

Service Description

Updated as of 2017-10-24

Service Logistics

Heading	Description
Service Category	Administrative and Business (Based on ECAR Taxonomy)
Service Name	Data Management and Reporting
Aliases	Data Cookbook, iData and Argos
Service Owner	Director of Administrative and Student Information Systems
Process Owner	Business Intelligence Infrastructure Administrator

Service Details

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Description	<p>This service provides faculty and staff with the tools, knowledge and assistance they need to design, develop and/or run reports and extract data from centrally managed administrative and student information systems.</p>
Features and Benefits	<ul style="list-style-type: none">• User Defined Reports: Provides reports based on documented requirements; reports are incorporated into existing applications or provided in a variety of available formats.• Support for Ad Hoc Reports: Provides required infrastructure and support for technically capable users wishing to generate their own reports, dashboards, and analytic solutions.• Data Feeds/Exports: Provides access to data via application programming interfaces (APIs), ad hoc database access, or data export access.
Included	<ul style="list-style-type: none">• Access and assistance with use of Data Cookbook; the University's data management system for; documenting a glossary of terms and data dictionary, documenting report and data extract specifications, managing the request/change workflow, and managing data governance.• Access and assistance with use of Argos; The University's reporting solution.

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	<ul style="list-style-type: none"> • Access and assistance with the use of CollegeNet; The University’s scheduling and events management solution
Eligibility	<ul style="list-style-type: none"> • Faculty and staff with the authorized access privileges to the administrative and/or student information systems and the data to be accessed from them. • Service applies only to administrative and student information systems centrally managed by the University’s Information Technology Services Applications Development Department.
Prerequisites	<ul style="list-style-type: none"> • ITS creates the user profile as a General Requestor. Anything higher than General, will need approval by their Director/Manager/Department Head. • Upon account creation, ITS will forward the FSU created User Guide and, if needed, walk the user through the process. • All communication between the requestor and IT should take place within the Data Cookbook. This will provide a history of how and why a report was created and offer a single location for the report’s status/detail. Communication within the Cookbook is visible to all users.
Requesting the Service	<p>Request access via the link on the login page of the Data Cookbook (https://framingham.datacookbook.com) or by contacting the Business Intelligence Infrastructure Administrator Michelle Fallon (mfallon@framingham.edu; x4747).</p>
Related Documentation	<ul style="list-style-type: none"> • Data Cookbook User Guide (created by FSU) • Operational Plan for Managing Administrative and Student Information Systems • Framingham State University Information Security Program • Data Privacy Policy for Framingham State University • Framingham State University Acknowledgement of Confidentiality and Appropriate Use of Social Security Numbers
Fulfillment Target	<p>Information Technology Services (ITS) will contact requestor within 3 business days of receiving the request to schedule a review and next steps as it relates to fulfilling the request. This will be automatically documented within the Cookbook. Fulfillment varies depending on</p>

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	scope of work and the availability of personnel needing to be involved, etc. The goal is to work with the requestor to fulfill the request within 6 weeks.