# TABLE OF CONTENTS

**CHAPTER 1  SYSTEM ENHANCEMENT REQUESTS** ................................................................. 2  
OVERVIEW ................................................................................................................................ 2  
OBJECTIVES ................................................................................................................................ 3  
DEMONSTRATION – SYSTEM ENHANCEMENT REQUEST PROCESS ................................. 4  
DEMONSTRATION – SYSTEM ENHANCEMENT REQUEST PRINTING THE REQUEST FORM .......... 11
CHAPTER 1

SYSTEM ENHANCEMENT REQUESTS

OVERVIEW

The CSU-CI System Enhancement Request module is a campus tool to request PeopleSoft and Web Services enhancements. Use this module to submit and track your enhancement request.

Each request will be processed using the following steps:

1. Collaborate with your area to detail the enhancement request.
2. Submit the online request. Provide as much detail as possible. Print and sign the form.
3. Acquire all necessary signatures (Project Customer, Sponsor, Manager, and Vice President). Make any requested changes.
4. Submit approved request to Information Technology (IT).
5. IT collaborates with the users to clarify the request and estimate all required resources.
6. IT submits the final request to the Steering Committee.
7. Steering Committee reviews, approves, and prioritizes the request.
8. IT places the approved request into the processing queue.
**OBJECTIVES**

After completing this section, you will be able to:

1. Create a System Enhancement Request online.
2. Generate a printed request form.
3. Review the status of your request.
DEMONSTRATION – SYSTEM ENHANCEMENT REQUEST PROCESS

This demonstration shows how to use the System Enhancement Request process.

1. **Click Add a New Value** to create a new System Enhancement Request.

2. **Do Not** change the Request ID. Leave it as NEW. This tells the system to automatically generate the Request ID when the request is saved.

3. **Click Add** to create the System Enhancement Request.
4. **Enter** *Title* with the title for the request you are making. *This is a required field and must be entered.*
5. Select your name from the * Requestor Name field. Enter the first few letters of your last name and select the magnifying glass to view the names. Select your entry from the list.

6. Select * Request Due Date. This is the estimated date you would like to see the request completed by if approved. This is a required field and must be entered.

7. Enter Give a brief description of the request. This free form text area is where you briefly describe the nature of your request.

8. Enter Who should be contacted in the department? This set of data represents the departmental contact you, the requestor, are designating as the go-to person for questions and clarification regarding your request.

In the * Name field enter the first few letters of you last name and select the magnifying glass to view the names. Select your entry from the list. The *Phone and *Email fields will fill in based on the name selected.
In the * DeptID field, select the magnifying glass to view the departments list, and choose the correct department from that list.

9. **Select** Why is this request needed? by choosing the drop-down arrow from the field. You will see a list consisting of the following:

```
[Options]
- CSUCI Business Requirement
- Data Integrity Solution
- Improve Usability
- Other
- Policy/Compliance
- Productivity Enhancement
- Service Improvement
- Software Improvement
```

Choose the option that best fits your request.

10. **View** Request Status. This shows the current status of the request. You, the requestor cannot update this value. It serves as an indicator to where the request is currently in the processing cycle.

11. **Select** push button. This takes you to the following page where you choose Application information relevant to your request.
Choose which boxes best describe the application nature of your request. A free form text area is given for instances that don’t fit within the box selections.

If you choose Web as an application, the values in the Web Application Information box will become available for you to choose from.

Select OK to keep your data entered, or Cancel to discard. Either selection will take you back to your original request page.

12. Enter information into the Describe the business need for the request box. Enter a more detail description of what the business requirement is that is driving the need for your request.

**WARNING:** Do NOT save this entry until you have fully completed all pages.

13. Select Request 02 page.
14. **Enter** current processes that may be affected by your request. It’s important that you describe these processes in as much detail as you can.

15. **Enter** any workaround processes that may be in effect or that have been discussed in the event your request is not approved.

16. **Select** a Process Frequency associated with your request. If Process Frequency is not applicable to your request then choose the Not Applicable radio button.
Choose the Other radio button if no choices match. The drop down list will become available and you can choose an option from there.

17. **Select** all who your request will impact. If there’s not an entry that’s a match for you, choose Other and enter your own value.

18. **Select** all who your request will benefit. If there’s not an entry that’s a match for you, choose Other and enter your own value.

19. **Enter** All the benefits and impacts of your request. This should include a detail of how your request will benefit the work you do, your department, and/or the university.

20. **Enter** an estimated projection of the number of man-hours will be save if your request is approved and implemented.

21. **Click** to save the new request.
This demonstration shows how to print the System Enhancement Request form.

1. **Enter** The Request ID of the System Enhancement Request you wish to print a form for.
2. **Click** the Search button to retrieve the search list back.

