Insights on Demand
Frequently Asked Questions (FAQ)

(Version 1.0 – Created October 2019)

U.S. Bank and Mastercard are pleased to provide DoD's data mining tool, Insights on Demand (IOD). This tool has replaced both PCOLS Data Mining and the Program Audit Tool. A/BOs and A/OPCs use this tool to review and disposition system-generated cases, initiate cases, and meet all baseline data mining requirements.

The content in this document is divided into sections that contain questions and answers around similar topics.

Questions about Access and Login

1. How is Insights on Demand accessed?

To get to the IOD tool you will type this into your browser: https://iodgov.oversightsystems.us/IDP/#/ It is recommended that you bookmark this address the first time you visit for ease of access going forward. Do not try searching for Insights on Demand in a search tool, such as Google, as that is likely to point you to an incorrect address for DoD users.

In the near future, we will be changing access to IOD to what's known as Single Sign-On, or SSO. With SSO you will only need to login to Access Online and click a link to be seamlessly logged into IOD.

2. How do I know if I'm set up to use IOD?

The IOD tool receives its data regarding users from Access Online. To properly be able to execute your tasks in IOD the following must be configured in Access Online:

- Your User ID must have an A/OPC, A/BO or AOPC_ViewRptOnly_ACCESS_IOD entitlement.
- Your User ID must be in an ACTIVE status
- All User IDs must have a reporting hierarchy
    - A/OPC User IDs can be set at any level
    - A/BO User IDs must be set down to reporting level 5 for Army, Air Force and Defense Agencies, and down to level 6 for Navy and Marine Corps.
- Your User ID must have a valid email address. .mil, .gov, and military .edu addresses are the only ones acceptable at this time.

3. How long does it take for a user to gain access to IOD once the User ID is created or corrected in Access Online?

Typically IOD will be updated by the next business day. But if the user's Access Online info is updated or created late in the day, it may take up to two business days for that to be reflected in IOD.

4. What happens if my Access Online account goes inactive?
When an Access Online account becomes inactive, often due to not logging into Access Online for 60 days, there are several implications in IOD. An inactive user will not be able to log into IOD (IOD will show a “proxy error” upon login attempt). Also, IOD will stop assigning cases to that user and will look for alternates. If there are no alternates the case will be created with no assigned owner. It’s important for users to maintain active status in Access Online. After reactivating a user’s Access Online account it can take up to two business days for that to be reflected in IOD.

5. Can a user get View Only access to IOD?
Yes, when creating a User ID in Access Online, the A/OPC should select the Functional Entitlement Group PA_AOPC_ViewRptOnly_ACCESS_IOD.

6. Can my cardholder get View Only access to IOD?
No, cardholders do not have access to IOD. There are some things you can do to facilitate your communication with the cardholder. You can use the messaging capability built into IOD to email the cardholder and pose your questions/requests related to a transaction or transactions. The cardholder’s reply and attachments will be saved in IOD. Some users have found that using the SnipIT tool on their PC to take and share a screenshot is an effective way to relay transaction details to a cardholder.

7. Does viewing or attending the training webinar “unlock” my access to IOD?
No, users must complete training based on guidance from DPC and the Services, and in order to know how best to operate the system; however, training is not linked to account creation or the ability to log in.

8. What web browser should I use when going to the IOD site?
IOD works with Internet Explorer 11 or later, Google Chrome, and Firefox. If it’s available to you, Google Chrome is preferred and will provide the best experience.

9. I was never sent a password to IOD. How do I log in?
For security reasons, no one is emailed a password to log into IOD. You may have received a welcome email at some point. To set up a password, you will use the ‘Forgot Your Password’ process found on the login page. This process works whether you once had a password and lost it, or have never had a password.

10. I’ve received an email from IOD to reset my password, but the link doesn’t work. What do I do?
It’s a common occurrence for users to have some trouble with the link that is sent within the password reset (‘Forgot Your Password’ process) email. This is due to the DoD email system converting the link to plain text, and in the process inserting some extraneous characters that cause the link to error when clicked. This means you will need to copy and paste the correct portion of the link into your browser address window in order for it to work. You will need to leave off the opening < and begin copying with the http…. at the end stop your copying before the = and >. This may take a little trial and error to capture the correct portion.

Questions about Case Creation and Case Management

11. How does IOD assign cases?
The platform analyzes all transactions and opens cases based on defined criteria. Once a case is created, IOD looks for an A/BO to whom it can be assigned, based on the following in Access Online:

- User ID is in an ACTIVE status
- User has a valid email address (with a .mil, .gov, or military .edu extension)
- User has an A/BO Functional Entitlement Group
- User has a Reporting Hierarchy down to level 6 for the Department of the Navy and level 5 for all others.

12. Is there a timeline for case adjudication?
Adjudication should take place as soon as possible after a case is generated. It must be completed within 30 days or the account will be suspended.

13. I'm an A/BO and I'm able to get to the case review questionnaire, but I'm not able to complete the case. What do I need to do?
The A/BO must fill out every field in the certification questionnaire. If you have nothing to enter on a question, you must at least type in N/A to show that you reviewed the question. Once all questions have been addressed, be sure to click 'Submit' at the bottom.

14. Why are there cases with no assigned owner?
This will occur when there is no A/BO with the appropriate active User ID, entitlement, email address, and reporting hierarchy in Access Online. To add an owner to the case, open the case, click in the 'Owner' field and start typing the name of the person to whom you wish to assign the case. This will pull up the names of users within your hierarchy with active accounts. Click on the name of the user you want assigned and then click 'Save.' To correct the issue for future case creation, be sure to make the appropriate updates in Access Online as described in question 2.

