

LCS ROLLBACK PROCESS

Title	LCS Rollback Process
Purpose/scope	Agree the process to be followed when a rollback is required to amend an error in LCS
Subject key words	LCS, error, issue, rollback
Council Priority	
Lead author & contact details	Pippa Murphy, Change project Manager
Date Established	30 th Nov 2020
Date of Next Review	30 th Nov 2021
Service Improvement & Efficiency Validation	
Legal Sign Off	n/a
Finance Sign Off	n/a
Approver	LCS Strategic Board 081020

Rollbacks in Liquid Logic are required when information needs to be amended within a workflow and the stage where the change is required has been completed and further stages have been progressed. We must roll back to the stage where the error occurred to make the change.

All Rollbacks involving more than 4 weeks of information need to be agreed by a Service Manager. Some issues may need to be agreed to be left as is on the system and a case note, reporting note added.

When a rollback is completed on the system it will remove all forms from within the workflow (the pathway map) and anything in the **costs** tab.

A rollback will not remove Documents, Case Notes, Standalone Forms, or Risks.

If the stage has just been completed, then sometimes it is possible to complete an Admin Action to rectify the problem (so early identification and escalation is key). The Information Support Team can do these.

If there is a big rollback i.e. going back for months, then we can raise a Jira with Liquid Logic to check that there is nothing else that can be done to resolve the problem instead of a rollback.

Where a rollback is accepted, LCSHelp will confirm with the worker where to take the case back to (what items need to be saved)

Rollbacks need to be identified at the earliest opportunity to prevent additional work being required.

In all instances email the InfoSupport mailbox and add **URGENT Rollback** into the subject area (these will be looked at as quickly as possible) Email: InfoSupportLCS@shropshire.gov.uk

If you think something has been done incorrectly, report it to the Information Support Team (ISO's) straight away.

Once an issue has been raised via the ISO Team the worker will either

- Receive an email from ISO team notifying them they will be carrying out admin actions to resolve the issue
- or
- Receive an Ivanti ticket from LCSHelp saying they have accepted the ticket (will perform a rollback)

Any urgent matters should be emailed with URGENT in the subject and followed up by a phone call if necessary

- Where the rollback is small and only one or two forms, the allocated worker should do this
- Where the rollback is larger, the allocated worker and business support lead undertake the rollback
- For complex rollbacks – (4+ weeks with service manager approval for the rollback) – the process would involve business support undertaking the task to pdf the forms off and then the allocated worker/ business support lead, with support from the ISOs, to put the forms back on in the correct workflow/authorisation points.
- Any cost would need to be readded by business support
- Any placement costs would need to be readded by CPS duty

All workers/managers need to ensure they select the correct outcome in each workflow stage. This will prevent many rollbacks being required.

If in doubt and with any LCS queries speak to one of the Information Support Officers (Jo Rollason, Katie Bailey, Jude Metcher, Hollie Cale) InfosupportLCS@shropshire.gov.uk or contact Kay Fletcher, Children's Services System Lead for advice and guidance.

Also remember there are step by step process guides available on the Leap into Learning site for reference when navigating the workflow in the system



