One Funding Application

TIERED SUPPORTS

Tiered System of Support:

The One Funding Application is an e-grant system that is replacing the Comprehensive Continuous Improvement Process (CCIP) starting with state fiscal year 2026. To support all our external customers, *the Department will be utilizing a three-tiered system of support which follows the same outline that was used for the CCIP.* Training will also be provided for impacted program offices by the ED STEPS Project Team.

PROGRAM OFFICES:

The first level of support for the One Funding Application should be program offices that have active grants within the system. Program offices should be prepared to assist with the following (this is not an all-inclusive list):

- Grant specific questions
- Launch dates for the One Funding Application
- Basic system navigation (as described in the user manual)
- Provide resources related to the One Funding Application from the website

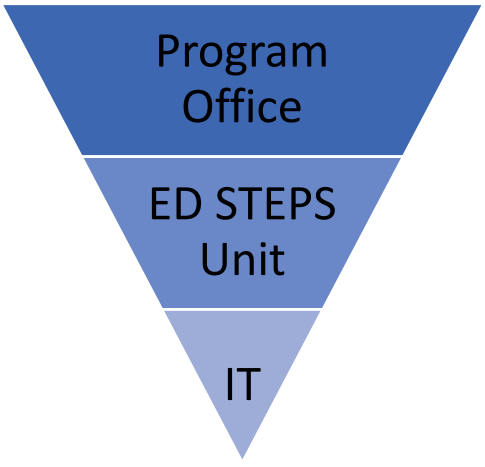
Program offices should be prepared to answer roughly 80% of the questions that come to the Department regarding the One Funding Application. All other questions, issue or inquiries should be escalated to the ED STEPS unit via email (edsteps@education.ohio.gov).

ED STEPS UNIT:

The second level of support for the One Funding Application will come from the ED STEPS Unit. This unit should be prepared to handle the following:

- Communications sent to the inbox that need routed to the program office as it is grant specific
- System errors or other bugs that users might be experiencing
    - Escalated to internal IT or vendor as appropriate
- Role based questions and issues
- System configuration questions

The ED STEPS unit should be prepared to answer roughly 15% of the questions sent to the Department.



IT AND/OR ED STEPS VENDOR:

The last level of support for the One Funding Application will be a combination of internal IT and the ED STEPS vendor. Internal IT will only be responsible for system bugs as it relates to common components (history log, workflow, comments, communications hub, validations, data load etc.). The ED STEPS vendor will then be responsible for handling and resolving any other One Funding Application bugs. Ideally, this tier will only be used for 5% or less of the inquiries the Department receives.

Department of Education & Workforce