3. **Select** the Request ID you wish to print the System enhancement Request Form for.
4. **Click** the push button to start the process to generate the System Enhancement Request Form. After you push this button, the system will take you a new page. This is the **Report Manager** page. This page will show you the progress of the form creation.
5. Click Refresh to update the process status on the page. When the process is completed you will see View appear over to the right of the reporting entry.

6. Click View to view the form that has been generated.

7. Click xxxx_99999.PDF to open the form in Adobe Reader. From there print out the form as you would any other form.
Functional Request for System Enhancement

California State University, Channel Islands
WEB, Peoplesoft, and Related CMS Functionality

NOTE: For delivered baseline PeopleSoft systems, CSUCI can only modify or create reports. Internal functionality cannot be changed without going through a full CMS systemwide review and modification governance.

Request ID: 0000000084  Title: System Enhancement Request Bolt-On  Requestor Name: Burckert, John  Request Date: 09/23/2005  Request Due Date: 09/23/2005  Request Status: New Request

Part 1: High Level Description

<table>
<thead>
<tr>
<th>Department Contact</th>
<th>Name</th>
<th>Phone</th>
<th>eMail</th>
<th>Dept</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Neal Z</td>
<td>951-3278</td>
<td><a href="mailto:neal.zsch@csuci.edu">neal.zsch@csuci.edu</a></td>
<td>620 Information Management</td>
</tr>
</tbody>
</table>

Application

- [ ] Web Page (single)
- [ ] Web Application
- [ ] Web Database
- [X] Web Content Updates
- [ ] Web Documentation
- [ ] Web Site (2 or more pages)
- [ ] Web Design
- [ ] Web Training
- [ ] Web Usability Check
- [ ] Web Support Materials
- [ ] Web Accessibility Compliance

Module(s): To be built into the CSUCI HRMS Peoplesoft database.

Part 2: Brief Description of Request

A automated method is required for capturing, tracking and reporting of systems enhancement requests proposed by the campus community, and approved by the governing bodies.

Part 3: Why is this needed?

CSUCI Business Requirement

Part 4: Please describe your business need for this request.

Requests come in from the campus community for various system enhancements. To adequately be able to track, monitor, and work these requests, a system or method needs to be created to allow all the campus community access to create and monitor system enhancement requests.
**Part 5: What is the current process?**

No current processes would be affected by the addition of this new process.

---

**Part 6: Is there a workaround for the current process?**

The only workaround is to request, monitor, and report by hand.

---

**Part 7: Process Frequency**

<table>
<thead>
<tr>
<th></th>
<th>Daily 5 Day Week</th>
<th>Daily 7 Day Week</th>
<th>Weekly</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

- [ ] Annually
- [ ] Not Applicable
- [X] Other - Ad Hoc - On Demand

**Part 8: Who does this request impact?**

<table>
<thead>
<tr>
<th></th>
<th>University</th>
<th>School/Unit</th>
<th>Specific Department</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

- [ ] Other

**Part 9: Who will benefit from this request?**

<table>
<thead>
<tr>
<th></th>
<th>Students</th>
<th>Staff</th>
<th>Faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>[ ]</td>
<td>[X]</td>
<td>[X]</td>
</tr>
</tbody>
</table>

- [ ] Other
### Functional Request for System Enhancement
California State University, Channel Islands
WEB, PeopleSoft, and Related CMS Functionality

#### Part 10: Describe how each population is impacted, or will benefit.
A automated method is required for capturing, tracking and reporting of systems enhancement requests proposed by the campus community, and approved by the governing bodies.

#### Part 11: Estimate the number of person hours saved if implemented.
25
Part 13: Project Approval

This portion of the System Enhancement Request Form should be completed by the following individuals in the following order:

1. Project Customer (the person requesting the project; it may be the same person as the Project Sponsor).
2. Project Sponsor (the supervisor of the Project Customer or the department/organization/program initiating the project).
3. Project Manager (the authorized Information Management staff member).
4. Vice President of the Project Customer’s or Sponsor’s division.

Once the completed Project Approval has been received by IT/Web Services, it will be forwarded to the Technology Steering Committee for review and prioritization.

Work Agreement

IT/Web Services shall perform the tasks described and comply with all deadlines put forth in this Enhancement Request. Any changes to requested to this Enhancement Request will require re-approval of all parties listed below.

1. Project Customer

   Name (please print) ___________________________________________ Date ________________________

   Signature: __________________________________________________

2. Project Sponsor

   Name (please print) ___________________________________________ Date ________________________

   Signature: __________________________________________________

3. Project Manager

   Name (please print) ___________________________________________ Date ________________________

   Signature: __________________________________________________

4. Vice President (of Project Customer’s or Project Sponsor’s division)

   Name (please print) ___________________________________________ Date ________________________

   Signature: __________________________________________________