

LOUISIANA DEPARTMENT OF EDUCATION



eSER Go LIVE
August 1, 2022

Agenda

- eSER Revised Go Live Timeline
- eSER Resources
- Security for eSER
- Next Steps





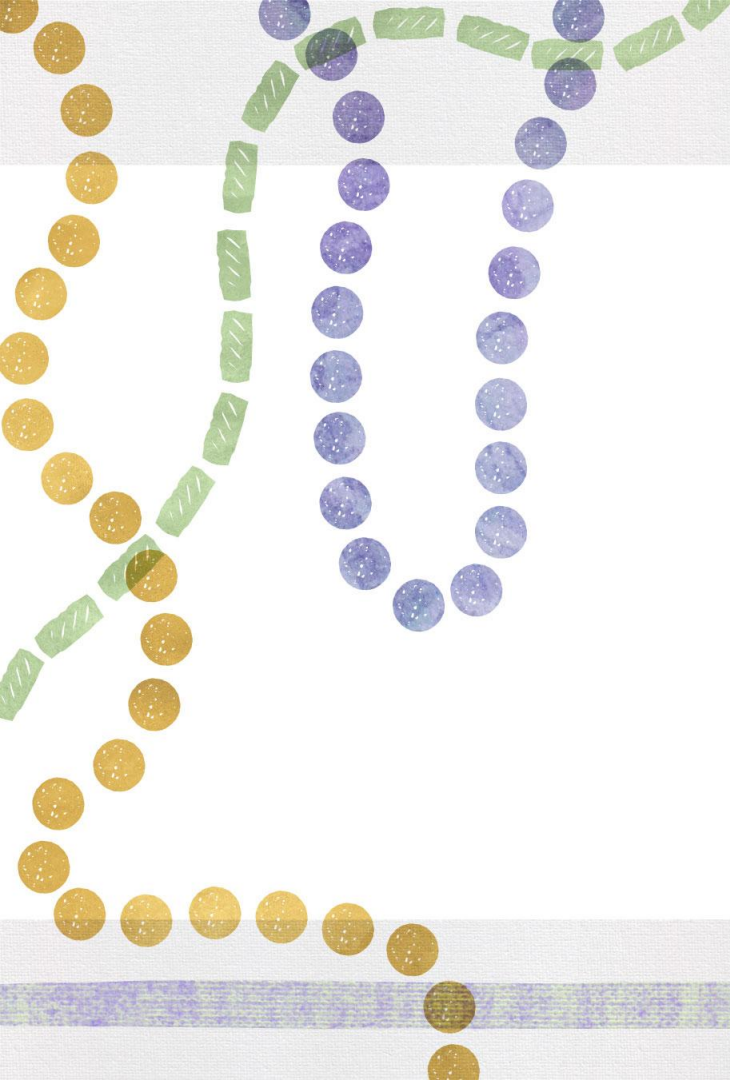
eSER Revised Go Live Timeline

eSER Revised Go Live Timeline

In an effort to ensure that all quality checks have been executed for optimal functionality, the release of eSER will be rescheduled to **August 8, 2022**, this will allow us additional time that will ensure the success of this redesigned platform.

In the meantime, legacy SER will be fully restored for users to access, you can continue to use legacy SER as you have in the past, and we will migrate all data prior to the August 8 launch.

- **August 1** | Legacy SER is available for you to enter data
- **August 1 - 5** | LDOE, CAI vendor, and external stakeholders will conduct Quality Assurance testing and review of eSER.
- **August 5 at 5:00 p.m.** | Legacy SER will be taken offline and no further data entry in legacy SER will be possible.
- **August 6 and 7** | LDOE and the vendor will transfer all data from legacy SER to eSER and conduct data quality checks on the transferred data. Note that all data saved in legacy SER prior to **5:00 pm on August 5** will be transferred to the enhanced SER system, including IEPs in draft form.
- **August 8** - The enhanced version of SER will go live. The same URL will be used for the enhanced SER system as the legacy SER system. Data entry may resume.



