

BANNER MANAGEMENT COMMITTEE AUTOMATED REQUEST GUIDELINES

In an effort to streamline Banner related decisions and processes, Information Technology has created a work flow procedure for Banner Management Committee members. The tool used to solicit responses/agreement/disagreement on all Banner meeting topics, form, form field, data, code change, or cloning plan requests, without the necessary requirement of a BMC meeting is Web Help Desk (<https://whd.semo.edu>).

Note: Email reminders with topic requests will no longer be sent.

Change Request Guidelines:

- A. If in agreement of the change request, members should respond within 2 weeks of the dated request. Failure to do so will be considered an **agreement**. In an effort to expedite the process, though, actual response is required.
- B. If disagreement of the change request, members should respond within 2 weeks of the dated request. Failure to do so will be considered an **agreement**, not disagreement with the change request. In an effort to expedite the process, though, actual response is required.
- C. The change request will be sent to BMC members, IT programming staff, and other key module staff automatically. Only responses from the following BMC members will be considered. Please work through the BMC members to express any votes or concerns, or directly contact BMC Chair Martha Henckell (mhenckell@semo.edu).

The current Banner Management Committee members are as follows:

Student: Ryan Heslinga

Finance: Melissa Stevenson

Human Resources: Melissia Coffee

Advancement: Kristi Thurman

Financial Aid: Linda Buerck

Student Financial Services: Brooke Dial

Admissions: Alissa McFerron

Institutional Research: Shelly Hale

DBA: Dennis McCollum

Computer Systems: Dave Wilde

Programming Director: Mark Blaylock

Banner Project Manager and BMC Chair: Martha Henckell

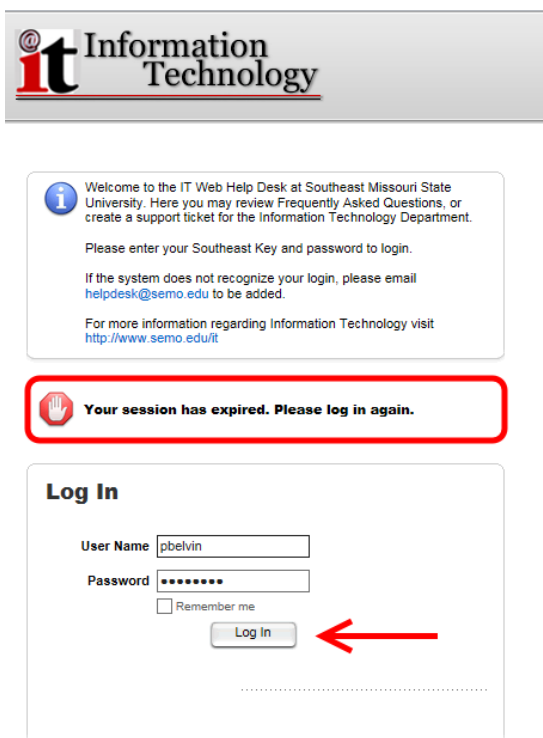
Detailed instructions for the new BMC related procedures through Web Help Desk are as follows.

STEPS TO SIGN INTO WEB HELP DESK (WHD)

- In a web browser, go to: <https://whd.semo.edu>. You should see a login interface with these fields:

