



Business Continuity Plan



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Executive Summary

This document serves to provide an insight on risks considered during day-to-day operations in schools using certain iNEIS modules. The risks and typical scenarios for modules which apply to day-to-day operations are addressed along with the necessary escalation procedures.

Each scenario is provided a risk indicator to identify the risk level.

The level of risks are categorized as such:

- High (***) : School will not be able to proceed with their tasks at all as it requires either setup from a higher management or is dependent on another module.
- Medium (**) :Requires involvement with multiple personnel (Helpdesk, Teachers from previous school or another role in the school)
- Low (*): It can be resolved within the schools with corrections or additional step.

It should be noted that a comprehensive guide for steps and resolutions can be found at the iNEIS online help (<http://help.ineis.moe.gov.bn>) which have been made available to school users.

Manage Academic Operations (School)

1. **What to do if school cannot term activate students in new term? *****
 - Check if term has been added into Academic Calendar. Steps can be found in Manage Academic Operations > Manage Academic Calendar (MOE) > Setup and Maintain Academic Calendar under the title “Add Term/Session in Academic Calendar” (http://help.ineis.moe.gov.bn/ao/ao_2.1.3.php#2).
2. **What to do if students are not term activated by default when students are uploaded. ***
 - Ensure the Maximum Program Effective date (Effdt) in Term/Session table is the last day of the term.

Manage Student Admission (School)

1. **What to do if a student cannot be uploaded because there is a similar birth certificate or IC number in the system? *****
 - For School side: Registrar from school A (current school) will need to contact the helpdesk and inform them regarding this issue so that they can check which student is currently using the birth certificate or IC number.
 - For MOE side: Helpdesk will need to check with both school on the student information, if school B (school that use the birth certificate or IC number) has the wrong detail, ask them to update the student details so that school A can upload their student, or vice versa.
2. **Why user cannot enroll student into the class? *****
 - Helpdesk to ensure the user has the School Student Registrar role and Enrollment Security.
3. **What to do during uploading a student file the Run Status is “Not Success” and Distribution Status is “Posted”? ****
 - Check if the file uploaded is save with the correct separator which is “,” (comma). If the separator is wrong, open the file in note pad and replace the current separator into comma.
4. **What to do if student cannot be enroll into a class? ***

User can choose either one of the following solution:

 - i. Check if the user has the School Student Registrar role and Enrolment Security to enroll student.
 - ii. Check if the student is term activated for the term they are supposed to be enroll in. To term activate the student, steps can be found in the Online Help under Manage Student Admission > Register Applicants > Term Activate Students (http://help.ineis.moe.gov.bn/ad/ad_3.1.php).

5. **What to do if there is error when enrolling student into class? ***
 - Retrieve the details of the student and check what the error message is. Registrar need to fix the error according to the error message. To get the description of the error, steps can be found in the Online Help under FAQ > Resolving Class Enrolment Issues under the title *“Encounter Error when merging student block and class block.”* (http://help.ineis.moe.gov.bn/enrol_issues.php).

6. **What to do if user cannot insert the correct career of a student into the Student Block? *****
 - Student is not active in that career. Check if the student is uploaded into the correct career. If student is not uploaded in the respective career, fill in the Student Data Template and upload the student into the system with their correct career. To upload the student, refer to the Online Help under Manage Student Admission > Receive and Manage Applications & Offers > Manage Upload Student Application (http://help.ineis.moe.gov.bn/ad/ad_1.1.php).

7. **What to do if user cannot find the class nbr for a subject when creating class block? ***
 - Registrar need to contact the Time Tabling Admin to upload the missing subject.

Manage Teacher Records (MOE)

1. **What to do if there is a teacher that has no ID? *****

User can choose either one of the following solution:

 - Fill in the Teacher Data Template which can be found at iNEIS Portal under Resources > Data Loading under the title *“Download Teacher Data Template”* (<http://ineis.moe.gov.bn/mod/page/view.php?id=42>) and email to iNEIS Helpdesk at ineis@moe.gov.bn
 - Refer to Online Help under FAQ > Resolving Class Enrolment Issues under the title *“What to do with new teachers?”* (http://help.ineis.moe.gov.bn/enrol_issues.php).

2. **What to do if there is error in uploading teacher data template? ****
 - Check if the user has the correct role, MOE HQ Teacher Records Officer.
 - Check if the file is correctly filled in. Also, make sure to save the file in csv format, with “~” (tilde) as the list separator.

3. **What to do if teacher is transfer from one school to another? ***
 - Contact iNEIS Helpdesk team to update the teacher’s Instructor/Advisor table, Campus Security, Organization Security, Application Centre, and the new roles of the teacher.

4. **What to do if “Similar IC number exists” is encountered when teacher is uploaded? *****
 - Check if IC number belongs to another teacher or student. Confirm who is having the correct IC number.

- If teacher was accidentally uploaded as student, helpdesk to contact vendor so they can take further action.

Manage Teacher Records (School)

1. **Which role can update the teacher's record? ***
 - School Administrator – Teacher Records
2. **What to do if a teacher is having the wrong IC number? *****
 - The School Administrator – Teacher Records should contact iNEIS Helpdesk providing the correct information of the teacher so that the teacher with wrong IC number can be corrected.
3. **What to do if teacher is transferred from one school to another? ***
 - Contact iNEIS Helpdesk and provide them the teacher's information (teacher IC number, new school and the date teacher moved to new school) so they can take further action.

Manage Student Records (School)

1. **Which role can update the student's record? ***
 - Class Teacher, School Administrator – Student Records and School Student Registrar.
2. **What to do if the student has two different ID? *****
 - Registrar will need to contact the helpdesk and inform them which student ID is the correct one and which one is wrong, so the consultant can delete the wrong student ID.

Manage Student Progression (School)

1. **Empty results when viewing .log file after users have run the progression process? (Only applies to Student Progression) ***

Reason could be one of the following:

 - Users did not run the Attendance Stats Calculation process before running the Progression process. Steps can be found in Online Help under Manage Attendance > Process Attendance Roster > Run the Attendance Statistics Calculation Process (http://help.ineis.moe.gov.bn/at/at_5.1.php).
 - Attendance was not taken properly by class teacher hence group of student in class was not picked up by student progression process. Registrar will need to progress student manually for that class. Steps can be found in Online Help under Manage Teacher & Student Records > Manage Student Records > Maintain Student Program/Plan: (http://help.ineis.moe.gov.bn/sr/sr_1.15.php).

4. Why did some/all students failed to progress when using the Student Track Allocation template? *

- Details are filled incorrectly in the Student Track Allocation template. Steps can be found in Online Help under Manage Student Progression > Evaluate and Update Student Progression > Student Track Allocation under the title “Generate Student List based on Track Eligibility” (http://help.ineis.moe.gov.bn/pr/pr_2.2.php#1).

