

**107. Have you been discouraged or pressured in any way to not contact Edison staff directly concerning any issues you experience? Please describe the situation:**

**Wave 1**

1. Who are the Edison content group? If you don't know, you can't contact them.
2. Keep it in house
3. We have been asked to contact our supervisors or super users first and if they can't resolve the problem, to then move on to Edison
4. We are only to talk to our superuser
5. We received an email from our department requesting that we not contact Edison Help Desk on issues dealing with Accounts Payable and Purchasing. We were told to contact people in our department instead.
6. Instead of contacting [NAMES REDACTED] directly, for a while we were told to "put in an Edison Help Desk ticket". Those would sit for weeks with no action, even when the problem was something mission-critical. This is not due to inaction on the part of the users mentioned. They are wonderful. This is due to the fact that they have an entire "Help Desk" that are capable of ONLY routing calls to those same 3 people.
7. We were told to contact the help desk rather than an Edison individual. However, you often do not get a response if you contact the help desk.
8. When asking for help from our Central Office, we have been told numerous times to "check the manual," and not to call staff directly, but instead send an e-mail and they will respond as quickly as possible. They sometimes have had answers to our questions, but most of the time they have not.
9. can not say at this time frame
10. We are only allowed to contact the Edison Help desk. The Edison Help desk is extremely undertrained and unable to assist in most instances.
11. We were asked to not disturb the Edison folks that we know. Our Super Users have quit or transferred in the last couple of weeks.
12. Edison contact limited to a few super users.
13. It is discouraging to get calls from vendors who try to contact the help desk and are told to contact us instead. We can't see what their screens even look like, so we can't really help them with their problems. That is what the help desk was supposed to do, yet they aren't.

14. We usually go to content management or super users as instructed. They will then contact the Edison staff, One of whom has as many as 1100 e-mails that are unopened. They are extremely over worked and from my perspective are supervised by an incompetent person.
15. I was not told I could not contact the Edison Help Desk. But do not do so anymore because they don't have any answers. A lot of time they are reading from the manual we have. And since it is not correct how can they be.
16. Not provided with names or numbers of contact people.
17. I have been told not to contact the Edison personnel directly or anyone else who may have an answer in order to move something forward.
18. I have left messages and sent e-mails for Edison staff, but they would not return my phone calls or answer my questions (or at least tell me they don't know.)
19. My director wants everyone to talk with a power user in the agency. The power user will decide if the Edison Help Desk needs to be contacted.
20. We were asked to go to our designated superuser to fix problems and not directly to Edison personnel....
21. In the initial go live, too many people were calling the Edison staff with similar questions. We were asked to call in help tickets instead.
22. They are overloaded. I realize that, but when the help desk doesn't get back to you within a month what else should you do?
23. all
24. We were told flat out not to contact Edison staff directly.
25. go to super user first. They don't have the answers either.
26. In many instances, we have been told that we must go through Edison help desk and not contact Edison staff directly. However, Edison help tickets rarely receive a response in less than 2 weeks or more.
27. Go to agency super user. Edison folks don't know what we do.
28. Co-workers and supervisors said not to waste my time, nothing would get resolved in a timely manner anyway, so I was just as well off to wait until Edison resolved things on Edison's schedule.
29. Not enough help working with help desk in answering questions.

30. We are pressured not to ask any questions but to our immediate supervisors. If we have any questions on not just this subject but any thing that requires us to contact the main office in Nashville. I will restate we a very much pressured not to "rock the boat."
31. Don't call the people you know who will handle the problem but only call the help desk.
32. About a month ago, the "higher ups" told my boss to stop sending help tickets to the Edison help desk because we had so many unresolved help tickets. Thus, when I call the Edison help desk I absolutely refuse to put in a ticket when the Edison help desk personnel ask me if I want to put a ticket in to resolve a problem I am having.
33. When Wave 2 began, we were told not to contact the Help Desk because Edison personnel were working on Wave 2. Our Fiscal Director was told to answer all our questions and resolve our problems.
34. we were told not to contact the help desk, or to tell we were using passwords
35. In some instances, agencies have been instructed to contact our central office rather than calling directly to the help desk. Genreal SErVICES erquiries agencies to contact the content team rather than Edison on purchasing issues, often times correction tiems are very extended.
36. I think it is logical to direct calls thru super users and allow them to call Edison folks. Many questions have been answered within an agency and super users need to be utilized.
37. Like I said before, some of the Edison staff is rude and condescending and often not helpful, lacking understanding of how the module they are supposed to be an expert in works. (Some of them are very nice and helpful.) Our Fiscal Director has encouraged us to go through the Help Desk, even though they can't help, so at least the complaint is logged.
38. We were told not to contact anyone but the power users and not contact the Edison Help Desk.
39. no comment
40. We have been told they are overloaded... find your own solutions and then share them.
41. WE HAVE BEEN TOLD NOT TO CALL SEVERAL TIMES
42. Threat of job loss if negativity was heard of relating to Edison modules.
43. EDISON staff are strongly recommending users of the Edison iNovah cashering station to contact their own agency help desk first before contacting the EDISON help desk when the user is experiencing an EDISON issue.
44. can not discuss.