eSER Resources

eSER Resources

eSER Videos

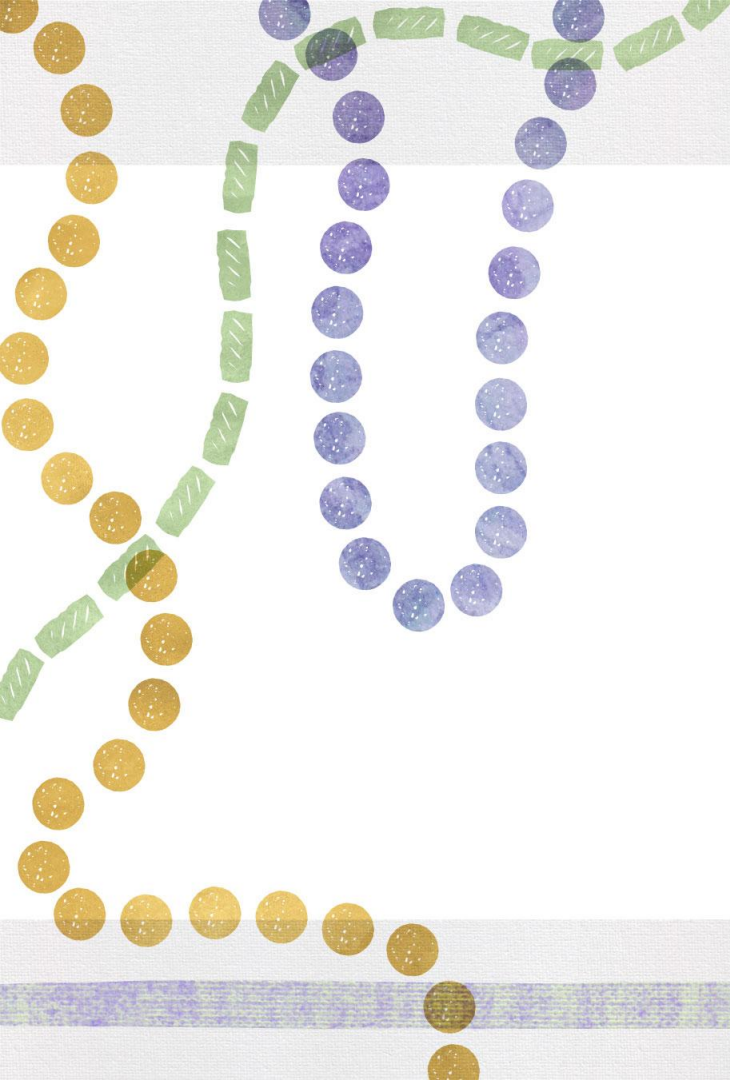
Received training videos from OTS on August 1, will be posted on 8/3.

- eSER Disable IEP Deep Dive
- eSER Gifted and Talented IEP

Currently, the eSER Menu Navigation and eSER IEP Navigation videos are accessible.

eSER User Guides

User guides will be available on 8/4.



Security for eSER

Security for eSER

- eSER will use the same URL as legacy SER once it goes live on August 8
- eSER will NOT use the same security as legacy SER
- eSER will utilize EdLink Security for provisioning access to the enhanced version of SER
- Basic steps:
 - Create username and password
 - Link username and staff ID
 - Request access
 - Receive approval for access and login on August 8

What is EdLink Security?

EdLink Security is a new custom built robust security system that solves several longstanding security challenges and will replace all of the security systems used today as well as paper and email processes around security.

Challenges

- Security is currently provisioned through multiple different system with multiple entry points
- Users may require multiple different logins to complete their job duties
- Security systems are not intuitive and are outdated
- Provisioning security currently requires paper/email processes to gain approval

Solution

EdLink Security:

- will at the conclusion of the EdLink project, replace all current security provisioning models and will be a one-stop shop.
- allows users who historically required multiple logins to complete their work to have one login for all systems they use.
- meets all safety and security standards of the OTS Information Security Policies and is built on modern technology which can be maintained for years.
- will replace the current paper and email processes between staff, supervisors, and LDOE.
- will include comprehensive audit trails of all access granted.

Username and Passwords

- Will no longer be assigned by a security coordinator to the user
- Required to be created by the user and the user should not share their password with anyone
- Set up through a statewide security application called MyLA

MyLA

- Will allow a user to have one username and password for all interactions with Louisiana state government
- Is currently being used by DCFS and LDOE and in the process of being adopted by other state agencies
- Usernames and passwords are set up at my.la.gov
- User interface also allows users to self-service to reset their passwords and to retrieve their usernames

eScholar Staff ID

- Provides a secure way of authenticating a user's demographic information and verifying that the MyLA user is employed by a school system or a third party that supports a school system
- Relies on a connection between the MyLA username (not password) and the staff ID to authenticate whether the user should be allowed access to an LDOE data system
- Contains a field for the school system eScholar data manager to enter the user's username

EdLink Security Registration Portal

- Uses the combination of MyLA username and eScholar staff ID to allow a user to log into the [registration portal](#)
- Allows a user to request the roles and permissions for themselves
- Automatically routes the requests to the appropriate security coordinator
- Replaces paper and email processes
- Notifies users and security coordinators of actions taken or to be taken
- Maintains a full log of actions such as when permissions are requested, approved, revoked, etc.
- Replaces the old Totally Automated Security (TAS) system

Security Resources

[Guide to Linking Username and Staff ID](#)

[Guide for Security Coordinators](#)

[EdLink Security User Guide](#)

TAS vs. EdLink Security Roles and Permissions

- eSER EdLink Security roles and permissions are modeled after SER TAS roles.
- Each TAS role has a corresponding EdLink Security role and permission.
- [EdLink Security for eSER](#) session from June 13.
- On June 20 LDOE released a [one-pager](#) to aid in security coordinator set up in EdLink Security as well as instructions for how to pull the *User Report by Application* in TAS.
- **TAS is currently experiencing intermittent issues that are currently being addressed. A note will be posted on the [System Support](#) page when this issue is resolved.**

Update from 7/18

Selecting the Correct Permissions

LDOE was able to complete the work to get us to the ideal state of how to select the correct permissions ahead of schedule. Districts do not need to individually select nonpublic and early childhood sites in EdLink Security.

