WE ARE SYSTEMS COORDINATION

ECU Financial Services Workshop
April 21, 2022
We Are Systems Coordination

• Staff
• Security
• Getting Other Types of Assistance

https://financialservices.ecu.edu/systems-coordination/
# Systems Coordination Staff

<table>
<thead>
<tr>
<th>Finance</th>
<th>HR/Payroll/Position Control</th>
</tr>
</thead>
<tbody>
<tr>
<td>Petula Rose</td>
<td>Scott Stubbings</td>
</tr>
<tr>
<td>Natalie Bowen</td>
<td>Ed Cherry</td>
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<tr>
<td>Penney Doughtie</td>
<td>Marci Copeland</td>
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<tr>
<td>Kelly Harding</td>
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<tr>
<td>PCI/eCommerce</td>
<td>Security</td>
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<tr>
<td>Robin Mayo</td>
<td>Chance Kornegay</td>
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<tr>
<td>Director</td>
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<tr>
<td>Carole Wilson</td>
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Systems Coordination Security

- Banner **Finance** Security
  - Access Banner Security Request through PiratePort
Systems Coordination Security

• Banner Finance Security
  – Supervisors should submit request to remove access through Team Dynamix

• Delegation of Authority
  – Authority to sign (approve) transactions
    • Direct Payments outside of Chrome River
    • Budget Forms
    • Position Change Forms
    • Non-Employee Pre-Post Travel
Systems Coordination Security

• Delegation of Authority
  – Must have a Delegate record before becoming a Delegator
  – Access Delegation of Authority through PiratePort
  – More information on Banner Finance Security & Delegation of Authority

https://financialservices.ecu.edu/banner-financial-services/
Systems Coordination Security

- Financial Services PirateDrive Access
  - Must have authorization from Folder Owner
  - Submit ticket through Team Dynamix

Systems Coordination Security

• eCommerce Access
  – Submit ticket through Team Dynamix
Systems Coordination Assistance

• Systems Coordination's vision for customer service is to provide Quality, Timely, Manageable, Agile, and Creative solutions for our customers.

• As SC continually tries to improve, we sometimes must ask customers to submit support requests differently.

• All support needs should be submitted via Team Dynamix.
Systems Coordination Assistance

• Most SC tickets are under the Business/System Coordination category in TeamDynamix.
• The eCommerce, PCI, Journal Entry Approvals services are located under Other Campus Services.
• Provide as much detail as possible regarding what is needed.
• Anticipated response times will vary based on ticket type and need.
Systems Coordination Assistance

- Finance Module – all aspects of University Finance
- Human Resources Module – includes Payroll & Position Control, not to be confused with HRIS tickets
- Student Module – strictly Student Finance and Cashier’s Office
- Services
- Don’t Know??
  - Use “Investigate Data Concerns” for troubleshooting data concerns and researching data processes or ideas
Systems Coordination Assistance

https://ecu.teamdynamix.com/TDClient/1409/Portal/Requests/ServiceCatalog?CategoryID=3712
**Systems Coordination Assistance**

- Other Campus Services/Financial Services
  - Journal Entry Approvals
- Other Campus Services/eCommerce/PCI

### Service Catalog / Other Campus Services

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable</td>
<td>Chrome River and Greenspring service requests.</td>
</tr>
<tr>
<td>BSOM Data Analysis and</td>
<td>To provide insightful knowledge and information to support decision making,</td>
</tr>
<tr>
<td>Strategy</td>
<td>quality...</td>
</tr>
<tr>
<td>College of Education</td>
<td>Request a research consultation or submit a research project proposal or concept.</td>
</tr>
<tr>
<td>College of Engineering &amp; Technology</td>
<td>Technical Support for Faculty and Staff of the College of Engineering &amp; Technology</td>
</tr>
<tr>
<td>Creative Services</td>
<td>To request a GRAPHIC DESIGN, LCD, VIDEO, DHS PORTRAITS ONLY and EDITORIAL services, create an iMatter account at...</td>
</tr>
<tr>
<td>eCommerce / PCI</td>
<td>Request support for eCommerce related activities: U-Store requests, POS terminals, PCI system reviews, user access/password resets...</td>
</tr>
<tr>
<td>ECU Police</td>
<td>Security Camera and Alarm support/consults: NON-EMERGENCY ONLY</td>
</tr>
<tr>
<td>Financial Services</td>
<td>Request a journal entry approval and more.</td>
</tr>
</tbody>
</table>
Systems Coordination Ticket Examples

• “Can you help me by providing access to the piratedrive folder listed below to the below staff person?” [Security Access Modifications]

• “Need 1098T Edit Report....” [Student question]

• “I am unable to run the ecuBIC report....” [Security Access Modification OR Investigate Data Concerns Request]
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Questions?