45. Our agency was instructed that all Edison financial issues other than password issues or non-critical issues should be funneled to one individual in the agency.
46. I was told to contact my content group when having problem .
47. We were told to contact our super users but they seem to have changed.

## Wave 2

1. I was told that calling them will not help. It was true. I called anyways and they did not help resolve the issue. I was just told wait 10 days and see if it is fixed.
2. Told to bypass Help desk due to slow reponse and when you do get a response it doesn't fix the problem. Found people within F&A that are MUCH more helpful than the helpdesk
3. We have been told to only go through the Help Desk or our Super Users or Power Users.
4. We received emails stating that we had to go through our IT department on all issues related to Edison that we encountered. IT doesn't understand accounting and should not be in the middle of this already mucked up, hard implement, unaccurate, losing data system.
5. Told to lighten up on the Edison staff, they are overworked and still learning the system they are providing support for.
6. no
7. I have had no specific problems that required answers -- I simply recall being told or reading that if we have a problem or question we should try to get the answer in the Dept before going directly to Edison staff.
8. WE WERE ASKED TO CONTACT OUR CENTRAL OFFICE FIRST.
9. Supervisor doesn't want to create waves.
10. THEY DONT SEEM TO CARE NOR ARE THEY VERY WILLING TO CORRECT THE MATTER - THEY DONT EVEN KNOW HOW TO FIX SOME THINGS!
11. We have been advised by EDISON to go through the "chain of comand" to resolve questions. This, of course, leads quickly back to EDISON help desk because agency personnel are not being trained, OR we cannot resolve the problem. Then the help desk is backed up, we do not get an answer so the problem goes unresolved.
12. There are no contacts or phone numbers given out. E-mails to a non-identity, yes. Or help-desk tickets that takes forever. . . I have heard "everyone is just so overloaded with

this system, they will get to the problem when they can". We have a help ticket out for three weeks and no reply yet.

13. TOld only to go through our agency rep
14. na
15. discouraged by receiving an email saying to not contact them, to contact central office staff first.
16. We have been told to contact our central office and they will handle any problems that you have. However, if that person is off the next day or forgets that they need to contact you then you are stuck with a financial problem that is not resolved until you reach your agency contact person.
17. we were just told to call the help desk.
18. Follow chain of command.
19. FOR EVEN SIMPLE CORRECTIONS, YOU MUST CONTACT ANOTHER PERSON. WHY NOT GIVE EACH PERSON, A CONTACT PERSON, FOR FASTER CORRECTIONS, QUESTIONS, ETC.?
20. Our data was given to "Nashville" numerous times as requested. At this time only 38% of my data is in Edison!! That's a BIG time failing grade gentlemen, very sad. I need the other 62% some time soon, hopefully before the next ice age.
21. We were told to go through our agency first. Understandable.
22. Central office has advise correctional staff that all contacts need to be made by them and not the people who are actually experiencing the issues.
23. we were told all question should go through edision person in agency
24. The Edison Help desk are not helpful
25. We can only involve department personnel
26. It takes to long to recieve real help, I can hopefully figure it out faster.
27. We are to use the chain of command before we can call.
28. told to go thru a supervisor to see if the help desk really needed to be called
29. See answer to above question. Again, peer consultation is being regarded as the best solution.
30. Specific questions about TAs. Was advised to get ticket number from help desk when I had already spoken with a specific Edison person about a problem. Felt it better to follow

up with that direct contact than to wait for ticket number to be 'pulled.' Longer time for resolution of problem.

31. no comment
32. What difference would it make.
33. The Executive Director of Administrative Services in my department sent a memo on approximately April 8, 2009 instructing employees in my department not to contact any Edison employees concerning issues we were having with Edison financials.
34. An Edison website has been setup for [NAME REDACTED] emailed:As you are aware, the Department of Mental Health and Developmental Disabilities will go-live with the Wave 2 Financials and Procurement parts of Edison on Monday, April 6. An email account has been set up to address any questions you may have with the program at MHDD.Edison@tn.gov . Please send ALL questions pertaining to Edison that you may have to this address, and we will work to resolve the issue.Please do not send queries directly to the Edison help desk.
35. We have been directed to contact the Department of Correction's Edison support personnel before contacting the Edison team directly. I believe that this is as it should be.
36. We were told to not contact Edison directly, that we should go through Central Office staff first.
37. Some Edison staff members are short with explanations and assistance.
38. No need to call they know the problem and it has not been fixed
39. rather not
40. IT TOOK OVER 3 WEEKS BEFORE MY FIRST QUESTION WAS ANSWERED.
41. Always told to contact our agency rep instead.
42. I have contacted them issues still not right
43. Treated like another number on the block and still do not have an answer to the question
44. We were told not to call the edison help desk. If we had a problem e-mail the BI-Edison-.....
45. We have a minimum of 2 internal staff that we must address with any problems before edison is contacted.
46. The help line is inundated with calls. Please discuss the problem with central office personnel and let them contact the Helpline.