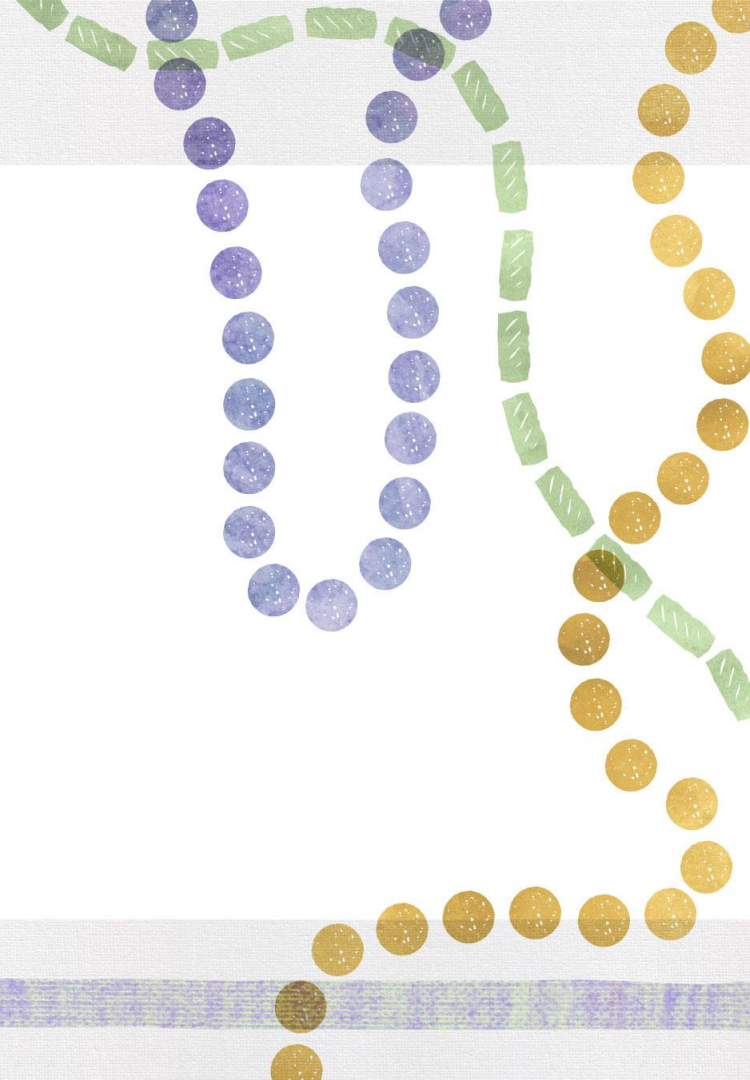
- District level eSER users should only request access to their School System. Nonpublic and Early Childhood sites will be included in the school system request.
- For example:
 - Mickey's parish public school system services students at Donald's BESE approved nonpublic school and Minnie's childcare center.
 - The SER data manager would select Mickey's parish public school system in EdLink Security and would not select Donald's school or Minnie's childcare center.
 - eSER will be smart enough to automatically group Donald's school and Minnie's center with Mickey's public school system

Confidentiality Policy Guidance

Annually, a Local security/confidentiality policy should be drafted to include the minimum requirements:

- **Each LEA** should:
 - have a written security policy that includes IEP security.
 - provide security guidelines and policies in local training annually.
- **Special Education Supervisors** or their designated representatives should:
 - govern user access to eSER to ensure confidentiality is maintained
 - work with the local Security Coordinator in performing an annual or semiannual review of users authorized to access eSER including eSER IEP Forms access
- **Each user** should:
 - be required to sign a confidentiality assurance statement annually
 - ensure they are in compliance with their LEA confidentiality policy .
- **Each Local Security Coordinator** should:
 - work with Special Education Supervisors to review all user requests for eSER access
 - maintain a current list of users authorized to access eSER including eSER IEP Forms
 - have a written procedure in place to remove eSER access as user status changes occur (employment ends, change in duties, etc.).

Next Steps



Next Steps Future eSER Users

- Security Coordinators ensure they are set up ([See One Pager](#))
- Ensure staff have usernames and passwords setup and linked to their staff ID ([See Guide](#))
- Once eSER goes live you will be able to login to eSER <https://sers.doe.la.gov/ser>
- Reach out to Systemsupport@la.gov with any EdLink Security or eSER questions or concerns

Overview of Key Dates

- **August 8: Go Live!**
- **Every Monday in August at 2 - eSER Go Live Zoom Meeting**

eSER Go Live Informational and Q&A sessions

- LDOE has begun holding weekly eSER Go Live Informational and Q&A sessions every Monday from 2:00 p.m. to 3:00 p.m.
- All future eSER users should attend or have a school or school system representative attend who will filter information to all users.
- Zoom Information:
 - **Registration:** <https://ldoe.zoom.us/meeting/register/tJUucOiqqzwrGtK1U3E1YHfE87QKXzV9WsOa>
 - **Meeting Link:** <https://ldoe.zoom.us/j/91371257106>
 - **One tap mobile:** +14702509358,,95433357770# US (Atlanta)

Q and A