5. Why users cannot progress students? *

Reasons could be one of the following:

- Users can verify if they have the School Student Registrar role from the Query Viewer page by using the Query Name “MOE_SCHL_ROLE”.
- If teacher is newly appointed as registrar, iNEIS Helpdesk to check if registrar have the Program Action Security.

6. Why can't the Student Program/Plan be saved when I progress student manually? *

- Click Include History button and repeat the steps to progress student manually.

7. How do I progress Preschool students to Year 1? **

- Preschool to Year 1 is not a progression. Registrar should fill in the Student Data Template with the preschool students' data. As student already exist in system, only minimal data is required such as the Name, Gender, Date of Birth, Birth Certificate No., Academic Career, Academic Program, Academic Plan and Campus. Then School Admin - Student Clearance should graduate the preschool students. Steps can be found in Online Help under Manage Clearance > Update Student Records > Update the Student Records for Graduating Student under the title “Process Graduating Students by Batch” (http://help.ineis.moe.gov.bn/cl/cl_8.1.php#4).

Manage Assessment (School)

1. User is unable to access the Assessment pages. *

- User does not have Subject Teacher role.

2. User is unable to take assessment mark entry. What is to be done? **

- Steps are available in Online Help under Frequently Asked Questions (FAQ) > Manage Assessment > I am unable to find the subject class to enter marks. What do I do?

3. My student is not in the Assessment Mark Entry list. How do I include them in the list? **

- Steps are available in Online Help under Frequently Asked Questions (FAQ) > Manage Assessment > My student is not in the Assessment Mark Entry list. How do I include them in the list?

4. Schools are unable to record TIARA or KGBK grades.*

- TIARA/KGBK Programme Coordinator has to do the setup for the school.

Manage Student Awards (School)

1. **User is unable to access the Honors and Awards page. ***
 - Teacher must have the School Award Officer role.
2. **Award cannot be recorded because the award name is not available. ****
 - Inform DS Award Officer to configure in Honors/Awards Table.
3. **User is unable to record award for a student. *****
 - Student must be available in the system and enrolled in the current school.

Manage Student Awards (JSS)

1. **User is unable to access to the Awards pages. ***
 - User must have DS Award Officer role.

Manage Examinations (School)

1. **School Exam Secretary is unable to record the Distribution of Statement of Entry for School. ***
 - Department of Examinations (DE) has not marked Distribution Status to Yes for the specific school to signify the collection from DE.
2. **Class Teacher is unable to record the Distribution of Statement of Entry for the Class. ***
 - School Exam Secretary has not marked Received Status to Yes to signify collection from DE.
3. **School Exam Secretary is unable to record the Distribution of Result Slip for School. ***
 - DE has not marked Distribution Status to Yes for the specific school to signify the collection from DE.
4. **Class Teacher is unable to record the Distribution of Result Slip for the Class. ***
 - School Exam Secretary has not marked Received Status to Yes to signify collection from DE.
5. **School Exam Secretary is unable to enrol the students to the public examination in iNEIS. ****
 - Public Examination Timetable has not been uploaded for the school.
6. **Subject Teacher is unable to view the Examination Grades in system. ***
 - DE has not uploaded the examination grades in the system.

Manage Examinations (MOE/JSS/CDD/DE)

1. **User is unable to access to the Examination pages. ***
 - User must have MOE Dept. of Examination role.

Manage Curriculum Materials (School)

1. **School Textbook Officer is unable to find a specific Curriculum Material. ***
 - i. Ensure availability by searching via Author, ISBN, Title, etc.
 - ii. Inform CDD officer of the specific Curriculum Material.
2. **Class teacher is unable to find the Curriculum Material for the class to record student's loan of Curriculum Materials. ****
 - i. Course ID student was enrolled to is not attached to the Curriculum Material, hence class teacher was unable to view.
 - ii. Inform Curriculum Development Department (CDD) and to provide the Course ID and the Material ID for further action.

Manage Curriculum Materials (MOE/JSS/CDD)

1. **User is unable to access the Curriculum Materials page. ***
 - User does not have the MOE Curriculum Development role.

Manage Attendance

1. **Class Teachers are unable to take an attendance in Attendance Roster by Class. What is to be done? ***
 - i. Verify if the teacher has been assigned the Class Teacher User Role.
 - ii. Verify if the teacher was assigned as Class Teacher of the class in the Maintain Schedule of Classes.
 - iii. Verify if the Class Teacher is trying to take attendance for the past term. If yes, Class Teacher should ask their School Registrar to update attendance for the past term.
 - iv. If not successful, Class Teacher to record attendance manually first and report to iNEIS Helpdesk.
2. **School Registrars are unable to update the Attendance Roster by Class for both past and current term. What is to be done? ***
 - i. Verify if the registrar has been assigned the School Admin – Attendance User Role.
 - ii. Verify if the registrar was assigned as the Primary Instructor of the class in the Maintain Schedule of Classes.
 - iii. If not successful, School Registrar to update the attendance manually first and report to iNEIS Helpdesk.
3. **There are additional students in the Attendance Roster by Class and there are also students who do not belong to the school. What should I do? ****
 - Steps are available under FAQ > Manage Attendance > There are additional Students in the class attendance roster and there are also students who do not belong to the school. What should I do?

4. **No students were found in the Attendance Roster by Class. What should I do? ***
 - Steps are available under FAQ > Manage Attendance > No students were found in the Attendance Roster by Class. What should I do?

5. **Some dates are missing from the Attendance Roster by Class or there are multiple class attend dates in the attendance roster. What should I do? ***
 - Steps are available under FAQ > Manage Attendance > I see multiple class attend dates in my attendance roster for the same date. Or sometimes the date is missing from the attendance roster. What do I do then?

6. **The newly enrolled students are missing from the Attendance Roster By Class. What should I do? ***
 - Steps are available under FAQ > Manage Attendance > Why are the newly enrolled students missing from the Attendance Roster By Class?

7. **A student's attendance have already taken or updated by a teacher, but the attendance statistics is not updated or accurate. What should I do? ***
 - i. Verify with the teacher when the attendance of the student was updated.
 - ii. If the attendance was updated within the past 7 days, either wait for the Attendance Statistics Calculation Process to run every Saturday night, or run the process manually for immediate attendance statistics updates.
 - iii. If the attendance statistics is still not updated or inaccurate, get the affected attendance details and report to iNEIS Helpdesk.

Manage Clearance

1. **Teacher kept getting the 'No active persons in-charge assignment for the checklist items' error message while trying to complete the request forms. What should I do? ***
 - Steps are available under FAQ > Manage Clearance > Why am I getting the 'No active persons in-charge assignment for the checklist items' error message?

