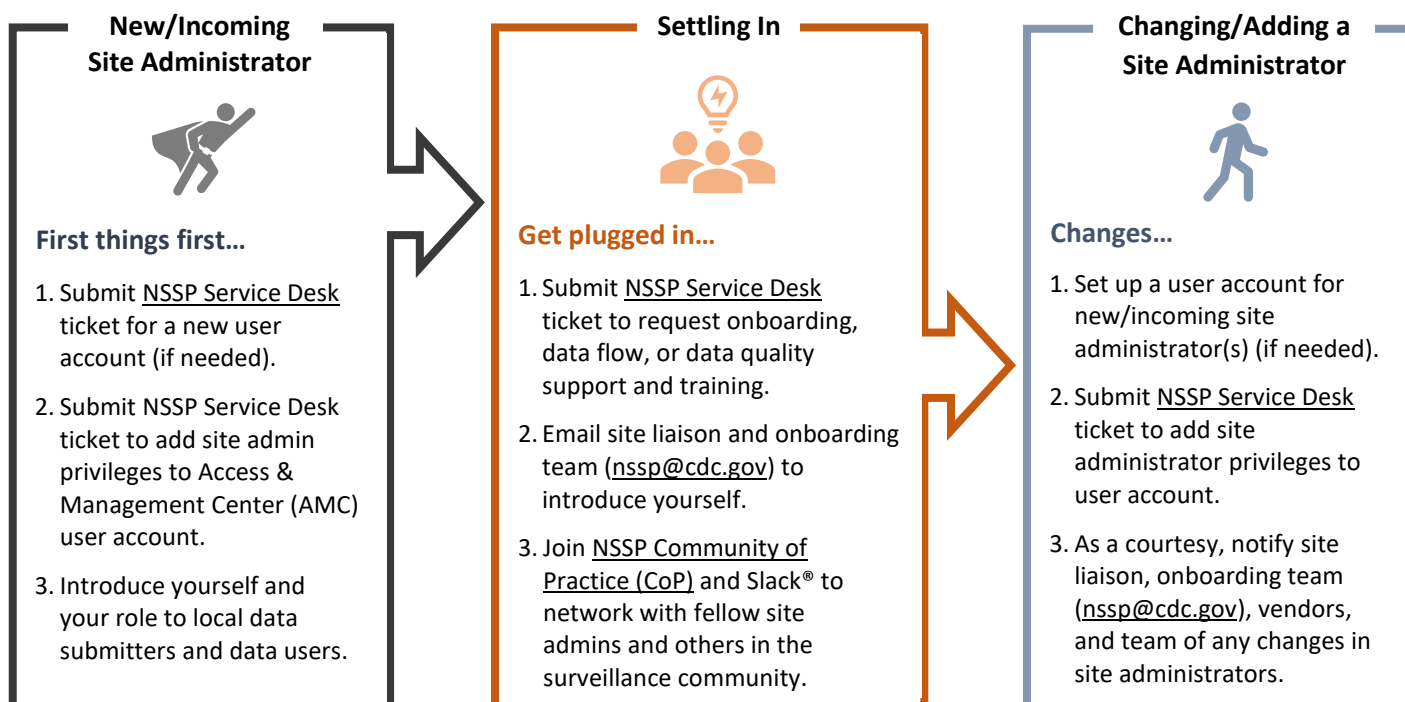# Getting Started as a
Site Administrator

What's Required of a Site Administrator?

Site administrators are liaisons between the National Syndromic Surveillance Program (NSSP) staff and the local NSSP data users and submitters (for example, a facility or a vendor). A site administrator can approve and remove user access to applications hosted on the BioSense Platform, set data-sharing preferences and rules, and assist with passwords and licenses. Site administrators are expected to inform team members of new program guidance, publications, and tools.