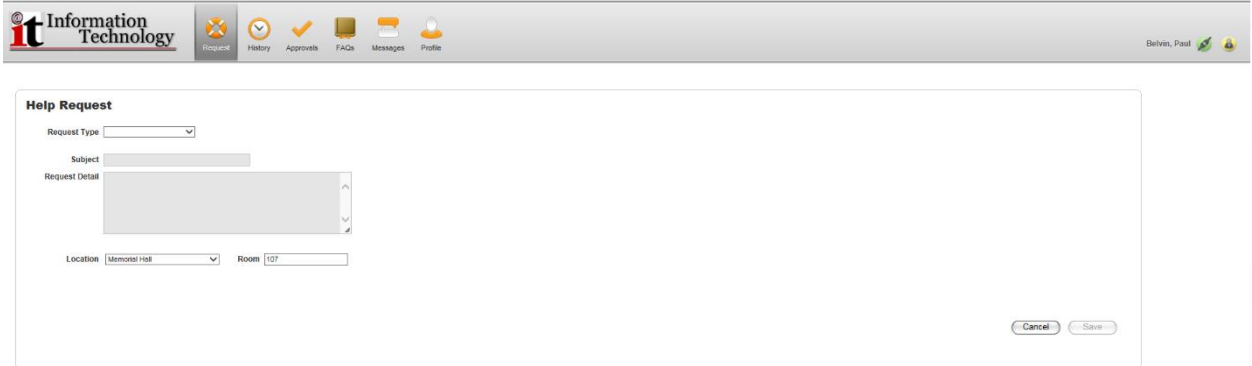


- Enter your Southeast Key and password. Click on Log In.
- If you receive the following message due to an earlier session, go ahead and click on Log In again.



CREATE TICKET FOR BMC CHANGE REQUEST OR BMC MEETING TOPIC

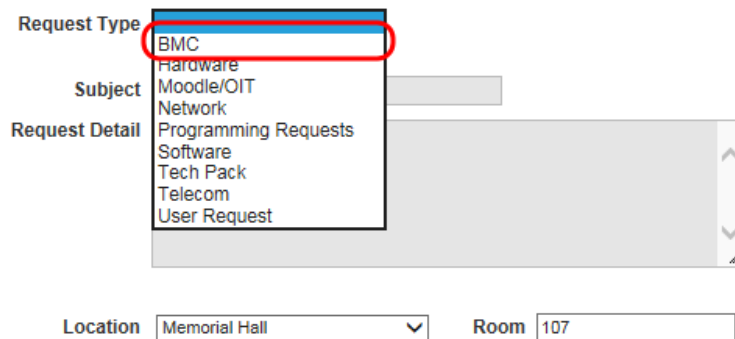
- Once logged in, you will be able to create requests from this screen:



The screenshot shows the 'Information Technology' logo and navigation icons (Request, History, Approvals, FAQs, Messages, Profile) at the top. The 'Help Request' form includes a 'Request Type' dropdown, a 'Subject' text field, a 'Request Detail' text area, and 'Location' and 'Room' dropdowns. 'Cancel' and 'Save' buttons are at the bottom right.

- Start by choosing BMC from the Request Type dropdown menu:

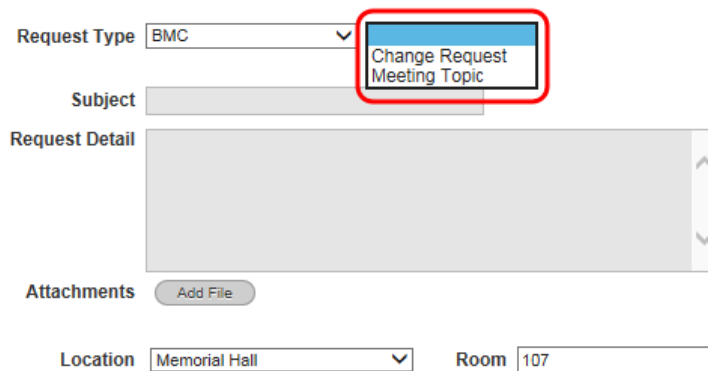
Help Request



The 'Request Type' dropdown menu is open, showing options: BMC, Hardware, Moodle/OIT, Network, Programming Requests, Software, Tech Pack, Telecom, and User Request. The 'BMC' option is highlighted with a red box. Below the dropdown are the 'Subject' and 'Request Detail' fields, and 'Location' (Memorial Hall) and 'Room' (107) dropdowns.

