

# DELTA Empowered Users Program

Thank you for volunteering and accepting the call to be an Empowered User! The impact you have will not only help your peers, leaders, and facilities, but also those we serve.

## Day-to-day Responsibilities:

Empowered Users support three areas, Staff, DELTA Module Owners, and IDOC Workforce Engagement.

### Staff by:

- Answering questions
- Helping troubleshoot common issues
- Provide screenshare troubleshooting if needed for common situations within DELTA

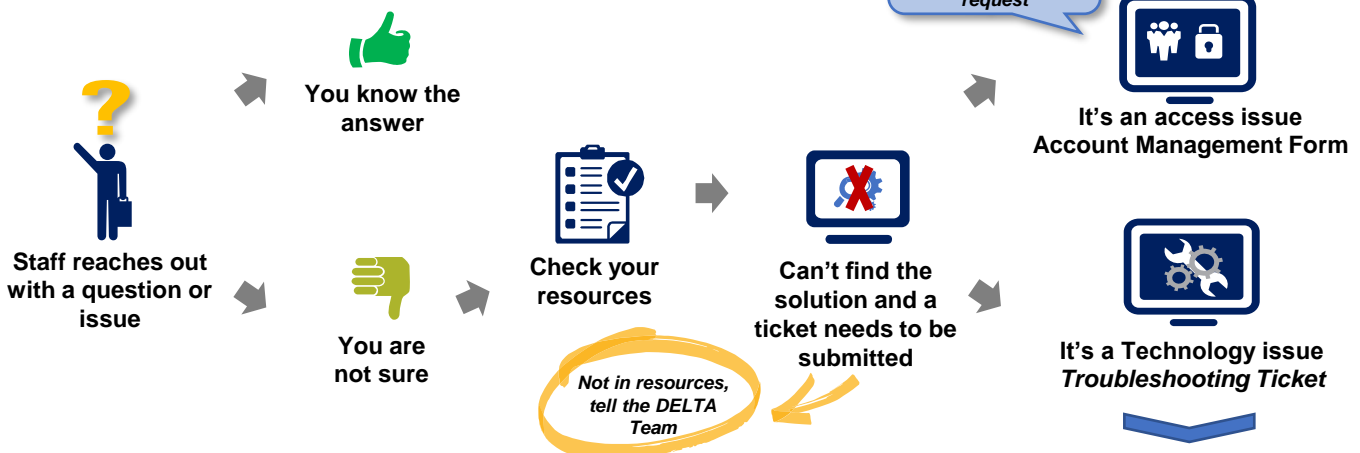
### Module Owners by :

- Recommending updates to the interim solutions
- Helping collect feature requests
- Highlighting feedback on functionality
- Sharing commonly experienced issues

### Workforce Engagement by:

- Recommend QRG updates based on interactions with staff
- Reviewing release notes and identifying areas where QRGs or OJT Tasks sheets may need to be updated

## Supporting Staff: *Each Stage of the Way*



## Empowered User Program Support Resources



### Scenario Based Frequently Asked Questions Document

*This document has been designed to provide you with answers to commonly experienced issues*



### Quick Reference Guides & Videos

*You will have access to all quick reference guides and videos developed for DELTA on the DELTA Intranet site*



### Security System Role Guide

*You will have access to a complete guide, by module, of all security system roles and the access associated with each*



### DELTA Current Role Access Reports

*You will have access to view all staff's security system roles in order to determine if a user is missing a role*

***If an issue requires a ticket, make sure to do the following:***

- ☐ Help staff member submit the ticket
- ☐ Make sure they include that they were supported by an Empowered User
- ☐ Outline what steps were taken to try and solve the issue before submitting a ticket