
Step 6: Validate Data for PEIMS and Core	Annex F	pg. 10

PROVIDING INPUT FOR THIS GUIDE

At the beginning of each step, you will see the link that provides you the opportunity to give input on one or more of the implementation steps. You can submit input on each step individually with multiple submittals, or all at once.

Annex A

STEP 1: Setup – To provide input on this annex, click here.

For help with the Task below:	Complete the below actions.
Step 1: Task 1	**Requesting Access to TSDS Portal and/or TEAL Roles and Privileges** If you received a denied TEAL request: 1. Read the email from TEAL.Admin as it provides the reasons your request was denied. 2. Resolve any issues with your previous request and resubmit. Common Reasons Why TEAL Requests Are Denied: • Requester provided a personal email address instead of a work email address. • Requester requested TEAL roles that are not allowed for their organization level. • Requester entered the wrong County District Number (CDN) in the **Requested Org ID** field. • Request timed out due to TEAL Approver not approving request within the five days allotted.
Step 1: Task 4	**Click Add an Application and assign a Claim Set** To edit an Application Name or Claim Set Name: • Contact your ESC or source system vendor(s) to determine what claim set should be used for access. • Log into the Data Management Center (DMC). • Hover over the Admin tab and select **Manage Applications, Keys, and Secrets**. • Click on the **pencil icon,** make the necessary updates, and click **Save Changes**. To resolve the error message "[application name] already exists": • Enter a unique name and include the vendor's name followed by the Claim Set type. o Example: ABC-Vendor SIS
Step 1: Task 5	**Generate a Key and Secret** To resolve a forgotten, deleted, or invalid Key and Secret: • Regenerate a new Key and Secret and provide to your source system vendor to provide access to your organization's IODS. Things to Consider • The Key and Secret (password) are case sensitive.

	- It is recommended that there is at least one additional person with access to the Key and Secret through the DMC TEAL LEA Data Monitor role or the DMC TEAL ESC Data Monitor role. ○ It is recommended that you limit the number of people who have access to this security information. Please contact your ESC TSDS Champion for training on Security Management.

Texas Education Agency

	Annex B
	STEP 2: Publish Data – To provide input on this annex, click here.
For help with the Task below:	Complete the below actions.
Step 2: Task 2a	**View and Resolve Level 1 Errors** To resolve Level 1 errors: - Contact your ESC and/or source system vendor(s) for training and support.

Step 2: Task 2b	**Load Summary Report**
	
	To verify that your data has been published to your Individual Operational Data Store (IODS):
	
	1. View Load Summary Report
	   a. If unable to view Load Summary Report, verify that you have the appropriate TEAL Role and Privilege.
	      i. Role: DMC LEA Data Monitor or DMC ESC Data Monitor
	      ii. Privilege: DMC Summary Access to LEA Data (*fixed privilege that comes with the TEAL role*)
	      iii. Note: The DMC ESC Data Monitor role has the same privilege as the LEA. The ESC will be granted access to see their PEIMS data.
	2. If the report is blank or does not contain the domains that should have been published to your IODS, contact your source system vendor(s) for training and support.
	
	Search Data
	
	To verify if specific data has been published to your IODS:
	
	1. You can do a more detailed search in the DMC using "Search Data".
	   a. In the "Search Data" tab you will be able to perform data searches at the entity level on all data that has been published to your IODS.
	   b. Utilize additional filters to narrow your search results.

Texas Education Agency

Annex C
STEP 3: View and Manage Level 1.5 Filters – To provide input on this annex, click here.

For help with the Task below:	Complete the below actions.

Step 3: Task 2b	**Resolve Level 1.5 Filter Results**
	
	To resolve issues or amend data <u>for TSDS data reporting</u>, complete the actions below for each filter type:
	
	Course ID
	
	1. Determine if the course should be reported to TSDS.
	    a. If the course should be reported to TSDS, consult with your campus Counselor(s) or Curriculum Director(s)/Specialist(s) to ensure that it is TEDS-compliant and enter the CourseCode in your source system.
	    b. If the course should not be reported to TSDS and remains as a local credit course, you may mark the filter result as 'Verified'.
	
	Descriptor Value
	
	1. Determine if the descriptor value is TEDS-compliant.
	    a. If you want the local descriptor value to remain in the IODS and you need it to be reported to TSDS, then it should be a TEDS-compliant descriptor value.
	    b. Map it to a TEDS-compliant descriptor in the DMC application or contact your source system vendor(s) to have them map it via the API.
	
	2. Determine if the descriptor value should be excluded from TSDS data reporting.
	    a. If you do want the local descriptor value to remain in the IODS but <u>do not</u> need it reported to TSDS, you may mark the filter result as Verified.
	    b. If the descriptor value is an error, then correct in your source system.
	
	Do Not Report – Staff or Do Not Report – Student
	
	1. Determine if the data should be flagged as 'Do Not Report'.
	    a. If this should be reported to TSDS, correct in your source system.
	    b. If it should not be reported to TSDS, you may mark the filter result as 'Verified'.
	
