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**FLORIDA DEPARTMENT of
ECONOMIC OPPORTUNITY**

MEMORANDUM

DATE: November 29, 2012

TO: Regional Workforce Board Directors

FROM: Lois A. Scott, Program Manager, Workforce Program Support

SUBJECT: One Stop Service Tracking (OSST) System Work Order Process, Work Order Completions, and System Updates

In an effort to be responsive to the needs of Welfare Transition (WT) and Supplemental Nutrition Assistance Program Employment and Training (SNAP E & T) program staff regarding the status of One Stop Service Tracking (OSST) system work order requests, the Department of Economic Opportunity (DEO) is pleased to announce a new way for staff to see completed work orders and system updates.

In July 2012, DEO moved to a new Point Release model for OSST work orders and system updates. As work orders are created, they are grouped by criticality and/or type. Using the Point Release model, work orders that have similarities are grouped, coded, tested by a technical team and end users. If testing is successful, completed work orders are released to OSST Production on a schedule. Critical work orders will also follow this same process but may be released outside of scheduled releases, depending on criticality.

DEO will deploy the newest OSST version, v2.1.0, on November 29, 2012. Updates will be visible to users on November 30, 2012. Users can view a summary of all versions since the inception of the Point Release model by logging into OSST and clicking on the version at the top of OSST Desktop. An attachment is provided to illustrate this process.

Please forward questions to Trina Dickey at trina.dickey@deo.myflorida.com.

LAS/otd

Cc: Tom Clendenning
Dehryl McCall
Michael Lynch
Cliffin Atkinson
James Finch
Greg Giese

Attachment: [OSST Point Release Work Order Completions](#).

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