2. **Process keeps going to 'No Success' when creating the Clearance Checklist for students. What should I do? ****
 - i. Check the details of the 'No Success' process and view the .log file. If it contains a message indicating 'Error changing value. {MOE_CL_CHKLIST_CI.CHECKLIST_CD}'
 - ii. Report to iNEIS Helpdesk to assign the 3C Group Security for the teacher.

3. **The 3C Group Security has already been assigned to the School Admin-Student Clearance, but when I run the process I am still getting the 'No Success' status. What should I do? ***
 - Steps are available under FAQ > Manage Clearance > Why does the Clearance process keep running to 'No Success' even after the School Admin – Student Clearance has been assigned the 3C Group Security?

4. **Graduation Student process was run for retained students by mistake. How do I reverse and correct the process? ***
 - Steps are available under FAQ > Manage Clearance > What if I accidentally run the Graduating Students process for retained students? What should I do?

5. **Teacher ran the Graduating Student process and in the Student Program/Plan is Data Change ('DATA') record instead of Completion ('COMP') record. How do I correct the process? ***
 - Remove the awarded Certificate under the Certificate tab in the Student Certificate.
 - Remove the Data Change record ('DATA') in the Student Program/Plan of the students who were graduated.
 - Re-run the Graduating Student process with the correct setup.
 - Verify that the latest record in the Student Program/Plan of the graduated students should be a Completion ('COMP') record.
 - Verify that the Certificate Status of the graduated student should be 'Awarded' under the Student Certificates tab.
 - Verify the awarded Certificate in the Student Certificate.

Manage Student Transfer

1. **School Registrar cannot raise the Transfer Request forms. What should I do? ***
 - i. Verify if the School Registrar has been assigned the School Transfer Requestor User Role.
 - ii. Verify if the School Registrar has been assigned as Registrar in the Instructor/Advisor Table.

2. **Student is invalid when School Registrar is trying to raise a Transfer Request form. What should I do? ***
 - i. Verify if the School Registrar is assigned as Registrar in the Instructor/Advisor Table.
 - ii. Verify if the student is still active in the school by checking the Student Program/Plan.
 - iii. Check and remove if there are any duplicated records in the Student Program/Plan, especially Plan Change records ('PLNC'), caused by running multiple progression by mistake.

3. **School Registrar could not complete the Transfer request forms. What should I do? ***
 - i. Verify if the teacher has been assigned as Registrar in the Instructor/Advisor Table.
 - ii. Verify if the teacher has been given the 3C Group Security.
 - iii. Verify if the Clearance Checklist Items set up are correct according to the Academic Career.
 - iv. Check if there is any incomplete existing Clearance Checklist Items assigned to the student.
 - v. Verify if the School Registrar is trying to complete Transfer Request forms for Pre-School students, which is unnecessary since there are no Clearance Checklist Items for Pre-School career.

4. **School Approver could not find a specific Transfer request form. What should I do? ****
 - i. Verify if the School Registrar has submitted the request form. The status of the request form should be 'Submitted' instead of 'Pending'.
 - ii. Verify if the School Registrar has mistakenly inserted a Transfer record ('DATA') in the Student Program/Plan of the student before approvals from both levels have been given. If yes, note down the Effective Date and Campus code before deleting the Transfer record. Principal from the Old and New School should approve the request form first then the School Registrar should Complete it and run Clearance for the student before re-inserting the Transfer record.

5. **School Approver could not approve the Transfer request form. What should I do? ***
 - i. Verify if the School Approver has been assigned only the School Approver User Role and not both of the Approver and Requestor roles.

Manage Withdrawal

1. **School Registrar cannot raise the Withdrawal Request forms. What should I do? ***
 - i. Verify if the School Registrar has been assigned the School Withdrawal Requestor User Role.
 - ii. Verify if the School Registrar has been assigned as Registrar in the Instructor/Advisor Table.

2. **Student is invalid when School Registrar is trying to raise a Withdrawal Request form. What should I do?***
 - i. Verify if the School Registrar is assigned as Registrar in the Instructor/Advisor Table.
 - ii. Verify if the student is still active in the school by checking the Student Program/Plan.
 - iii. Check and remove if there are any duplicated records in the Student Program/Plan, especially Plan Change records ('PLNC'), caused by running multiple progression by mistake.

3. **School Registrar could not complete the Withdrawal request forms. What should I do? ***
 - i. Verify if the teacher has been assigned as Registrar in the Instructor/Advisor Table.
 - ii. Verify if the School Registrar has been given the 3C Group Security.
 - iii. Verify if the Clearance Checklist Items set up are correct according to the Academic Career.
 - iv. Check if there is any incomplete existing Clearance Checklist Items assigned to the student.
 - v. Verify if the School Registrar is trying to complete Withdrawal Request forms for Pre-School students, which is unnecessary since there are no Clearance Checklist Items for Pre-School career.

4. **School Approver could not find a specific Withdrawal Request form. What should I do? ****
 - i. Verify if the School Registrar has submitted the request form. The status of the request form should be 'Submitted' instead of 'Pending'.
 - ii. Verify if the School Registrar has mistakenly inserted a Withdrawal record ('WADM') in the Student Program/Plan before the Principal approves the request. If yes, note down the Effective Date before deleting the Withdrawal record. The Principal should approve the request form and the School Registrar should Complete it and run Clearance for the student before re-inserting the Withdrawal record.

5. **School Approver could not approve the Withdrawal request form. What should I do? ***
 - i. Verify if the School Approver has been assigned only the School Approver User Role and not both of the Approver and Requestor roles.

Manage Deferment

1. **School Registrar cannot raise the Deferment Request forms. What should I do? ***
 - i. Verify if the School Registrar has been assigned the School Deferment Requestor User Role.
 - ii. Verify if the School Registrar has been assigned as Registrar in the Instructor/Advisor Table.

2. **Student is invalid when School Registrar is trying to raise a Deferment Request form. What should I do? ***
 - i. Verify if the School Registrar is assigned as Registrar in the Instructor/Advisor Table.
 - ii. Verify if the student is still active in the school by checking the Student Program/Plan.
 - iii. Check and remove if there are any duplicated records in the Student Program/Plan, especially Plan Change records ('PLNC'), caused by running multiple progression by mistake.

3. **School Approver could not find a specific Deferment Request form. What should I do? ****
 - i. Verify if the School Registrar has submitted the request form. The status of the request form should be 'Submitted' instead of 'Pending'.
 - ii. Verify if the School Registrar has mistakenly inserted a Deferment record ('LEAV) in the Student Program/Plan before the Principal approves the request. If yes, note down the Effective Date before deleting the Deferment record. The Principal should approve the request form and the School Registrar should Complete it before re-inserting the Deferment record.

4. **School Approver could not approve the Deferment Request form. What should I do? ***
 - i. Verify if the School Approver has been assigned only the School Approver User Role and not both the Approver and Requestor roles.

