

## Enterprise Applications Group Service Summary

PRODUCTION SUPPORT	PROJECTS	EA SYSTEMS & DATA
<b>Banner Systems &amp; Applications Built by EA</b>	<b>Projects are defined as:</b>	<b>EA Systems Maintenance &amp; Continuous Availability</b>
Comprehensive system support. (e.g. University Directory, Application Status Check)	(1) Estimated work effort > 32 hours.	Architecture
	OR	Servers & Other Hardware
	(2) Work involves Banner data moving to/from another application.	Databases
<b>insidePacific Portal System</b>	OR	Software
Comprehensive system support.	(3) New applications, or Banner processes or services implementations.	File & Data Transfer
		Technical Disaster Recovery
<b>University Web Sites (IIS Environment)</b>		Configuration Management
Back-end technical support.	<b>Projects initiation process:</b>	Data Center Operations
(M&UR Web Manager supports web content.)	Project submission form.	<b>Institutional Information Assurance</b>
	The EA Group offers one-on-one services to complete submission forms.	Database Accessibility
<b>Touchnet System</b>		Data Access / Security Classes & Roles
Banner integration and first level application troubleshooting.		Data Access / Reporting
<b>Content Management System</b>		
Back-end technical support.		
<b>Banner Integration</b>		
[Optim, FAMIS, MedPro, Nolij, NelNet, AdAstra, Axiom, Touchnet, GradeM]		
Partner with client's application technical support to implement & maintain Banner integration. Does not include application or database support. Implementing new integration is always defined as a PROJECT - see next column.		
& maintain Banner integration. Does not include application or database		

Initiation: Client Communicates to EA Group  
Less Often: EA Group Communicates to Enterprise

Initiation: EA Group Communicates to Client  
Less Often: Client Communicates to EA Group

Types of Requests	when Client Requests	when EA Group Requests
PRODUCTION SUPPORT	contact EA Developer or Help Desk	we contact power users and/or supervisors
PROJECTS	contact Peggy or Raoul; project submission form	we go to EBP or functional stakeholder leader
EA SYSTEMS & DATA	contact Raoul or Peggy	we go through EBP or Data Stewards
"GRAY AREA"	contact Raoul or Peggy	
<b>EA GROUP SUPPORT CONTACT INFORMATION</b>		

**Business & Finance:** Mike Acosta, x63956  
**insidePacific:** Charles Bookman, X67483  
**Student Services:** Keith Corrington, x63955  
**EA Director:** Peggy Kay, x67358  
**EA Assistant Director:** Raoul Villalpando, x67337  
**Advancement Services:** Mike Martin, x67386  
**Project Management Services:** Linda Evans, x67687

**HR/PR:** Kalpesh Sheth, x63981  
**Content Management System:** Randall Ogans, x67361  
**Student Services:** Thanh Dang, x63954  
**Financial Aid:** Chris Floyd, x67374  
**Configuration Management:** Ana Orellana, x63991  
**Database Administrators:** Ron Young, x67337 and Siva Sivaraman, x67374