

 VILLANOVA UNIVERSITY	Policy: User Support and Training
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Financial Affairs Department Financial Information Systems Support Policies and Procedures	Approved: March 12, 2004

Policy

Financial Information Systems Support provides hardware/software installation, problem resolution, report development, and software training to Financial Affairs departments. This policy covers the requesting of services and support, supported products, and response times.

Procedures

Requesting Support

- Financial Affairs staff may contact Financial Systems Support via phone, email, or by completing the request form: <http://www.finaffairs.villanova.edu/FISS/FissService.htm>
- As properly functioning systems are critical to many processes, Financial Systems Support will respond to software and system problems within two hours.
- Requests for ad hoc reports, installations, development, or training will be reviewed with requestor to determine priority and scheduled accordingly.
- Departments external to Financial Affairs will generally submit service requests through their own IT Coordinators or directly to UnIT. However, Financial Systems Support will attempt to assist staff who share the Financial Services Building data network, or who have Banner Financial reporting needs.

Supported Systems and Software

- Any software included on the standard University desktop image will be fully supported to include installation, configuration, problem resolution, and training. Software not included on the University desktop image but required for Financial Affairs business processes will be fully supported by Financial Systems Support.
- While enterprise wide systems such as Banner, Email, and Internet access are supported by UnIT, Financial Systems Support will act as a liaison, when necessary, to expedite problem resolution.
- Financial Systems Support will not support third-party programs (games, screensavers) not used for legitimate business purposes, and may remove such programs if they interfere with system performance and/or security. Software in violation of vendor license agreements should not be used and will not be supported.

- Non-University, staff-owned computers may be configured to provide remote access to University resources, and Financial Systems Support will install software which complies with University license contracts.