Manage School Resources: Scheduling & Timetabling

- 1. School Timetabling Admin is unable to access the Upload Class Schedule page. What is to be done? ****
 - Verify if the user has been provided the role of a School Timetabling Admin (MOE_SCHL_TT_ADMIN).

 - 2. School Timetabling Admin are unsure of the steps to build a school timetable in Edval. What is to be done? *****
 - Steps to construct a timetable in Edval can be found in the iNEIS™ portal (<http://ineis.moe.gov.bn>) > Resources > Academic Year 2016 Activity Preparation > Timetabling Activity > TT Construction with Edval.ppt

 - 3. The newly transferred/uploaded Teacher(s) is not present in Edval. What is to be done? ***
 - Verify if the teacher(s) is transferred/uploaded into your school by generating the MOE_TT_INT_TCH report.
 - i. If the teacher is present in the MOE_TT_INT_TCH report, download it in excel format and import it into the school's Edval file.
 - ii. If the teacher(s) is not present, please contact Helpdesk to perform the Transfer/Upload request.

 - 4. The subject is not found in iNEIS™ but is offered in my School. What is to be done? ***
 - Subjects setup in iNEIS™ is based on the Curriculum structure provided by CDD. Verify if the subjects are approved/authorized by contacting Helpdesk.

 - 5. The School has new facilities but it is not present in Edval. What is to be done? ***
 - Verify if the facilities information is setup in iNEIS™ by generating the MOE_TT_INT_FAC report.
 - i. If the facility is present in the report, download it in excel format and import it into the school's Edval file.
 - ii. If the facility is not present, the School Timetabling Admin will need to create the new Facilities in iNEIS™. Refer to Online Help: Manage School Resources: Scheduling & Timetabling > Setup and Maintain Facilities Information > Manage Building and Facility Table > Setup Facility Table.

 - 6. School Timetabling Admin is unable to upload the School Timetable successfully. What is to be done? *****
 - In Edval:
 - i. Verify if the School Timetabling Admin has not added any teachers that is not present in iNEIS™ manually in the Teacher Data page.
 - ii. Verify if the School Timetabling Admin has imported the correct list of subjects in the CS Course Data page.
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- iii. Verify if the School Timetabling Admin has not added any Facilities that is not present in iNEIS™ manually in the Room Data page.
 - iv. Verify if the School Timetabling Admin has inputted Subject Codes for every subjects (except for CCA, Program Khas and subjects not offered in iNEIS™) in the Class Data page.
 - v. Verify if the School Timetabling Admin has scheduled the periods and classes in the Year Timetable / Group Timetable page.
 - vi. Verify if all three criteria (Subject, Teacher and Room) are present in the Year Timetable / Group Timetable page.
 - vii. Verify if the School Timetabling Admin has input the correct Term Start Date, Term End Date and Term/Session code when exporting.
- In iNEIS™:
- i. Verify if the School Timetabling Admin has uploaded the correct .PSV file instead of the .ETZ file.
 - ii. Verify if the School Timetabling Admin has entered the correct Academic Career based on the timetable uploaded.

7. School Timetabling Admin is unable to open their school's .ETZ file because it is locked. What is to be done? *

- Verify if the updated version of the Edval software is used. Please follow the directions as indicated on the error message to unlock the file.

8. School Student Registrars informed they cannot generate the School's Attendance roster. What is to be done? ***

- Verify if the School Timetabling Admin has uploaded the School's Registration Timetable.
- Verify if the School Timetable Admin has ran the Assign Extra Instructor-All process.
- Verify if the School Student Registrar is assigned as the Primary Instructor in the Maintain Schedule of Classes page.

9. School Student Registrars informed they are unable to enroll students into a class because the class capacity is met. What is to be done? **

- Steps are available under FAQ > Manage School Resources > Scheduling & Timetabling > iNEIS™ > My Class has more than 30 students. How can I proceed with enrolment?

Manage Co-curricular Activities

1. School CCA Head is unable to access the Upload CCA Schedule page. What is to be done? **

- Verify if the user has been provided the role of a School CCA Head (MOE_SCHL_CCA_HEAD).

- 2. School CCA Head do not have the CSV template required to create CCA Timetable. What is to be done? *****
- The CSV template can be download from iNEIS™ portal (<http://ineis.moe.gov.bn>) > Resources > Academic Year 2016 Activity Preparation > CCA Timetabling & Enrollment Activity > CCA Schedule Upload File.csv.
- 3. School CCA Head is unsure of the steps on how to create CCA Timetable using the CSV template. What is to be done? *****
- Verify if the School CCA Head has downloaded the three School Data files (Subject, Teachers and Facility Information) from iNEIS™. Steps to generate the three School Data files can be found in iNEIS™ Online Help under Manage Co-Curricular Activities (CCA) > Schedule CCA Activity > Generate Data for Scheduling.
 - Once the three School Data files are downloaded, step by step instructions on how to construct the school's CCA timetable in the CSV template can be found in the iNEIS™ portal (<http://ineis.moe.gov.bn>) > Resources > Academic Year 2016 Activity Preparation > CCA Timetabling & Enrollment Activity > CCA Scheduling and Enrollment.pptx.
- 4. The newly transferred/uploaded Teacher(s) is not present in the list of teachers (MOE_TT_CCA_TCH) report. What is to be done? ***
- Verify if the teacher(s) is transferred/uploaded into your school by generating the MOE_TT_CCA_TCH report.
 - If the teacher is present in the MOE_TT_CCA_TCH report, download it in excel format and use it to fill in the CSV template.
 - If the teacher(s) is not present, please contact Helpdesk to perform the Transfer/Upload request.
- 5. The CCA is not found in iNEIS™ but is offered in my School. What is to be done? ***
- CCA setup in iNEIS™ is based on the Curriculum structure provided by Department of Co-Curricular (DCC). Verify if the CCA are approved/authorized by contacting DCC.
- 6. The School has new facilities but it is not present in the list of facilities (MOE_TT_CCA_FAC) report. What is to be done? ***
- Verify if the facilities information is setup in iNEIS™ by generating the MOE_TT_CCA_FAC report.
 - If the facility is present in the report, download it in excel format and use it to fill in the CSV template.
 - If the facility is not present, the School CCA Head will need to inform the School Timetabling Admin so they can create the new Facilities in iNEIS™. Steps to create new facility is found in Online Help: Manage School Resources: Scheduling & Timetabling > Setup and Maintain Facilities Information > Manage Building and Facility Table > Setup Facility Table.

