Support Framework

Not sure where to find answers? Our support framework is designed to help the Budget & Finance community, including faculty or staff with financial responsibilities, identify resources.

TIER 0

What Can I Do On My Own?

Applies to you if you:

- Want to find published support information anytime
- Don't want to wait in line for your question to be answered
- Don't know who your department Subject Matter Experts (SME's) are

Self-Service Resources:

- Your immediate Supervisor
- Budget & Finance User Group
- Knowledge Base Articles
- Community of Practice
- Published Information in Blink
- Training Videos

TIER 1

Where Can I Find Answers?

Applies to you if you:

- Have a question that is unable to be answered by your department SME or self-service resources
- Have a question that can be quickly answered by a knowledgeable representative

Resources:

- Attend an Office Hours session
- Contact the Finance Help Line
- Submit a request ticket in Services & Support

TIER 2

Where Do I Go to Submit a Request?

Applies to you if you:

- Have a question that is unable to be answered in Tier 1
    - These questions typically require research
- Need to process a transaction in Services & Support
    - E.g. "I need you to process/approve/route…"
- Identify something that does not seem to be working properly

Resources:

- Find the form in our Request Catalog to process your transaction request

TIER 3

Where Do I Go to Request an Enhancement?

Applies to you if you require:

- Report or System Enhancements including:
    - Advanced Configuration
    - Security Administration
    - Functional Integration

Resources:

- Enhancement Request Form
- Business Analytics Hub Help Page