



*VCCS Client Services – Business Process Document*  
 Business Process: Issue Types

Narrative:

The VCCS Issue Tracking System uses Issue Types and Issue Sub-Types to identify and auto assign Issues. Listed below is a list of current Issue Types and their corresponding sub-types. Clients submitting issues will select the Issue Type from a drop down box, once selected the client will select the appropriate Issue Sub-Type form a drop down box. The Issue Sub-Issue defines the issue to a more detail level. Client Services support staff will be assigned specific Issue and Issue Sub-Types which they will be directly responsible. When an issue is submitted by the client, the issue is automatically assigned to the appropriate support person and the client notified.

Issue Type / Subtype
+ AIS , Misc / Type Undetermined
+ AIS , + Technical , Install Crystal Reports
+ AIS , + Technical , Reports Access (Crystal / nVision)
Rational Robot
+ AIS , + PMO , Change Control / Request
Resource25
+ SAS
+ SAS , Application
+ SAS , General
+ Email , VCCS Exchange (SO users)
+ Network , VoIP
+ Network , DNS Update Request
Shared Resource Domain (SRD)
+ VCCS ITS Internal , ITS Technical Services
+ VCCS ITS Internal , ITS Technical Services , Agency User PC-related Request
+ VCCS ITS Internal , ITS Technical Services , Desktop/Notebook/Printer Requests
+ Email , Mailman Mass Mailer Listserve
Blackboard
+ Email
+ Email , Faculty/Staff (Mirapoint)
+ Email , Student (Mirapoint)
+ SIS , Other
+ Email , Faculty/Staff (Critical Path)
+ VCCS ITS Internal , Issue Trak
+ Mainframe
+ Mainframe , Passwords, Lockouts (any mfm app)
+ Mainframe , Other
+ my.vccs.edu (DS2)
+ my.vccs.edu (DS2) , Account Access, Name Change
+ VCCS ITS Internal
+ AIS , + PMO , Application Administration
+ AIS , + Technical , Configuration, Print, Run Control
+ AIS , + Technical
+ AIS , + Technical , Application Administration
+ SIS , Academic Advising
+ SIS , + Campus Community , Business Process
+ SIS , + Campus Community
Library App (Aleph/ExLibris/VCCSLinc/SFX)
+ SAS , Other/Technical
+ SAS , Security
+ SIS
Misc. (or type unknown)
+ AIS , + Technical , DBA / Oracle Access
+ AIS , + PMO , DBA / Oracle Access
+ VCCS ITS Internal , DBA Requests



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Business Process: Issue Types

- + SIS , Customization Review/Questions
- + SIS , Application Designer Support
- + AIS , + PMO , Development / Project Request
- + SIS , Workforce Development Services , Student Financials
- + AIS , + Functional , CIPPS
- + SAS , Database
- + SIS , Workforce Development Services , Business Process
- + SIS , + Student Financials
- + SIS , + Access Requests
- + SIS , + Security , New Permanent Lists/Roles
- + SIS , + Access Requests , Application Designer
- + SIS , + Access Requests , Crystal Reports
- + SIS , + Access Requests , SQL Plus Oracle Accounts
- + SIS , + Access Requests , SIS Tables
- + AIS , + Technical , Run Security Process
- + AIS , + Technical , Security - Changes to P.L. / Roles
- + AIS , + Technical , Security - User Changes
- + Mainframe , UserID Requests/Deletes
- + AIS , + PMO , Security
- + Network , Security/Abuse
- + Network , VPN/Wireless
- + VCCS ITS Internal , + Networks , Security/Abuse
- + VCCS ITS Internal , + Networks
- + Network , + Network Change
- + Network , + Network Change , College Firewall
- + Network , + Network Change , College Router
- + Network
- + SIS , Workforce Development Services , Student Records and Setup
- + SIS , Workforce Development Services
- + SIS , Workforce Development Services , Annual Reports
- + VCCS ITS Internal , Client Services General Requests
- + VCCS ITS Internal , Service Interruption Notice Request
- + VCCS ITS Internal , Request Email Notice to All Colleges
- Administrative Licensing & Contracts
- Procurement/Project Request
- + AIS , + PMO
- + AIS , + PMO , Other
- + AIS , + PMO , Technical
- Virus/Intrusion Issues
- Audio/Video Conference Request
- Breeze
- + VCCS ITS Internal , Breeze
- + SIS , Query Migration
- + VCCS ITS Internal , Scheduled Outage Request
- + VCCS ITS Internal , Scheduled Outage Cancellation
- Online Application for Admission
- + AIS , + Functional , Budget (budget bolt,etc)
- + VCCS ITS Internal , System Admin Requests
- + AIS , + Functional
- + AIS , + Functional , GL
- + AIS , + Functional , AP
- + AIS , + PMO , Configuration
- + AIS , + Technical , Development / Project Request
- + SIS , + Financial Aid
- + AIS , + PMO , System Administration
- + Network , Connection Quality/Loss
- + Network , Configuration Assistance
- + Network , Video
- + VCCS ITS Internal , + Networks , + Network Changes
- + VCCS ITS Internal , + Networks , + Network Changes , Core Devices
- + VCCS ITS Internal , + Networks , + Network Changes , Firewall
- + VCCS ITS Internal , + Networks , + Network Changes , IPS/IDS



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Business Process: Issue Types

- + VCCS ITS Internal , + Networks , + Network Changes , Router
- + VCCS ITS Internal , + Networks , + Network Changes , Switches
- + AIS , + PMO , Reports
- + SIS , + Campus Community , Events
- Discussion Board (VCCS Discuss)
- + SIS , + Student Records
- FTP Software Password Distribution
- + AIS , + Functional , CARS
- + AIS
- + AIS , + Functional , PO
- + AIS , + PMO , Documentation
- + AIS , + PMO , User Training Procedures
- + SIS , + Security , Run Security Process
- + SIS , + Security , Changes to Permanent Lists/Roles
- + SIS , + Security
- Websurveyor (Vovici)
- + VCCS Website
- + VCCS Website , Content Manager UserID Request
- + VCCS Website , Report Problem, Feature Request
- + VCCS ITS Internal , ITS Web/HelpNet
- + VCCS ITS Internal , + Change Management