7. School CCA Head is unable to upload the School CCA Timetable successfully. What is to be done? ***

- a. In the CSV template:
 - i. Verify if the School CCA Head has not added any teachers that is not present in iNEIS™ manually in the CSV template.
 - ii. Verify if the School CCA Head has not added any Facilities that is not present in iNEIS™ manually in the CSV template.
 - iii. Verify the Class Section column to ensure that there is no more than 4 characters present.
 - iv. Verify the Date column to ensure that the data format captured in the CSV template must be in DD/MM/YYYY.
 - v. Verify the Start Time and End Time columns to ensure that the time are captured in 24 hour format: HH:MM.
 - vi. Verify if the School CCA Head has set the delimiter/separator to ‘;’ semicolon.
 - vii. Verify if the School CCA Head has saved the file in the correct .CSV format.
- b. In iNEIS™:
 - i. Verify if the School CCA Head has uploaded the template in the correct .CSV format instead of the .XLS format.
 - ii. Verify if the School CCA Head has entered the correct CCA Career (CCA1 for Primary level, CCA3 for Secondary level and CCA5 for Sixth Form level) based on the timetable uploaded.
 - iii. Verify if the School CCA Head has ticked the Upload Full Term Data checkbox.

8. School CCA Head has ran the Term Activation Batch process. However, some of the student’s term activation status in the .log file has been reported as Ineligible. What is to be done? **

- The School CCA Head will need to note down the list of student IDs who are ineligible and perform the following checks:
- i. Verify if the students have a CCA career by checking in the Student Program/Plan page in iNEIS™. If the students have yet to be admitted, the steps to admit the student can be found in Manage Co-Curricular Activities (CCA) > Activate Students in CCA Career > Admit Student to CCA.
 - ii. Verify if the students have completed their Academic program in the Student Program/Plan page in iNEIS™. The School CCA Head will need to inform the School Student Registrar to graduate the students who have completed their Academic Program from both CCA and Academic Careers.
 - iii. Verify if the students who are newly admitted into CCA has the Effective Date set as the Start Term Date so the students can be term activated and enrolled into the current Term.
 - iv. Verify if the students are transferred students. School CCA Head will need to check if the CCA career has been transferred to the current school along with the Academic Career. If the Academic Career has been transferred but the CCA career has not, School CCA Head will need to inform the School Student Registrar to do the appropriate transfer.

9. School CCA Head is unable to enroll the students into CCA. What is to be done? **

- Verify if the students have been successfully term activated.

10. School CCA Head is unable to merge the student blocks and class blocks together and encounter errors when doing so. What is to be done? ***

- Retrieve the details of the student and check what the error message is. School CCA Head need to fix the error according to the error message. To get the description of the error, steps can be found in the Online Help under FAQ > Resolving Class Enrolment Issues under the title *“Encounter Error when merging student block and class block.”* (http://help.ineis.moe.gov.bn/enrol_issues.php).

Manage Student Discipline

1. Class Teachers are unable to create discipline incident log for specific students. What is to be done? *

- Ensure that users are Class Teacher
- Ensure students are in the campus
- Ensure that student are enrolled into the class

2. School Users are not able to search for specific Disciplinary incident log in their school. What is to be done? *

- Ensure that schools users have security assigned based on their campus and must be Class teacher of the reported student.

3. Users are unable to find specific offence type/Action Take. What is to be done? *

- Class Teachers are only allowed to create incident log for disciplinary cases that are categorized as “Light”. For full list of Light offence Group, please refer to online help (http://help.ineis.moe.gov.bn/codes/offence_list.php) > List of codes > Discipline Offence Type & Actions Taken > Offence Type.

Meanwhile Discipline Teacher/Principals are needed to assist to create incident log for severe cases.

If needed, Hal-Ehwal Pelajar (HEP) will need to setup new disciplinary regulation. Steps can be found in Online help (http://help.ineis.moe.gov.bn/di/di_1.1.php) > Manage Student Discipline > Setup Discipline regulation.

4. School users are not able to escalate severe disciplinary cases to HEP for severe disciplinary cases. What is to be done? *

- Only Discipline Teacher, Deputy Principal and School Principal are able to escalate Disciplinary cases to HEP. Steps to escalate disciplinary cases can be found from online help (http://help.ineis.moe.gov.bn/di/di_3.2.php) under Manage Student Discipline > Process

Incident Log (Discipline Teachers, Deputy Principal & Principal) > Update incident log > Escalate Incident Log to HEP.

5. **School users (Class Teacher, Deputy Principal and School Principal) are not able to generate disciplinary letter. What is to be done? ***
 - Ensure that Offence Status are set to “Confirm” then option to print disciplinary letter will be available.
6. **School counsellor are not able to create School counselling Log. What is to be done? ***
 - i. Ensure that role “MOE_SCHL_COUNSELOR” has been assigned to school counsellor
 - ii. Ensure that students are in the campus.
7. **HEP officer are not able to view escalated disciplinary cases. What is to be done? ***
 - Ensure that role “MOE_HQ_HEP_OFFCR” are assigned to HEP officer. Only escalated cases to specific HEP officer are able to view the case.
8. **BKK officer are not able to view escalated counselling cases. What is to be done? ***
 - Ensure that role “MOE_HQ_BKP_COUNSELOR” are assigned to BKK officer and the case are assigned to the specific BKK counsellor.
9. **BKK Head are not able to assign different BKK counsellor to handle counselling cases. ***
 - i. Ensure that “MOE_HQ_BKP_HEAD” are assigned in order to be able to assigned differ counsellor.
 - ii. If BKK counsellor are not able to be found in system, please ensure BKK counsellor have iNEIS account. Creation of iNEIS account can refer to JSS Helpdesk by filling up template which can be found on iNEIS Portal (<http://ineis.moe.gov.bn/mod/page/view.php?id=42>) >Data Loading > Teacher Data Template.

School Management

1. **School users are not able to update school organization, school committee and schools event data. What is to be done? ***
 - a) Ensure that School admin are granted role of “MOE_SCHL_ADMIN_SCHL_MGMNT”
 - b) Ensure that Campus security are properly assigned to School Admin.
2. **School users are unable to upload School committee data. What is to be done? ****
 - a) Users are not granted role of “MOE_SCHL_ADMIN_SCHL_MGMNT”
 - b) Ensure that MOE School Management Officer are granted role of “MOE_HQ_SCHL_MGMNT_OFFCR”
 - c) Excel template are not filled properly.

Please refer to online help (http://help.ineis.moe.gov.bn/sm/sm_2.1.php) > School Management > Setup Committee Data > Setup/Update committee Data > Upload committee Data.

Manage Student Pass

1) School Registrar are unable to find the student at Visa Permit Data page. What is to be done? ***

- i. Verify that the student is enrolled in the current school from the student/program plan page.
- ii. Verify the student Citizenship/Passport in the Citizenship and Passport page. Please refer to Online Help (http://help.ineis.moe.gov.bn/sr/sr_1.10.php) > Manage Teacher and Student records > Manage Student Records > Maintain Student Citizenship and Passport.

