

**Drake University**  
**Administrative Systems Production Problem Resolution**  
**Policies and Procedures**

This document describes how user problems with application software will be resolved by OIT.

Applications Covered Under this procedure are:

DUSIS and MyDUSIS which include: SCT Banner including Self Service, Bookshelf and Online Help,

SCT Banner Xtender Solutions, SCT Workflow, Eprint

Web Applications which include: Online Balloting System (OBS), DUSIS Security Administration Process (DSAP), Jobsub Monitoring System (JMS).

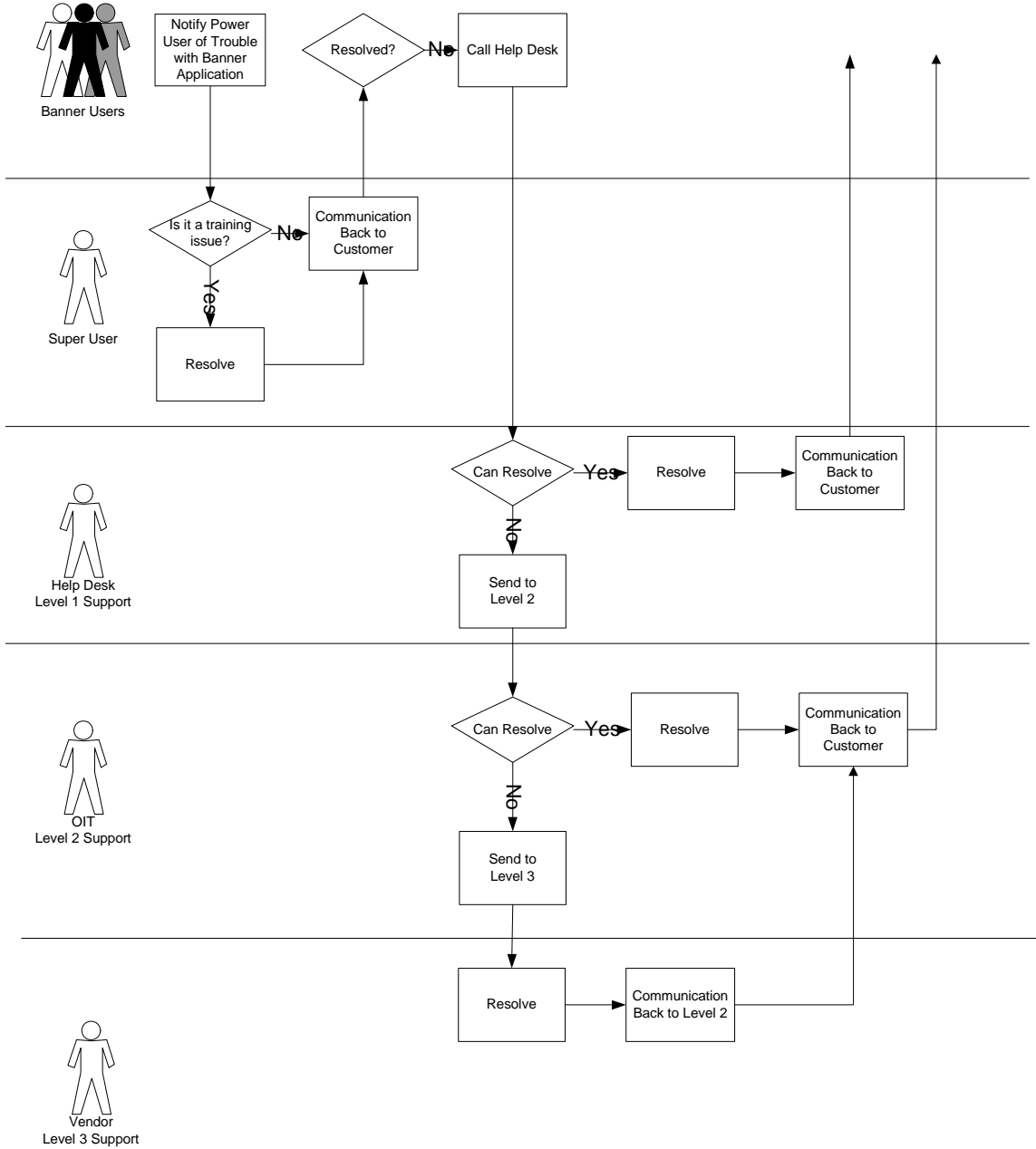
Luminis which includes: SCT Luminis Content Management System, SCT Luminis Platform System

AdAstra Room Scheduling

Problem resolution policy and procedures are implemented to assist in the timely resolution of problems that end users may be experiencing with networked systems. They also assist OIT personnel in the discovery of trends where additional training for user or OIT personnel may be required, and global issues where OIT may be able to proactively resolve those issues in a timely manner. Lastly, problem resolution policy and procedures facilitate communication in a critical situation.