- Another submenu field will then appear. Select the purpose of your request: change request or meeting topic suggestion:

Help Request



The 'Request Type' dropdown is now set to 'BMC'. A submenu is open, showing 'Change Request' and 'Meeting Topic' options, with 'Change Request' highlighted by a red box. Below the submenu are the 'Subject' and 'Request Detail' fields, an 'Attachments' section with an 'Add File' button, and 'Location' (Memorial Hall) and 'Room' (107) dropdowns.

CREATE TICKET FOR BMC CHANGE REQUEST OR BMC MEETING TOPIC (CONT.)

- Once you choose either Change Request or Meeting Topic, a message will appear alerting you that this BMC request or topic requires approval. Proceed with completing the Subject Field and Request Detail Field.

Help Request

Request Type

Provide Descriptive Subject → Subject

This Request Type requires approval.

Request Detail

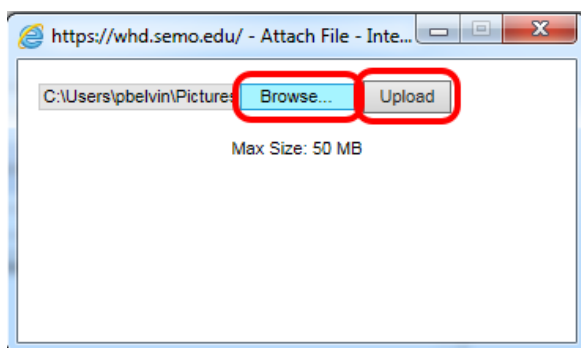
Deadline : am pm

Attachments
[GenreCategories.docx](#) (11.1 KB , 4/1/16 9:29 am)

Location Room

- Using the calendar function in the Deadline Field, choose the date you wish to be notified. **Note:** two weeks is the normal deadline for such requests. If it is urgent, you will receive additional instructions once you submit this ticket.

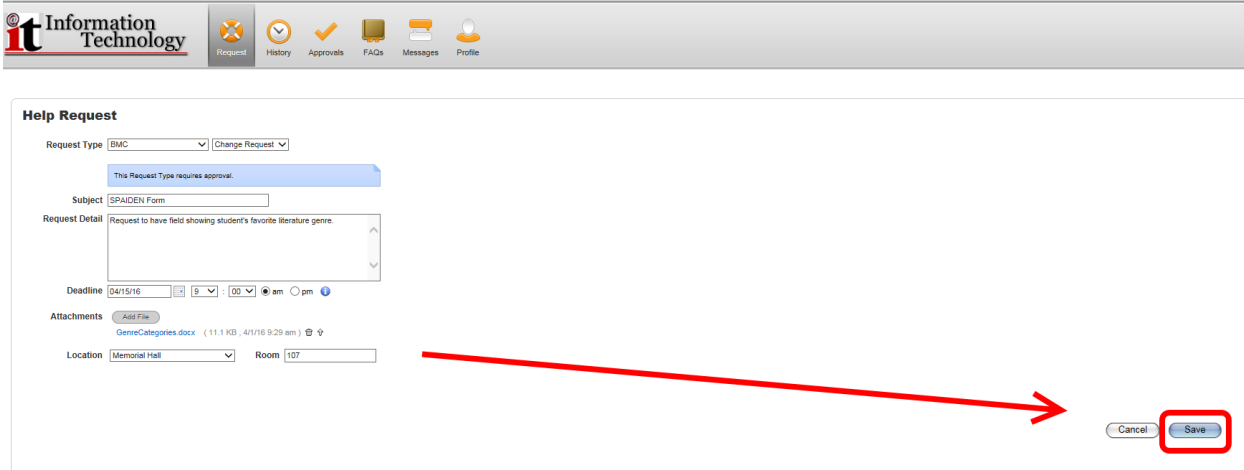
If you have an attachment to upload, you may do so by clicking on Add File.



NOTE: Attach File window may appear differently depending on the browser used.