2) Registrar are unable find the Visa Permit Data page. What is to be done? *

- Registrar do not have specific role "MOE_SCHL_ADMIN_STDNT_PASS".

3) Unit Pengakuan Belajar (UPB) Administrator(MOE) are unable find the Visa Permit Data page. What is to be done? **

- UPB Officer do not have specific role "MOE_HQ_UPB_ADMIN".

4) UPB Administrator (MOE) are unable to Print the 4 Colour "Surat Akuan Belajar" letter/ acknowledgement letter. ***

- The status must be save as Issued, the acknowledgement letter button will only be shown.

Manage Billing

1. School Finance Officer can't calculate the fees for the student. What is the issue it can't be calculated? *

- i. Verify the Student Program/Plan if the student is Active.
- ii. Student must be Term Activated to the current Term.
- iii. Verify the school Master Fee setup have been set.
- iv. Verify the student citizenship is correct.
- v. Verify the student Academic Plan.
- vi. If the problem is still ongoing, use the Manual Ad/Hoc Calculation instead. Steps can be found in Manage Invoice (Billing) > Manual Ad/Hoc Calculation > Manual Charge: Group Post (Online) under "Create Group for Approval".

Refer to the Online Help under Manual Invoice (Billing) > Automatic Tuition Calculation > Tuition Calculation for Individual under "Individual Student Tuition Calculation" on how to calculate automatically the fees individually or under Manual Invoice (Billing) > Automatic Tuition Calculation > Tuition Calculation for Batch of Students under "Calculate fees for Batch of Students" by batch of students.

2. The fees calculated is not posted into the Student Financial Account. How to clarify this issue? *

- Verify the Student Program/Plan if the student is Active.
- Verify the Academic Plan if it's to the latest Year.

- Verify the school Master Fee setup have been set.
 - If the problem persists, use the Manual Ad/Hoc Calculation instead under Manage Invoice (Billing) > Manual Ad/Hoc Calculation > Manual Charge: Group Post (Online) under “Create Group for Approval”.
3. **The Excel file for Group Post failed to be uploaded into the system. How to find out what went wrong and fix this? ***
- Verify the Group Type and MOE Layout ID is correct.
 - Check if the file is saved as csv (comma delimited).
 - Check the file layout if the data order is correctly placed.
 - Verify the correct term.
 - Check the item code if it’s correct and it’s for Invoice (Billing).
 - Verify the date format.
 - Verify the dates whether it’s within the range of the term.
 - Verify the Student ID.
- Verify the format of the fields from the link given from Online Help under Manage Invoice (Billing) > Manual Ad/Hoc Calculation > Manual Charge: Upload Excel File to Group Post under “Create Upload File in .CSV Format”.
4. **The approval is not received by the school principal. How to resolve this? ****
- Check with helpdesk if the school principal have the granted roles to access them, and if it’s resolved then cancel your previous upload and re-upload it to restart the process in order to send it to the correct approver.
5. **The Student ID is not found in iNEIS. How to resolve this issue? ****
- Verify if student have an active term in his/her residing school.
6. **Unable to perform billing because the student has not been transferred. How to resolve this issue? ****
- Verify the Student Program/Plan if the student is in your school.
 - Contact the School which the student used to reside in and asked them to complete the transfer process of that student to your school.

Manage Collection

1. **The file failed to be upload to the iNEIS. How to find out what went wrong and fix this? ***
- i. Verify the Group Type and MOE Layout ID is correct.
 - ii. Check if the file is saved as csv (comma delimited).
 - iii. Check the file layout if the data order is correctly placed.
 - iv. Verify the correct term.
 - v. Check all item code if it’s correct and it’s the code for collection.
 - vi. Verify the date format.

- vii. Verify the dates whether it's within the range of the term.
- viii. Verify the Student id.

Verify the format of the fields from the link given from Online Help under Manage Collection > Manage Counter Payments > Upload External File to Group Post under "Create Upload File in .CSV Format".

2. **The received fees is not posted into the Student Financial Account. How to clarify this issue? ***
 - i. Verify the student ID from the group posting for collection.
 - ii. Verify the student account to see if the amount is posted there.
3. **The approval is not received by the school principal. How to resolve this? ****
 - Check with helpdesk if the school principal have the granted roles to access them, and if it's resolved then cancel your previous upload and re-upload it to restart the process in order to send it to the correct approver.

Manage Student Allowance (School)

Allowance Application

1. **When creating the Allowance Application, School Welfare Officer can't find the Student ID or finding using its I.C. Number. What is the cause of this issue? ***
 - i. Verify that the student is enrolled in the current school from the Student/Program Plan page.
 - ii. Verify the student is on the current Academic Career.
 - iii. If the problem still persists, please seek assistance with your School Registrar to check if the student is present in the school.

Please refer to the Online Help under Manage Student Allowances > Allowance Application > Apply for Allowance, on how to create the Allowance Applications.

2. **When creating the Allowance Application, the student Family Details are empty. What is to be done? ***
 - Verify the Student Family Details if it is entered in the Student Family Details page.
3. **When creating Allowance Application, the Student Information are empty. What is to be done? ***
 - i. Verify the Student Information if it is entered in Add/Update a Person page.
 - ii. Verify all the information is entered and use the latest information of the student details.
4. **When creating Allowance Application, the Level of the student is still not showing the current year level. What is to be done? ****
 - Contact the School Registrar to progress the student.

Issue and Monitor Allowances

5. **When creating the Allowance Disbursement for Elaun Sara Hidup (ESH), the process did not detect the students who is applying for this allowance. What is the cause of this issue and what need to be done? ***
 - i. Verify that the student allowance application type is applying for the ESHB1 and ESHPK.
 - ii. Verify on the Disburse Allowance page, all the required information is entered. This include the allowance type, especially the ESHB1 and ESHPK.

Please refer to the Online Help under Manage Student Allowances > Issue and Monitor Allowances > Disburse Allowance under “Calculate Disbursement Amount” on how to Disburse Allowance.

Terminate Allowances

6. **When terminating the allowance application by batch, the allowance application for the specified student is not terminated. What is the cause of this issue and what need to be done? ***
 - i. Verify that the student clearance is done in the system.
 - ii. Verify that the student is graduated/transferred/deferred.
 - iii. If the student is still not terminated by batch, please do manually to terminate the student.

Please refer to the Online Help under Manage Student Allowances > Terminate Allowance > Terminate Batch Allowance under “Run Terminate Batch of Student (Clearance) Process” on how to Terminate Batch Allowance.

Manage Student Allowance (JSS)

7. **When creating Allowance Application, the application is not routed to Principal for approval. What is to be done? ****
 - i. Verify that the current School Principal has the MOE_SCHL_ALLOWANCE_APPR role.
 - ii. Verify the MOE_SCHL_ALLOWANCE_APPR role exists in the Approval Rules list in the Allowance Type Setup page.
 - iii. If the problem persists, please contact iNEIS Helpdesk to solve the issue.

