

COMPUTER SERVICES PERSONNEL AREAS OF SUPPORT

To improve end-user satisfaction and escalate response times we have assigned specific programs, services, and tasks to individual computing services staff. For all BANNER related questions or specific product questions contact the primary support personnel assigned to the individual products. For all general questions please refer to the functions and tasks listing to determine whom to contact. If the primary person is not available for your particular area, please contact the secondary person. If you require further clarification of the programs and services offered by computing services or are unsure of the appropriate contact listing please call Arlena Mann at 304-792-7160 extension 157.

<u>System/Application</u>	<u>Primary</u>	<u>Secondary</u>
BANNER Finance	Justin	Libby
BANNER Student	Dara	Ron
BANNER Accounts Receivable	Libby	Justin
BANNER Financial Aid	Carl	Libby
Blackbaud Fundraising System	Carl	Justin
Horizons Library System	Justin	Mac
Paperwise Document Imaging	Libby	Mac
BANNER Web Self Service	Dara	Ron
Web Server Management	Mac	Dara
Email/List Serve	Dara	Mac
Bookstore System	Carl	Justin
BP form Shop/Scanning	Mac	Libby
Personnel	Libby	Justin
Employee Leave System	Justin	Libby
Grants Disbursement	Justin	Carl
Class Tracks	Libby	Carl
Unix/Linux System Management	Dara	Mac

<u>Functions and Tasks</u>	<u>Primary</u>	<u>Secondary</u>
Database Administration	Dara	Ron
Networking/Security	Mac	Dara
IPEDS and HEPC (except F/A)	Ron	Carl
Swap Backup Tapes	Justin	Libby
Print Financial Aid Checks	Justin	Carl
Download Patches/Upgrades	Dara	Ron
Install Banner Patches/Upgrades	Dara	Ron
Install ORACLE Patches/Upgrades	Dara	Ron
Process Grades	Dara	Carl
ACT Tape Loads	Dara	Ron
1098T Reporting	Libby	Justin
PC/Equipment Purchasing Specs	Mac	Justin
CD Duplication	Libby	Mac
Catalog/Schedule CD	Mac	Libby