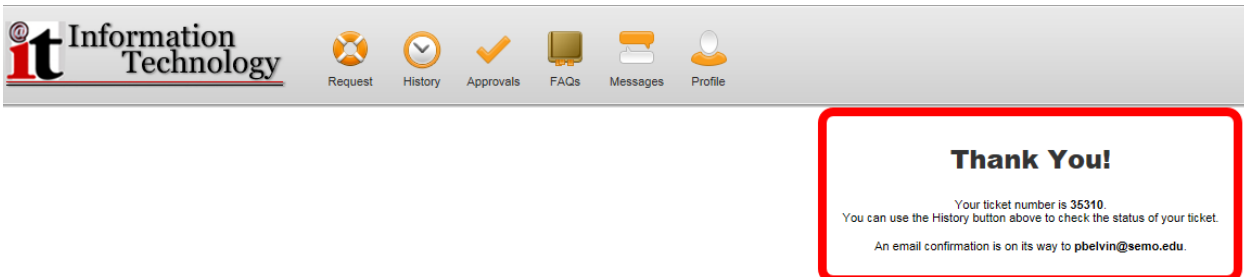
CREATE TICKET FOR BMC CHANGE REQUEST OR BMC MEETING TOPIC (CONT.)

- Once the ticket details are complete, click Save in the lower right hand corner of your screen:



The screenshot shows the 'Help Request' form in the Information Technology portal. The form includes fields for Request Type (BMC), Subject (SPAIDEN Form), Request Detail (Request to have field showing student's favorite literature genre), Deadline (04/15/16), Attachments (GenreCategories.docx), Location (Memorial Hall), and Room (107). A red arrow points from the form area to the 'Save' button in the bottom right corner, which is highlighted with a red box.

- Once submitted, a confirmation page will be displayed in your browser:



The screenshot shows the 'Thank You!' confirmation page. The page includes the Information Technology logo and navigation icons. The main content is a red-bordered box containing the following text:

Thank You!

Your ticket number is 35310.
You can use the History button above to check the status of your ticket.
An email confirmation is on its way to pbelvin@semo.edu.

EMAIL CONFIRMATION OF CHANGE REQUEST

➤ Example of Change Request email confirmation that will be returned to the ticket originator:



Fri 4/1/2016 10:15 AM

Information Technology Help Desk <helpdesk@semo.edu>

Ticket 35310 Open --> SPAIDEN Form: Request to have field showing stu...

To: Belvin, Paul

Ticket 35310 : SPAIDEN Form

Paul, thank you for submitting your request. Please allow two weeks for your request to be reviewed by the Banner Management Committee and programming staff before acting upon your change request. If dissension occurs, create a meeting topic request in Web Help Desk.

On 4/1/16, at 10:13 am, Belvin, Paul wrote:

Request to have field showing student's favorite literature genre.

Attachments

[GenreCategories.docx](#) (11.1 KB , 4/1/16 10:14 am)

If you have a question or comment regarding this message, please contact the IT Help Desk at 573-651-4357 or at helpdesk@semo.edu.

EMAIL CONFIRMATION OF MEETING TOPIC

➤ Example of Meeting Request email confirmation:



Thu 4/7/2016 3:22 PM

Information Technology Help Desk <helpdesk@semo.edu>

Ticket 35607 Open --> New Code in Recruiter - Test: I would like to d...

To: Belvin, Paul

Ticket 35607 : New Code in Recruiter - Test

Paul, thank you for the requested topic. If the need to discuss this topic is urgent, please contact Martha (mhenckell@semo.edu) directly.

On 4/7/16, at 3:12 pm, Belvin, Paul wrote:

I would like to discuss the possibility of creating a new code for an existing field.

If you have a question or comment regarding this message, please contact the IT Help Desk at 573-651-4357 or at helpdesk@semo.edu.

➤ Once the request is approved for submission, the request will be sent to the following:

- Module leaders
- Other key module staff
- I.T. staff

Only module leaders and I.T. staff will respond.

Thank you for using Web Help Desk to expedite your Banner related questions. If you have an immediate question or issue related to Banner, please contact the I.T. Help Desk at (573) 651-4357 or at helpdesk@semo.edu.