15. Is there a quick way to assign cases in a batch instead of one at a time?
Yes, follow these steps:

1. Click on all the cases you wish to select
2. Right click a selected case and choose 'Open Group in New Window'
3. Go to the Owner dropdown as described in question 14 above and start typing the name of the person to whom you wish to assign the cases
4. Select the user's name
5. Click Save

16. Is there a difference between the ‘Save’ and ‘Submit’ buttons?

Yes, the ‘Save’ button will save the information that has been entered but will not send it on to the next level. The ‘Submit’ button sends the information on to the next level.

17. Following A/BO case review, how does A/OPC case assignment work?

After the A/BO responds to each question on the case Review tab and clicks ‘Submit’ IOD removes that case from the A/BOs queue and puts it into an “A/BO Closed” status temporarily. IOD then identifies an A/OPC in the same hierarchy and assigns that person as the owner. The case is then changed to an “A/OPC Assigned” status. No email notifications are generated by “A/OPC Assigned” status.

18. I’m an A/OPC and I have questions or concerns about actions taken at the A/BO level. I sent my A/BO an email requesting they take action—why are they not able to?

In this instance, what you must do is reject the case back to the A/BO. This is the only way the A/BO can take further action on the case within the system.

19. We have multiple primary A/BOs in our hierarchy. How will cases be assigned?

In this instance, the system will assign the case owner arbitrarily. An automated email notification will be sent with all primaries on the “To” line and all alternates on the “CC” line.

20. Cases that should be assigned to me are going to my alternate A/BO. How do I get these to show up under ‘My Cases?’

To change the owner on a current case, you can use the manual case reassignment capability. In the Owner field, start typing your own name and then select it. Click ‘Save.’ This will not correct the underlying issue; for that you will need to log into Access Online and be sure your Functional Entitlement Group is a primary A/BO and you are designated for the appropriate reporting hierarchy.

21. I’m the primary for one account and the alternate for another account. IOD doesn’t seem to be treating the accounts this way, can you advise?

IOD stores only one role for a user so likely sees you as the primary for both these accounts. When there are multiple primaries the tool will assign the case arbitrarily. For anyone that serves in both primary and alternate roles we recommend you check both ‘My Cases’ and ‘Open Cases’ in IOD for cases you need to adjudicate.

22. I'm an A/OPC and am regularly asked by my A/BOs if they closed their cases correctly. How would I determine this?

When an A/BO completes the questions tied to the case and clicks 'Submit' that case is assigned to the A/OPC and is removed from the A/BO's queue. While the case is assigned to the A/OPC the A/BO will not be able to view the case. If the A/BO does not have any cases listed in 'My Cases' all cases have been handled. Once the case is closed by the A/OPC the case will then again be visible to the A/BO.

23. I rejected a case back to the A/BO, but why does it not appear to have been assigned to them?

Case assignment in IOD happens via a batch process that runs hourly. When you don't immediately see assignments made it could be because of this slight delay. You can check back later to see if the case was assigned.

24. How does a higher level user look at cases assigned at the lower levels?

The higher level user should view 'Open Cases.' This will show all open cases in the hierarchy. If an HL4 A/OPC clicks they will see all the open cases in that HL4 and below. If an HL3 A/OPC clicks it, they will see everything in the HL3 and below. If these users want to see closed cases as well, they will need to click on 'All.'

25. I work the same type of cases every month on regular purchases. Is there a way to make these repeats stop occurring?

The answer depends upon why the cases are being created for these particular purchases. It's possible the cases are being created due to a rule or rules that are considered Tier 2 tailorable. For example, there may be a particular MCC that is creating cases, or weekend purchases. There is a process by which the field can "tailor" these rules based on necessary transaction activity, even down to the individual cardholder level, in order to minimize false positive case creation. You should work with your chain of command to set up Tier 2 tailoring; all tailored rules are ultimately submitted by the Level 2.

26. Why am I not receiving email notifications that I have open cases?

IOD sends an email notification to the assigned A/BO when a new case is systemically created. Manual case creation does not generate an email, nor does manual case assignment. The "To" line of the message will contain the email addresses of anyone noted as primary A/BO for the account in question, and the "CC" line will contain the email addresses of anyone listed as alternate. If you are not receiving email notifications, verify your data in Access Online. If everything is correct, it is possible emails are being blocked or are going to your SPAM folder. We can help you work with your local IT/Service Desk to whitelist the email address from which IOD messages are sent.

Questions about Training and Support

27. How can I attend IOD training?

There are three ways to take IOD training. The Mastercard IOD team will travel for on-site training when there is a minimum of 20 A/OPCs committed to attend. Another option is to attend a live webinar. These are scheduled several weeks in advance. Lastly, there is a recorded training you can view on your own schedule. To access information on all three of these methods, log into Access Online and click on the 'Training' link at the lower left. Then click on 'Go to Insights on Demand Class Registration.' A PDF document will come up that provides information on the different training options.

28. How do I contact the Access Online Help Desk?

You can email accessonlinesupport@usbank.com, or call 1-800-254-9885.

29. How do I contact the IOD Help Desk?

You can email the IOD help desk at iodgov@oversightsystems.com, or call 1-855-213-8240.

30. Where do I find IOD user guides?

Please log into Access Online and click on 'Training' at the lower left. Select the Insights on Demand folder and access the tabs for user guides and quick references.

Thank you for reviewing this FAQ. This document will be updated and distributed on a continuous basis to capture additional helpful information for our users.