

Programming/Technical/Banner Support SC

Service	Programming/Technical/Banner Support																																								
Service Manager	Kevin Lane																																								
Department	Enterprise Information Services																																								
Contact	102 Maytum, 673-4894, Kevin.Lane@fredonia.edu																																								
Service Owner	AVP/CIO - Stephen Rieks																																								
Description	Information Services provides programming, technical and Banner support for various institutional departments.																																								
Service Users	<ul style="list-style-type: none"> • Admissions • Alumni/Advancement • Campus Life • College of Education • Finance • Financial Aid • Health Center • Housing • Institutional Research • Registrar/Advising • Student Accounts 																																								
User Services	Programming support provides users The report writing functions will give the campus community quick access to institutional data from various sources.																																								
Business Services	<ul style="list-style-type: none"> • Targeted Messages • Surveys • Banner processes • Popsel support 																																								
Technical Services	<ul style="list-style-type: none"> • Fredonia-ize programs after upgrades • Account loads and security schemas 																																								
Requirements																																									
Rates / Cost of Use	The regular use of this service does not require a fee.																																								
Getting Started	All requests for reporting needs are completed using FredQuest: https://fredquest.fredonia.edu/																																								
Availability	Support is available Monday-Friday 8:00 a.m. - 4:30 p.m.																																								
Getting Help	All requests for assistance are completed using FredQuest: https://fredquest.fredonia.edu/																																								
SLA Notes	Users can expect a response within 1 business day for new requests and changes.																																								
Business Procedures	Documentation for this service is stored within the systems share on fredshare.																																								
Change Procedures	Changes to the service (transition, additions, and discontinuations) must be reviewed and approved by the CIO.																																								
Assigned Primary Support	Kevin Lane, Teresa Dodge, Charles Reed																																								
Assigned Secondary Support	Kevin Lane, Teresa Dodge, Charles Reed																																								
RACI Chart	<p>Function 1</p> <p>Name: Admissions</p> <p>Description:</p> <table border="1"> <thead> <tr> <th>Level</th> <th>Responsible</th> <th>Accountable</th> <th>Consulted</th> <th>Informed</th> </tr> </thead> <tbody> <tr> <td>Primary</td> <td>Teresa Dodge</td> <td>Kevin Lane</td> <td></td> <td></td> </tr> <tr> <td>Secondary</td> <td></td> <td>CIO</td> <td></td> <td></td> </tr> <tr> <td>Tertiary</td> <td></td> <td>Provost</td> <td></td> <td></td> </tr> </tbody> </table> <p>Function 2</p> <p>Name: Alumni/Advancement</p> <p>Description: Provide programmer support (gift giving, scholarships)</p> <table border="1"> <thead> <tr> <th>Level</th> <th>Responsible</th> <th>Accountable</th> <th>Consulted</th> <th>Informed</th> </tr> </thead> <tbody> <tr> <td>Primary</td> <td>Kevin Lane</td> <td>Kevin Lane</td> <td></td> <td></td> </tr> <tr> <td>Secondary</td> <td></td> <td>CIO</td> <td></td> <td></td> </tr> <tr> <td>Tertiary</td> <td></td> <td>Provost</td> <td></td> <td></td> </tr> </tbody> </table> <p>Function 3</p> <p>Name: Campus Life</p> <p>Description: Provide programmer Support (Commencement)</p>	Level	Responsible	Accountable	Consulted	Informed	Primary	Teresa Dodge	Kevin Lane			Secondary		CIO			Tertiary		Provost			Level	Responsible	Accountable	Consulted	Informed	Primary	Kevin Lane	Kevin Lane			Secondary		CIO			Tertiary		Provost		
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Level	Responsible	Accountable	Consulted	Informed
Primary	Kevin Lane	Kevin Lane		
Secondary		CIO		
Tertiary		Provost		

Function 4

Name: College of Education

Description: Provide programmer support (NYSTCE, PEU Survey)

Level	Responsible	Accountable	Consulted	Informed
Primary	Charles Reed	Kevin Lane		
Secondary	Kevin Lane	CIO		
Tertiary		Provost		

Function 5

Name: Finance

Description:

Level	Responsible	Accountable	Consulted	Informed
Primary	Kevin Lane	Kevin Lane		
Secondary		CIO		
Tertiary		Provost		

Function 6

Name: Financial Aid

Description: Provide programmer support (Financial Aid Processing, surveys, Targeted Messages)

Level	Responsible	Accountable	Consulted	Informed
Primary	Charles Reed	Kevin Lane		
Secondary	Kevin Lane	CIO		
Tertiary		Provost		

Function 7

Name: Health Center

Description: Provide programmer support (surveys, Targeted Messages)

Level	Responsible	Accountable	Consulted	Informed
Primary	Kevin Lane	Kevin Lane		
Secondary		CIO		
Tertiary		Provost		

Function 8

Name: Housing

Description: Provide programmer support

Level	Responsible	Accountable	Consulted	Informed
Primary	Kevin Lane	Kevin Lane		
Secondary		CIO		
Tertiary		Provost		

Function 9

Name: Institutional Research

Description: Provide programmer support (Retention data)

Level	Responsible	Accountable	Consulted	Informed
Primary	Kevin Lane	Kevin Lane		
Secondary		CIO		
Tertiary		Provost		

Function 10

Name: Registrar/Advising

Description: Provide programmer support (SIRIS, Degree Works, surveys, Targeted Messages)

Level	Responsible	Accountable	Consulted	Informed
Primary	Kevin Lane	Kevin Lane		
Secondary		CIO		
Tertiary		Provost		

Function 11

Name: Student Accounts

Description: Provide Student Accounts Programmer Support (TRA, Scholarships, Targeted Messages)

Level	Responsible	Accountable	Consulted	Informed
Primary	Kevin Lane	Kevin Lane		
Secondary	Charles Reed	CIO		
Tertiary		Provost		

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