47. I've been transferred from person to person in Nashville, spending much time on the phone trying to get one small issue resolved regarding a contract employee's status as a vendor. I talked to the appropriate office, but the person was new and didn't know much. That discourages me from trying to get issues resolved. I still don't know if it's fixed. The person who finally did know something said they'd call back, but never did.
48. Indirectly through a policy not to say anything negative about patient care or anything else.
49. said contact super user first
50. The two times I called the Edison help desk, I received no help at all. the first time they didn't know the answer to a simple question and I ended up finding it myself. The second time I was sent on a wild goose chase.
51. We receive e-mails that say not to contact Edison
52. As previously stated, we must use the chain of command. We must report any problem to our supervisor or manager and they will report problems as needed to the proper personnel.
53. We have been asked never go to over our supervisor's head at risk of termination.
54. told not to contact agency ACE to try and get an answer to my dilemma.
55. I HAVE YET TO RECEIVE A CALL BACK FROM A PROBLEM REPORTED IN LATE APRIL TO THE HELP LINE
56. We are always told to give the department time to resolve the issue.
57. i have requested more training and been told to find it myself.
58. When we call Edison with problems they don't know the answers and act like they don't want to be bothered. They just give you a number.
59. All of Correction have been asked to go through Central Office with problems.
60. Rather not.
61. When trying to resolve a travel situation that we could not handle at the department level, I was asked to call a certain number and ask for an individual whom might help us. That person was upset that I even called her and was told to go through the help desk. Keep in mind this was something that our Commissioner needed an answer on pretty fast. We ended up relaying to his staff and he called them directly.
62. Our Agency set up a substitute help desk to consolidate our questions and issues. It lasted about a week until they decided that they could not help us.
63. we are always supposed to go through our departments superusers.

64. Because they do not know what they are doing either. Was encouraged to work it out on our own.
65. We have been instructed to follow a "chain of command". If we have any problems or questions, we should contact our supervisor or one of the secretaries in the main office and let them contact others higher up the chain.
66. The superuser didn't have answers, so went to the help desk. was later told to NEVER do that.

### Wave 3

1. I was told to call local office first, but I went the direct method and the response was always helpful thus far. Also to the local office was helpful. Every direction has thus been helpful.
2. I have been told by an Assistant Director that Edison personnel are unaware of our problems with the system and that the unreasonable time length that it takes to receive an answer is a more than justifiable reason not to ask the question or to point out an incorrect point of the program.
3. In the very beginning I had quite a few questions and contacted the designated staff member, who did not know what I was talking about. I was jerked around for days trying to get answers to a few very general questions. Going up the ladder did no good because those folks (who knew the answers) would not help. Actually refused to help and said "you should know this."
4. As with all other aspects of Edison, staff and management have been instructed to accept and conform. While the impact on work flow has been a concern, the standard response has been there's nothing anybody can do.
5. I WAS TOLD TO GO THRU MY SUPERVISOR.
6. When I raised my concerns to several higher management (very high) within my agency to get Edison on site I was told to only go through internal channels.
7. nobody knows anything.
8. We have been told to go through our fiscal director.
9. Described in previous section...this was due to a reply I received. Overall I would answer this with "no". It was only the incident I described.
10. We have designated employees to be Edison contacts which is sound management to eliminate duplication and involve all management.
11. No Comment

12. Our dept. informed us to contact super power users
13. We are instructed to not contact the Edison help desk directly. All problems must be directed to the office's administrative assistance who forwards the identical message to Edison help desk.
14. When I contacted Edison concerning the mileage discrepancy, the lady that I talked to was VERY nice but she said that unless we had specific points for her to correct that she could not help. In my job, I can travel from any number of points to any number of points and would have to be on the phone calling her every week to get multiple points corrected. It is not my job to make sure that Edison has the correct mileage for each point to point. I barely have time to do my own job. She said that at the time, she was the only one correcting mileage for the entire state. ALL of the points that I have encountered are off and there is no way that she or I would have the time to go through EVERY Point to Point to verify its accuracy.
15. Generally, our agency wants us to contact them first.
16. Edison staff is overwhelmed and does not test process in a live complete system