

# Service Description

Updated as of 2017-10-24

## Service Logistics

Heading	Description
Service Category	Infrastructure
Service Name	Integration of Information Systems with Banner
Aliases	Banner Integration
Service Owner	Director of Administrative and Student Information Systems
Process Owner	Administrative and Student Information Systems Coordinator

## Service Details

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Description	This service provides assistance with establishing and maintaining a defined set of interfaces and data exchange processes for agreed upon connections to the University's Administrative and Student Information System.
Features and Benefits	<ul style="list-style-type: none"><li>• Programming, integration services and technical support for file transfer, import/export, web services or message brokering to facilitate data integrations between on-campus and/or hosted applications</li></ul>
Included	<ul style="list-style-type: none"><li>• Technical Support during the implementation of the solution.</li><li>• Review and recommendations on solution offerings.</li><li>• Adherence to best practice standards</li></ul>
Eligibility	This service is available to faculty and staff of the Framingham State community for information systems and online services obtained through the approved procurement policies and procedures of the University
Prerequisites	<ul style="list-style-type: none"><li>• Engagement of Information Technology Services in the procurement process of the system to be integrated with Banner.</li><li>• The software solution must be implemented at a minimum of 5 other Banner schools.</li></ul>

Heading	Description
Requesting the Service	Initiate request through the Information Technology Services (ITS) incident and request management solution portal or via <a href="mailto:it@framingham.edu">it@framingham.edu</a>
Related Documentation	<ul style="list-style-type: none"><li>• Framingham State University's Policy on Implementation of Departmental Systems Used for Administrative Functions.</li></ul>
Fulfillment Target	Information Technology Services (ITS) will respond to the initial request within 3 business days of receiving the request. Fulfillment varies depending on scope of work, resource availability and solution.