

The DELTA Monthly News Brief

The latest information on DELTA that you need to know this month



DELTA Post Go Live Survey!

Please fill out this **completely anonymous** survey on your experience with the DELTA system!

Your feedback throughout the launch and transition period has been invaluable. As we approach the 90-day mark, the Project DELTA team is looking to hear from you about your experience with DELTA's launch, the system itself, and its effect on your daily jobs.

This survey should only take 10 minutes or less. Please select this link [HERE](#) to access the survey.

The DOC Help Desk has been hard at work since the launch of DELTA to support staff. The Help Desk, alongside **Module Owners, Subject Matter Expertise**, and the **Project DELTA Leadership team** have resolved over ~~XXX~~ tickets! These tickets, include system access, module specific, and process related requests.

We ask that you continue to submit tickets [here](#) when you encounter an issue. (If you believe you need additional access in DELTA, please complete [this DELTA Account Management Form](#) with your supervisor.)



Ticket Closure

Commented [SG1]: Sarah – Final numbers will be pulled the morning of 7/31 and updated in newsletter before distribution.



System Speed

The Project DELTA team is aware of a few reports that DELTA is running slow. The IOT and TSD Help Desk teams are closely monitoring and investigating this. **Several instances of the system running slowly have already been resolved on a case-by-case basis.**

If you are experiencing extremely high screen loading times, please submit a Troubleshooting ticket [here](#). We ask for your patience and understanding as we look into [this](#).

Commented [SG2]: Sarah – We opted to include a note on system speed because it has been mentioned several times. We also know that Trenton is looking to address these issues as close to 'real-time' as possible and this provides an avenue for staff to send in tickets. However, we can certainly remove this if you would prefer, we do not address it at all. Let us know.

The Project DELTA team is aware that there have been several issues with the Programs and Work module, specifically around pay. After delaying the payment deadlines for May, Incarcerated Individuals were paid for their work in May. However, payment deadlines for June



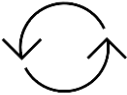
State Pay


Commented [SS3R2]: This is good to keep in. We do need to know if there are issues.

will need to be delayed, as well. The attendance cutoff will now be August 3 rd and the deadline for funds requested from the comptroller will be August 10 th .	
<p>We are committed to paying Incarcerated Individuals effectively, but we acknowledge that there continue to be challenges.</p> <p>If you have specific questions about the State Pay or the Programs and Work module, please check the Office Hours schedule to see any upcoming sessions. In the meantime, more information will be shared as it becomes available. Thank you for your patience.</p>	

Commented [G4]: Sarah - Please let us know if these are the correct dates

Commented [SS5R4]: These are correct. I will be sending out the same round of communications that were used for the May pay comms (with June deadlines) on Monday morning.

 <p>Production Pushes</p>	<p>Since the launch of DELTA, Module Owners, Subject Matter Experts, and DELTA Project Leadership have been working tirelessly with our Vendor Partners to review issues, create fixes, test the solutions and move them to production. The latest production push occurred on Friday, July 21st. Over 500 bugs and issues have been resolved since Go-live!</p> <p><i>As mentioned in our last weekly brief, the production environment, or the live DELTA system, is updated to fix a multitude of issues. These are called production pushes. We ask that you make sure to review the tickets you have submitted and check to see if they have been fixed.</i></p>
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<p>As a friendly reminder, per Executive Directive #23-23, in order to maintain your access to specific parts of the DELTA system, you must have completed the appropriate training.</p> <p>If you are concerned about the trainings you have completed or need to complete, please contact your Training Coordinator. A full list of those individuals can be found HERE.</p>	 <p>Complete Training</p>
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Commented [G6]: Sarah - We are working on identifying the correct ED #

Commented [SS7R6]: Executive Directive 23-23