Manage Scholarships & Bursaries

Manage Scholarship & Bursaries Application

1. **When uploading the HECAS file, Scholarship Section found that there were no Scholarship Application automatically created in the Scholarship Application page. What is the cause of this issue? ***
 - i. Verify the HECAS excel file if these required fields is not entered such as Applicant’s Name, Level Code, I.C. Number, I.C. Colour and Gender.
 - ii. Verify the HECAS excel file that it is in a .CSV format.

- iii. Make sure the HECAS excel file fields is pipe delimited and separated by '|’.
- iv. If it’s not successfully uploaded, please create manually through the Scholarship Application Form page.

Please refer to the Online Help under Manage Scholarships & Bursaries > Manage Applications for Scholarships & Bursaries > Interface new applications from HECAS under “Upload HECAS file to create Application” on how to upload the HECAS file.

Evaluate and Award Scholarships

2. **Scholarship Section is unable to upload the application status, the process displays an error that the student NRIC cannot be found. ***
 - i. Verify the student National ID data is the same as the IC Number in the uploaded .CSV file.
 - ii. If the National ID field is showing a different IC Number, verify the student’s IC Number and update the field if required.
 - iii. If the issue is still persist, update manually the Scholarship Application Status through the Scholarship Application Form page.

Refer to the Online Help under Manage Scholarships and Bursaries > Evaluate and Award Scholarships > Update Scholarship Application Status under “Update Application Status” on the format of the .CSV file.

3. **When using the Scholarship Rejection letter, the generated letter doesn’t give any reasons why the Scholarship Applicant is rejected. ***
 - i. Make sure the Scholarship Application Status is Rejected.
 - ii. Also verify that once the Application Status is changed to Rejected, the remarks field must be entered with the reasons in the Scholarship Application Form page.
 - iii. If the reasons is still not appearing in the remark field, please manually add the reasons in the Rejection Letter once it is generated by the system.

Manage Scholarship

4. **Scholarship Section is unable to upload the Disbursement Details, the process displays that the student NRIC cannot be found. ***
 - i. Verify that the Student I.C. Number entered in the uploaded disbursement file tallies with the National ID of the student in the system.
 - ii. If the National ID in the system is not the same as is entered in the file, please update the National ID and try to upload again the file.
 - iii. Make sure the data entered in the file is correctly entered on each of the fields. Refer to this link in Online Help under Manage Scholarships and Bursaries > Manage Scholars > Upload Disbursement Details under “Create Upload File in .CSV Format” for the format of the fields.

- iv. If the issue is still persist, update manually the Disbursement Details in the Scholarship Disbursement page as referred to this link under Manage Scholarships and Bursaries > Manage Scholars > Enter Disbursement Details.
5. **When generating the Scholarship Expense Claims, the name under 'Dan Atas Nama Wakil:' is not visible. What is the cause of this issue? ***
- i. Please make sure the Father/Student Name is entered in the Scholarship Claims page.
 - ii. If the problem is still exist, update the Scholarship Claims letter manually after it is generated by the system.

Refer to the Online Help under Manage Scholarships and Bursaries > Manage Scholars > Enter Student Expense Claims on how to create the Scholarship Claims letter.

Technical

Hardware

1. **Hardware Failure *****

As hardware maintenance is covered by Sprintville Technologies (SPV), routine checks on all hardware are conducted daily. This includes monitoring health status, faulty components, resources and whether application services are running. Any hardware failure is escalated to Oracle Support for further diagnosis.

In the event of hardware failure, there are a few ways to identify the source of failure.

1. Physical

- There will be ambient light 'Blinking' indicating there error on the server itself.
- Administrator will need to login via ILOM to check the error

2. via ILOM

- Administrator is able to check the health/status of the server via ILOM
- Should there be a 'Warning' icon, the error code is provided together when filing a service request to Oracle Support (www.support.oracle.com)
- Service Requests are provided with additional requirements E.g. snapshot, logs, screenshot
- There will be a turnaround time for replacement of parts depending on severity and their respective impact are as below:
 - o Severity 1 – Within 1 week.
 - o Severity 2 – Within 5 days
 - o Severity 3 – Within 2 days

2. **Pillar chassis is faulty *****

Axiom Pillar is the core storage hardware that stores all the operating system (OS) and Application (Data). However, should there be an impact, it will be the chassis but it is preventable by using the Unified Archives method.

Unified Archives are a new native archive type for Oracle Solaris. Unified Archives enables multiple system instances to be archived in a single unified file format. Unified Archives may contain one or more archived instances of Oracle Solaris from a single host. Administrator can select individual installed zones to include during archive creation and the host itself is optional.

Administrator can deploy Unified Archives to recover a system that needs to be replaced due to failure, duplicate or clone a system configuration that you want installed on multiple machines or migrate an existing system to new hardware or to a virtual system. Administrator can deploy archives using any of the following methods:

- Oracle Solaris Automated Installer (AI)
- Oracle Solaris Zones utilities
- Unified Archive bootable media

The solutions to prevent such impact and action are as mentioned below:

- OS Level
 1. To create a unified archives for all servers to the local hard disk
 2. Restore the unified archives to the particular server

- Application Level
 - SPV to ensure NetBackup successfully backup all servers with policy WebAppFSbkup
 - Restore from the NetBackup to the particular server.

3. **Disk Storage full (Production & Non-Production) *****

Administrator are able to view the status or health via Axiom Storage Service Managers software. Escalation is required when the storage has reached 80% usage for the DICT to commence with the procurement process as it may require time for the shipment/hardware to arrive before the storage is full, all new data will not able to save.

Application

1. **Application requires Server reboot ***

Typically, when an application is updated, the server environment requires a reboot to apply the changes made to the configuration. Escalation to applicable stakeholders is required. End-user might not be aware and the work done will not be saved. End-user might encounter disconnection from the system.

Escalation measures are as follows:

1. SPV inform DICT
2. Provide DICT the approximate time required, date, which server and when the server will be up
3. Notify end user with Memo on the login page (system.ineis.moe.gov.bn)
4. Notify DICT when the server is up and running
5. Notify DICT should SPV required extended time for maintenance

Network

1. **System Connectivity Issue *****

The physical network is divided into logical segments (3 Tier) E.g. Web server 1, Web server 2 and Web Server 3. These reduce the latency and traffic load on the network and the network devices, offering increased performance.

The diagrams below shows Production (Figure A) and Non-Production (Figure B) network environment.

