

# SCO Enterprise Dashboard

A Portal to Greater  
Transparency and Functionality



— STATE OF IDAHO —  
**CONTROLLER'S OFFICE**

BRANDON D WOOLF

# SCO Enterprise Dashboard

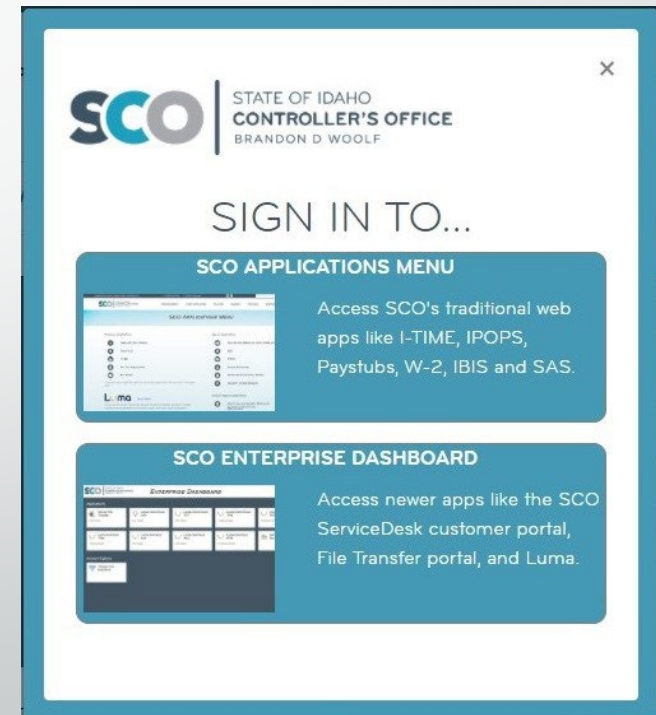
Beginning November 16, 2020, SCO released the Enterprise Dashboard as a secure portal delivering greater transparency and increased functionality – critical to future Luma applications

Existing SCO Applications (I-Time, IPOPS, Paystubs, W-2, IBIS, and Statewide Accounting System) are unchanged

- Applications will remain active until Luma Phase 2 Go-Live, January 2023
- Use existing login credentials – No change in access or applications

NEW SCO Enterprise Dashboard

- Offers customer-centric Service Desk portal (Live Chat, Service Catalog and User Forums)
  - Transparency: employees can track their service requests throughout process
- Dashboard will serve as access point for Luma project services, coming soon
- Registration required: State Employees issued new, permanent Employee Identification Number (StateID)  
\*\*NOTE: StateID will serve as the Username\*\*



# SCO Enterprise Dashboard

Detailed and Illustrative Instructions on How to Register and Access

<https://www.sco.idaho.gov/LivePages/Enterprise-Dashboard-Registration-Access-and-Password-Management.aspx>

Self-Guided Training Videos for Registration and Access

<https://www.sco.idaho.gov/LivePages/Enterprise-Dashboard-Service-Portal-Training.aspx>

The screenshot displays the SCO Enterprise Dashboard. At the top left, the logo for the State of Idaho Controller's Office is visible. The main header area features a scenic background image of a forest and mountains, with the text "Hello Test" and a search bar containing "How can we help?". A "Live Chat" button and "IT Customer Support" link are in the top right. Below the header, there are four main service categories: "Service Requests" (Browse and search for common and well-defined services), "Knowledge Base" (Browse and search for articles, rate or submit feedback), "Open a Support Case" (Get targeted help on your issue or problem), and "Ask the Community" (Community-sourced answers to your questions). The dashboard is divided into several sections: "Announcements" (Welcome to the State Controller's Customer Service Portal! We look forward to serving you.), "My Open Support Cases" (No records found), "My Service Requests" (View: Open, Search open requests), and "My Surveys" (You have no surveys to take). At the bottom, there are four quick links: "Statewide Payroll Guide" (Main page of Personnel and Payroll User Manual), "Statewide Accounting Systems" (Manuals and documentation for SCO accounting-based applications), "Security Authorization Help" (Documentation and support for agency security personnel), and "Reporting and Review Help" (Shared documents and information for accounting-based reporting and review personnel). The footer contains contact information for Brandon D. Woolf, Controller, including address, phone, and email, along with the SCO logo and a link to the State of Idaho Controller's Office website.

Contact: [servicedesk@sco.idaho.gov](mailto:servicedesk@sco.idaho.gov)