

## ***EOU's Information Services Service Requests***

### *Banner forms, data elements, processes and module implementation:*

Requests for changes to Banner regarding forms, data elements, processes and module implementation must be in written, electronic format. It must be approved and sent by the originator's manager, dean or director to Information Services at [infosys@eou.edu](mailto:infosys@eou.edu). Each request will be acknowledged and additional communication will be arranged to review and clarify the requirements. After the request has been reviewed and determined to be feasible, a timeframe will be determined.

### *Banner reports:*

New reports should be reviewed within the requesting office and then submitted to [infosys@eou.edu](mailto:infosys@eou.edu). Please provide as much information as possible. Please plan ahead as we have many deadlines.

### *Data requests:*

Requests for information such as surveys, data for making decisions, simple lists of data to help you resolve data discrepancies should all be sent in writing to [infosys@eou.edu](mailto:infosys@eou.edu).

### *General Banner questions, data entry issues, duplicate PIDMs, etc.:*

If these questions are not urgent we request that you send an email to [infosys@eou.edu](mailto:infosys@eou.edu). Everyone on the Information Systems team receives these emails.

**Aramark**, Call Lyle Henderson 2-3080

**Banner forms, data elements, processes and modules**, call Beth Eaton 2-3583

**Banner security**, call Beth Eaton 2-3583

**Banner survey**, call Shea Hawes 2-3035

**Banner urgent problem**, call Shea Hawes 2-3035

**How many? How much? Trends over time**, Call Farooq Sultan 2-3710

**ID cards**, Call Lyle Henderson 2-3080

**Reports**, call Beth Eaton 2-3583

**Telephones**, call Beth Eaton 2-3583

December 18, 2009