A site administrator can fill one or more of the following roles:
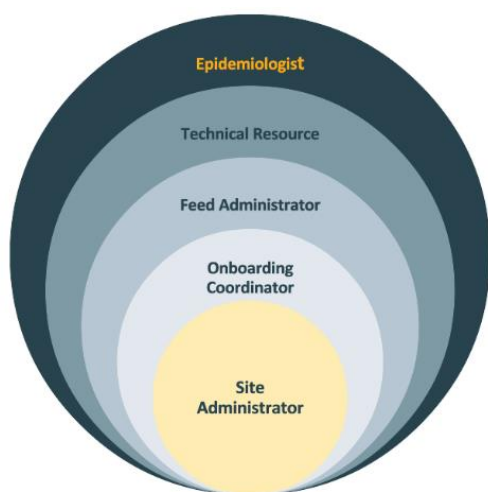
- **Site Administrator:** Primary site contact for syndromic surveillance; has authority to represent the site

- **Onboarding Coordinator:** Primary onboarding contact; works with data submitters to onboard new feeds and facilities

- **Feed Administrator:** Primary contact for connecting a data feed to NSSP

- **Technical Resource:** Key contact to ensure site data comply with standards before submittal to the BioSense Platform

- **Epidemiologist:** Primary system user who has access to some level of data detail, as determined by the site administrator

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New/Incoming Site Administrator

First things first…

1. Submit NSSP Service Desk ticket for a new user account (if needed).

2. Submit NSSP Service Desk ticket to add site admin privileges to Access & Management Center (AMC) user account.

3. Introduce yourself and your role to local data submitters and data users.

Settling In

Get plugged in…

1. Submit NSSP Service Desk ticket to request onboarding, data flow, or data quality support and training.

2. Email site liaison and onboarding team (nssp@cdc.gov) to introduce yourself.

3. Join NSSP Community of Practice (CoP) and Slack® to network with fellow site admins and others in the surveillance community.

Changing/Adding a Site Administrator

Changes…

1. Set up a user account for new/incoming site administrator(s) (if needed).

2. Submit NSSP Service Desk ticket to add site administrator privileges to user account.

3. As a courtesy, notify site liaison, onboarding team (nssp@cdc.gov), vendors, and team of any changes in site administrators.

Primary Contacts

- **NSSP Service Desk:** Once you set up an account at http://support.syndromicsurveillance.org/, you can submit tickets to request technical and administrative assistance, report bugs in BioSense Platform tools, and request enhancements to tools. NSSP support teams will be assigned to provide one-on-one consultation on data quality, onboarding (including SFTP and Master Facility Table), ESSENCE, and more. The NSSP support team can also reset passwords, explain how to use data access rules, demonstrate the use of data quality dashboards, point you toward resources, and connect you with subject experts and potential collaborators.

- **NSSP Onboarding Team:** The NSSP onboarding team supports sites through all phases of NSSP participation (e.g., monitors ongoing data flow, assists with data validation); connects sites with data quality resources; and provide overviews and trainings on data, data processing, and data quality metrics and resources. Contact the onboarding team by emailing the NSSP mailbox at nssp@cdc.gov or submit an NSSP Service Desk ticket.

- **NSSP Site Liaison:** All sites are assigned a primary and secondary site liaison to monitor quality of production data; provide analytic resources; assist with ad hoc queries; connect sites with surveillance resources; and provide training on the *Data Dictionary*, *Messaging Guide*, reports, ESSENCE, and other NSSP resources. Contact your site liaison by emailing the NSSP mailbox at nssp@cdc.gov or submit an NSSP Service Desk ticket.

- **Other Site Administrators:** NSSP has an active Community of Practice (NSSP CoP) with members from public health jurisdictions across the country.

Primary Resources

- National Syndromic Surveillance Program website

- Ultimate Guide For Site Administrators Job Aid

- NSSP Community of Practice

  o Join the NSSP CoP to promote individual growth and connect with problem solvers and experts in surveillance, analytics, informatics, and related areas. The NSSP CoP is facilitated through a cooperative agreement with the Council of State and Territorial Epidemiologists (CSTE). Participation is voluntary, free of charge, independent of CSTE membership, and open to any person or organization interested in advancing syndromic surveillance.

  o Join Slack® to share information with peers, plan projects, and accelerate data analyses. The NSSP Community of Practice Slack workspace is limited to staff employed by state, territorial, local, or tribal health departments and by federal agencies. *Slack is a registered trademark and service mark of Slack Technologies, Inc.*

> For **Roles and responsibilities,** see Section 3.3 of the *New Facility Onboarding Guide for the BioSense Platform* and Section 3.4 of the *New Site Onboarding Guide for the BioSense Platform.*
>
> Chapter 11 of the *BioSense Platform User Manual for the Access & Management Center* lists routine site administrator activities (e.g., view/edit user profiles, request licenses), as in the Code of Conduct agreement.