

Banner Policies, Procedures and Service Level Agreements Document for Production Problem Resolution

DRAFT

Overview

Production Support Services for Banner Enterprise Applications are provided on an ongoing basis. From time to time these Policies, Procedures and Service level agreements may be reviewed and modified by agreement and written approval of both Banner Steering Committee (BSC) and the Office of Information Technology (OIT). Note that the Banner Steering committee will consist of Super-Users representing various University interests groups including both academic and administrative departments as well as OIT.

1.0 Support Hours

In general, Office of Information Technology provides banner application support on regularly scheduled weekdays, during standard business hours, 8:30am to 4:30pm. This is consistent with the AFSCME/SUOAF which provides for a 7 hour work day. Note that with the exception of the CIO, all members of OIT belong to a collective bargaining unit. When possible and upon written request, OIT will attempt to alter support through flexible scheduling for after-hours call coverage for special circumstances.

System monitoring and operation is handled 24 x 7 via automated surveillance and tracking systems. Human intervention for acknowledgement of alarms and assessment is on an as needed basis.

Goodwill service may be available at other times, such as nights, weekends and holidays. Goodwill service is not guaranteed. Goodwill service refers to OIT staff members casually monitoring systems and notifications during their personal time. We do not have an on-call scheduled rotation at this time, due to staffing limits. Goodwill service coverage can be scheduled in advance through planning between BSC and OIT.

Regularly scheduled maintenance will be scheduled during low use hours as much as possible; such work will be done before 8am or after 5pm whenever possible. Scheduled changes usually must be done when vendor support for problem resolution is available, Note that due to budget constraints, OIT seeks to contract support for Monday through Friday (24x5) excluding holidays.

Requests from Banner Steering Committee for singular coverage for special events / operational processes that occur on evenings, weekends and holidays will be considered. Such requests should be submitted to OIT two weeks in advance of the planned event.

2.0 Priorities

For OIT programming and help desk resources, priorities are established in the following order:

Production down.
Stopped critical business processes.
Government mandated processes.
Data integrity issues.
VP or Assoc. VP or Systems Office approved projects.
Oldest request first.

All other work is prioritized by:

Work from the entire University or campus is stopped or interrupted.
Work from a department is stopped or interrupted.
Work for an individual is stopped or interrupted.
New system install, requested activation or move.

3.0 Office of Information Technology Responsibilities

The leadership of Office of Information Technology is responsible for:

Information technology technical direction, strategic planning and capacity planning
Information technology policy, standards, guidelines and service level agreements
Security, risk assessment, legal compliance, business continuity planning
E-learning infrastructure
Enterprise systems core services, E-commerce and web-based service delivery
Relationship building
Resource allocation, budget, and project coordination
Help Desk Support

4.0 Problem Resolution Roles Definitions

End Users: Any user of the application working in the production environment.

Super User: Specifically named departmental users who are experts in the function of a particular part of the application.

Help Desk (Level 1 Support): Named OIT personnel responsible for interfacing with end users to document, track and resolve problems reported with application software, hardware, accounts, passwords and network connectivity.

OIT (Level 2 Support): Any OIT personnel, other than the Help Desk, responsible for resolving problems reported with application software.

Vendor (Level 3 Support): Vendor personnel responsible for resolving problems reported by SCSU with application software.

5.0 Problem Impact Designation

Severity 1 Minor. In a severity 1 issue, a workaround is available or the problem is aesthetic in nature. There is no guaranteed service level for Severity 1 problem resolution. The support person should communicate to the end user as needed and within 24 hours after the problem has been entered into the Track-it system to let the end user know if the problem can be resolved and whether or not the end user needs to take any action to resume operation in the fixed environment.

Severity 2 Major. In a severity 2 issue, the user is unable to perform some function, and a work around is either cumbersome, not known or does not exist. Department business can go on as usual. Response is within 24 hours after the problem has been identified to the help desk and the schedule for the fix is negotiated with the user. During the resolution process, communication to the end user(s) is required every 24 hours to let the user know that the support person is working on the issue according to the schedule, and immediately after the problem is resolved. A determination then needs to be made whether or not the end user needs to take any action to resume operation.

Severity 3 Critical. In a severity 3 issue, a department or the University as a whole cannot perform business as usual, or the non-resolution of the problem would lead to a department or the University not being able to perform business as usual. These problems will be addressed immediately and worked until resolved. Communication with the end user(s) occurs every hour once the issue has been entered into the Track-it system during the resolution process. Immediately upon resolution of the problem the end user(s) will be contacted and informed that the problem has been resolved and directed of any actions that need to occur to resume operation.