	Unique ID – Staff or Unique ID – Student
	
	1. For invalid Unique IDs:
	    a. Verify in the Unique ID application.

Texas Education Agency

	b. Verify in your source system. 2. For demographic issues with Unique IDs, correct in your source system and/or the Unique ID application.

Annex D **STEP 4: Schedule and View Level 2 Validations – To provide input on this annex, click here.**	
For help with the Task below:	Complete the below actions.

Step 4: Task 1	**Schedule Level 2 Validations**
	
	To resolve issues with scheduling Level 2 Validations:
	
	1. Verify that you have the appropriate TEAL Role and Privileges.
	   a. Role: DMC LEA L2 Validations or DMC ESC L2 Validations
	   b. Privileges:
	      i. Request the "DMC Run Validations" privilege.
	      ii. Then request other privileges based on your job responsibilities (e.g., PEIMS Fall, Child Find).
	2. For browser cache issues, log out of TEAL and clear your browser cache (Ctrl+Shift+Delete).
	   a. If that does not work, try using a different browser.

Step 4: Task 2	**View Level 2 Validations**
	
	To resolve issues with viewing Level 2 Validation results:
	
	1. Verify that you have the appropriate TEAL Role and Privileges.
	   a. Role: DMC LEA L2 Validations or DMC ESC L2 Validations
	   b. Privileges: should be based on your job responsibilities (e.g., Fall PEIMS, Child Find).
	2. Verify that your data has been published to your IODS.
	3. Schedule Level 2 Validation requests before the nightly cutoff time to view the results the next day.
	
	<u>Notes</u>
	
	You may view Level 2 Validations using one of the options below.
	
	▪ **View Scheduled L2 Validations** provides a summary of validation jobs.
	▪ **View L2 Validation Summary:** provides a snapshot of validation details.
	▪ **View L2 Validation Details:** provides validation errors details (*like what you see today in the PEIMS and Core applications*).
	▪ **View L2 Validation Rules Count:** provides counts of validation errors by rule types: Fatals, Special Warnings, and Warnings.

Texas Education Agency

Step 4: Task 3	**Resolve Level 2 Business Validations**
	To resolve Level 2 Fatals, Special Warnings, and Warnings: 1. Review validation description. 2. Verify against the Texas Education Data Standards (TEDS). 3. Correct appliable data in your local source system. 4. Publish data corrections via your local source system application(s). Schedule a new Level 2 validations request to verify the Level 2 validation errors and warnings have been resolved.

Annex E	
STEP 5: Promote Data for PEIMS and Core – To provide input on this annex, click here.	
For help with the Task below:	Complete the below actions.
Step 5: Task 3	**Promote Data to PEIMS and/or Core** To resolve issues with promoting data loaded: ▪ Review the promotion error(s) to determine the cause. ▪ Use TEDS and/or TEA support resources to resolve the error(s) in your source system(s). ▪ Consult with your ESC to review the Known Issues report to see if there is an appliable issue for the collection/submission for which you are working and utilize any provided workaround. ▪ Republish data through your local source system to the IODS. ▪ Re-promote your data and verify that the issue(s) have been resolved. ▪ Submit a TIMS incident and escalate to your ESC TSDS Champion if still unresolved, and/or contact your source system vendor(s) for support.

Annex F
STEP 6: Validate Data for PEIMS and Core – To provide input on this annex, click here.

For help with the Task below:	Complete the below actions.

Step 6: Task 3	**Validate Data for PEIMS and/or Core**
	
	To resolve data validation errors:
	
	▪ Review the validation error(s) to determine the cause.
	▪ Utilize TEDS to identify potential data reporting issues.
	▪ Utilize the TSDS Knowledge Base Articles (KBAs) to identify and/or resolve data reporting issues.
	▪ Consult with your ESC to review the Known Issues report to see if there is an appliable issue for the collection/submission for which you are working and utilize any provided workaround.
	▪ Correct your data in your source system.
	▪ Republish data through your local source system(s) to the IODS.
	▪ Re-promote and re-validate your data and verify that the issue(s) have been resolved.
	▪ Submit a TIMS ticket and escalate to your ESC TSDS Champion if still unresolved.
	▪ Before completing the PEIMS and/or Core data submission:
	    o Resolve all Fatal errors.
	    o Review all Special Warning and Warning errors to determine if the data needs to be corrected.
	
	To resolve errors with data based on reports:
	
	▪ Review all PEIMS and/or Core reports to determine the accuracy of data reported.
	    o If any data is missing, compare data from the reports with data that is in your source system(s).
	    o Resolve any data inaccuracies in your source system(s).
	    o Republish data through your local source system(s) to the IODS.
	    o Re-promote the data for PEIMS and/or Core.
	    o Re-validate the data for PEIMS and/or Core.
	    o Re-verify reports to see if data inaccuracies have been resolved.
	        i. Use "Search Data" in the DMC to verify that your data has been republished and reflects your updates.
	        ii. If data has not been republished and updated, contact your source system vendor(s) for support.
	        iii. If still needing additional support, submit a TIMS incident and escalate it to your ESC.

Texas Education Agency