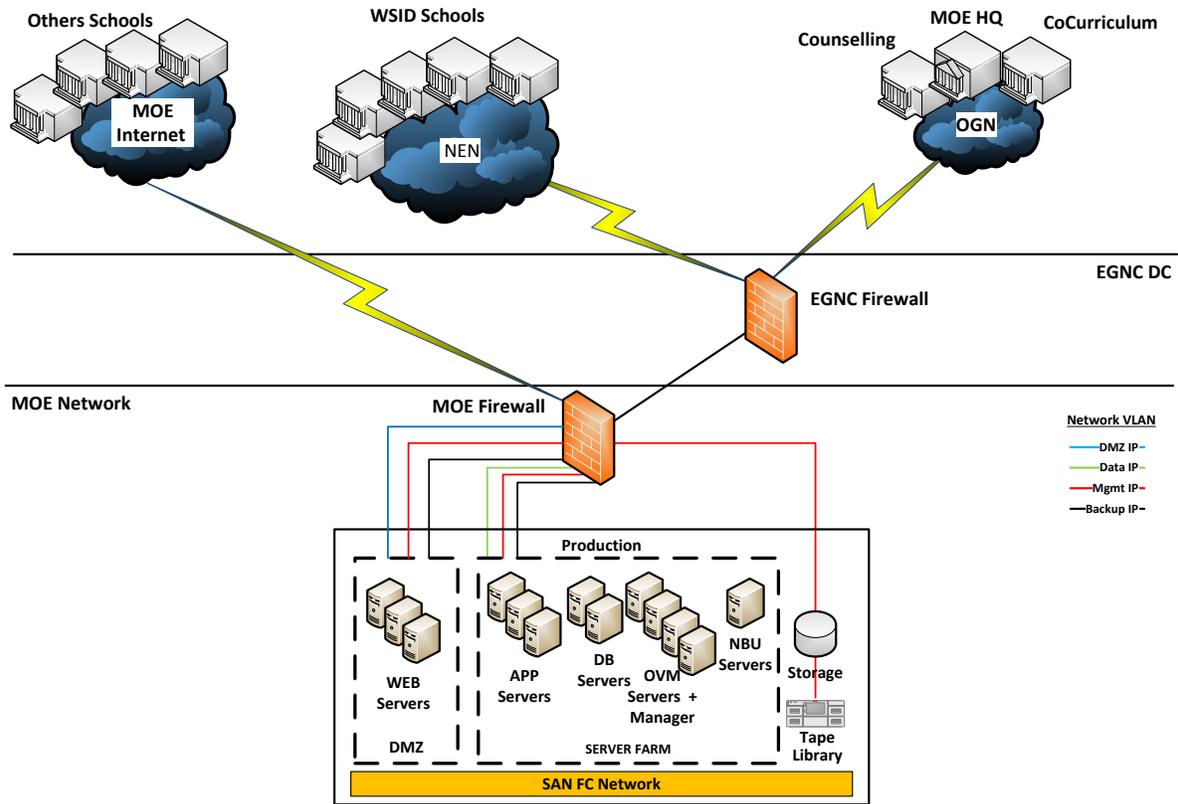


Figure A Production Environment

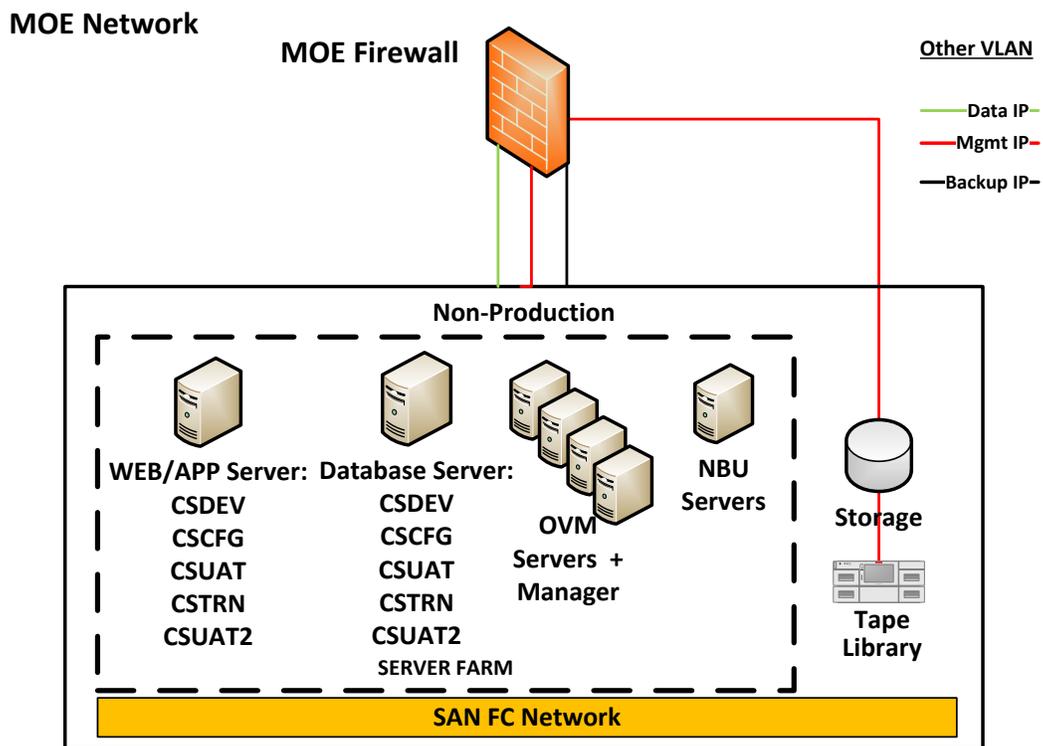


Figure B Non-Production Environment

With regards to the system, Network connectivity refers to inbound connectivity and outbound connectivity.

- Inbound connectivity refers to communications among the servers within their respective environment.
- Outbound connectivity refers to accessibility of users to the system via intranet or internet. Intranet connectivity is provisioned by EGNC for school users to connect to the system.

HTTPS (also called HTTP over TLS, HTTP over SSL and HTTP Secure) is a protocol for secure communication over a computer network which is widely used on the Internet. HTTPS consists of communication over Hypertext Transfer Protocol (HTTP) within a connection encrypted by Transport Layer Security or its predecessor Secure Sockets Layer. The main motivation for HTTPS is authentication of the visited website and protection of the privacy and integrity of the exchanged data.

Should there be any connectivity issue, all users might encounter a lag, blank page, xml invalid, etc.

Issues with inbound connectivity:

1. SPV to check the network internally. Example Ping, Traceroute, Download and upload Packet Size, TCPView, etc.
2. Reboot the Application server and clear the cache.

Issue with outbound connectivity:

1. DICT to check connectivity of firewall and load balancer by using general network diagnostic tools e.g. Ping, Traceroute, Download and upload Packet Size, TCPView, etc.
2. If issue persists:
Intranet: DICT to check school's respective network hardware
Internet: DICT to check EGNC's vendor.