6.0 Problem Resolution Procedures

1. When a problem is experienced, the end user should first contact the designated super user for the module they are working in to determine if the problem is functional in nature. The Super User should work with the user to resolve the problem. If they cannot resolve the problem, the super user should contact the Help Desk X 25123

Module Super User

BANNER Finance - Mark Waters
BANNER Student Bursar - Lise Brule
BANNER Student Undergraduate Admissions
BANNER Student Graduate Admissions - Lisa Galvin
BANNER Student Housing – Marvin Wilson
BANNER Student Records - Lynn Korhn/Rick Riccardi
BANNER Financial Aid - Avon Dennis
BANNER HR - Jackie Patton

BANNER Alumni – Nancy Ronne
Payroll - Kathy Montagne

AdAstra Room Scheduling - Bob Drobish
One Card System - Mark Waters
Luminis Content Management - Stan Walonoski
Luminis Platform

Custom Application Super Users

Career Services (Project Acorn) – Marge Fadden
Assessment Office (Faculty Annual Assessment Report) - Dr. Kennedy
School of Education (Candidate Information and Assessment System) - Dr. Misasi

2. The Help desk personnel should log and document the problem in the Track IT software. The Help Desk should then work with the user to determine if the problem can be resolved immediately without further escalation and if so, resolve the problem.
3. If the Help Desk cannot resolve the problem, they should ask the user a series of questions to determine the severity of the problem and to help identify the level 2 support person to which the problem should be routed. Help desk questions are as follows:
 - a. What application is the user working in?
 - b. Who is affected by this problem other than the user?
 - c. What is the impact of the problem on those affected?
 - d. Is the user getting an error message? Where is the error message located on the screen and what does the error message say?
 - e. What application form is the user working with?

The answers to these questions should be logged in Track It by the Help Desk person, and the appropriate severity defined. The problem should then be routed to the appropriate level 2 support person.

If the problem is a severity 3, then the Help Desk person should route the problem via email and phone. They should attempt calling the appropriate level 2 support person for 10 minutes to speak with them in person. If they cannot reach the appropriate level 2 support person within that timeframe they should contact the designated backup. They should attempt calling the designated backup for 5 minutes to speak with them in person.

If they cannot reach the designated backup, they should immediately contact the Banner Coordinator David Sieser

If the Banner Coordinator cannot be reached, the help desk person should immediately contact the Project Management Office and CIO in that order

Immediately after getting level 2 contact in person and handing off the problem, the Help Desk personnel should send out a notification of a Severity 3 Problem via email to, the CIO, the Banner Coordinator, Project Manager and the Initiator (i.e. the Super User).

Level 2 Support will be determined based on the Error Message Received and the Banner Module or Form.

Error Message Module or Form	Primary Level 2 Support	Back up Level 2 Support
Oracle	Nancy Daubenspeck	Kevin Zibluk
Banner Finance Banner Student Banner Financial Aid Banner Alumni Banner HR/Payroll Banner Bursar Banner printing	Andy Mortensen Dave Marquis	David Sieser David Sieser
AdAstra Luminis Content Management Luminis Platform	Craig Houghton Stan Walonoski	David Sieser
One Card System	Mark Waters	
Career Services Acorn Assessment Office FAAR CIMAS Scholl of Education	Kevin Zibluk Kevin Zibluk Kevin Zibluk	

4. The Level 2 support person should work with the end user to resolve the problem according to the defined severity level. The level 2 support person may determine in this process that the defined the severity of the problem is not the actual severity and with end user agreement, change the severity and respond appropriately. The Level 2 support person may also reroute the issue to another Level 2 support person when appropriate, or pull in other OIT personnel as necessary to resolve the problem.

5. If the Level 2 support person cannot resolve the problem, they should contact the Level 3 support personnel (vendor/Consultant) according to vendor procedures for resolving application problems. It is the responsibility of the Level 2 support person to work with the vendor and communicate to the end user appropriately according to the severity of the problem.

6. Once a problem of any severity has been resolved, the support person should update the documentation in the Track It software. The end user should test the resolution and communicate back to the support person that the problem has been resolved or further action is needed. Only upon end user confirmation that the problem has been resolved can an issue be closed in Track It.