

## Information Technology – David Steinour, Vice Provost of IT

**Effective Date(s):** 1/15/03

**Title:** Advance C/S Application Access Policy

**Applicable with restrictions:** Support Staff and Administrators

**Summary:** The Advance C/S application supports the College Relations and Alumni database. This policy explains how to request an account to access this database. It's very important that **the Details section be read to better understand this Policy and the restrictions that may apply.**

**Contacts:** Director, MIS Group, ext. 6940

### Details:

This policy applies to all administrative and support staff personnel that require use of the Advance Client/Server (C/S) Sungard/Business Systems Resources (BSR) software applications in the business area of College Relations. This requirement can be for a new staff person who requires client software for using the Advance C/S applications; or for an existing staff person who requires just client applications. It can also apply to other members of the campus community, (e.g. Faculty, Contractors or Consultants) as they may be hired to work with the database and may have need for an account. Generally, contractors and consultants will not be granted access to production data instances, but will work in the development instances.

Supervisors of staff personnel that require access to a specific Advance C/S application will submit a written memo or an email request to the Director of Advancement Services, who is responsible for the Advance C/S application. The Director of Advancement Services approves the request and signs the memo, or will forward the email request as a helpdesk ticket to the Response Group of Information Technology (IT) for processing. The request should identify the following:

- a. Name, job title, phone number, and type of existing PC (manufacturer, model and serial number).
- b. Specific application modules that access Advance C/S and reason for wanting it. Some examples would be viewing access only or data entry. This information is required to establish the correct security level in the application Security Class Plan.
- c. Required access to other applications, such as Housing Director or PeopleSoft. The Director of Advancement Services is required to coordinate with other Functional Managers of that area for authentication before submitting the request to Response, IT for processing.
- d. Reports that will be used by this individual, such as Crystal, COBOL, SQL or Power Builder internal reports This information is needed so that IT technician can load the proper applications on the computer.
- e. Whether access is required for the file server, Electron and/or other server hardware.

IT technicians will configure and deploy a PC to the staff person with the appropriate hardware and software baseline (this includes MS windows, MS Office, email, networks applications, etc.); and the appropriate Advance C/S client applications for use in the business area. Additionally, passwords will be created and provided to the staff member upon deployment. Advance C/S application software training will be provided by director of Advancement Services.

Point of contact for this policy is Director, MIS Group in Information Technology (IT), phone 6940.

This policy is effective January 15, 2003 and will remain in effect until superceded by this office in writing.