# Drake University Administrative Systems Production Problem Resolution Policies and Procedures

## High Level Problem Resolution Process



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***Problem Resolution Roles Process Roles***

- **End Users** – Any user of the application working in the production environment.
- **Super User** – 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.
- **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 Drake University with application software.

***Service Level Agreements***

Severity 1 – Critical. 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 during the resolution process and is immediate upon resolution of the problem to let the end user(s) know that the problem has been resolved and any actions that need to occur by the end user(s) to resume operation.

Severity 2 – High. The user is unable to perform some function, and a work around is difficult or non-existent. Department business can go on as usual. Response is within 24 hours and the schedule for the fix is negotiated with the user. Communication to the end user(s) is within 24 hours to let the user know that the support person is working on the problem, as needed during the resolution process, and immediately after the problem is resolved to let the user know that the problem has been resolved any whether or not the end user needs to take any action to resume operation.

Severity 3 – Normal. There is a workaround available but it is difficult or cumbersome. Response is within 48 hours for Severity 3 problems. The support person should communicate to the end user as needed and within 24 hours after the problem has been resolved to let the end user know the problem has been resolved and whether or not the end user needs to take any action to resume operation in the fixed environment.

Severity 4 – Low – The problem is aesthetic in nature or there is a workaround that the user can use indefinitely. There is no service level for Severity 4 problems.

***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

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nature. The Super User should work with the user to resolve the problem. If they cannot resolve the problem, the end user should contact the Help Desk.

<b>Module</b>	<b>Super User</b>
DUSIS Finance	Tracy Ortman
DUSIS Student A/R	Robert Harlan
DUSIS Student Undergraduate Admissions	Amy Nichols
DUSIS Student Graduate Admissions	Ann Martin
DUSIS Student Housing	Tom Tronick
DUSIS Student Records	Nancy Geiger/Margie Davidson
DUSIS Financial Aid	Chris Ditter/Janis Ketcher
DUSIS HR	Gary Johnson
DUSIS Payroll	Kathy Jefferson
DUSIS Alumni	Lori Flaws
MyDUSIS – Faculty	Nancy Geiger
MyDUSIS – Employee	Gary Johnson
MyDUSIS – Student	Nancy Geiger
AdAstra Room Scheduling	Nancy Geiger/Margie Davidson
Banner Xtender Solutions	Tracy Ortman
Luminis Content Management	Jeremy Sievers
Luminis Platform	Jeremy Sievers
SCT Workflow	Same as DUSIS Module
DSAP	Angie Embree
OBS	Angie Embree
JMS	Angie Embree

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 who the level 2 support person is to which the problem should be routed. Those 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. Are they getting an error message? Where is the error message located on the screen and what does the error message say?
- e. What application module and 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

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appropriate level 2 support person.

If the problem is a severity 1, 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 CIS Director. If the CIS Director cannot be reached, the help desk person should immediately contact the CIO. 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 1 Problem via email to, the CIO, the CIS Director, the Director of NTS and the Director of MCS.

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

<b>Application</b>	<b>Module or Form</b>	<b>Primary Level 2 Support</b>	<b>Back up Level 2 Support</b>
DUSIS	Security	Mike McCombs	Paul Kline
DUSIS	Oracle and Server Issues	Paul Kline	Mike McCombs
DUSIS	Operations/ Job Scheduling	Mike McCombs	Paul Kline
DUSIS	Finance	Donna Woodard	Sam Sinram
DUSIS	Recruiting & Admission	Sanaul Minhas	Ruta Seskis
DUSIS	Student	Sanaul Minhas	Ruta Seskis
DUSIS	Student Housing	Donna Woodard	Sanaul Minhas
DUSIS	Financial Aid	Sam Sinram	Sanaul Minhas
DUSIS	Alumni	Ruta Seskis	Donna Woodard
DUSIS	HR/Payroll	Sam Sinram	Donna Woodard
DUSIS	A/R	Donna Woodard	Sam Sinram
DUSIS	General	Angie Embree	Paul Kline
MyDUSIS	General	Angie Embree	Paul Kline
MyDUSIS	Web Tailor	Angie Embree	Paul Kline
MyDUSIS	Employee	Sam Sinram	Donna Woodard
MyDUSIS	Faculty	Sanaul Minhas	Ruta Seskis
MyDUSIS	Student	Sanaul Minhas	Ruta Seskis

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Eprint	Eprint	Mike McCombs	Angela Embree
Xtender Solutions	All	Paul Kline	Angela Embree
Workflow	All	Paul Kline	Angela Embree
AdAstra	All	Angela Embree	Paul Kline
Luminis Content Management	All	Mike McCombs	Paul Kline
Luminis Platform	All	Mike McCombs	Paul Kline
OBS	All	Shyam Kalamani	Angie Embree
DSAP	All	Shyam Kalamani	Angie Embree
JMS	All	Shyam Kalamani	Angie Embree

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) 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.