

Cornell University
STARS Project

Submitting System Investigation Requests (SIR)

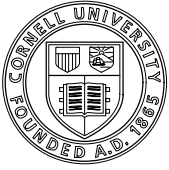
PS Development team will help analyze and facilitate resolution to application problems encountered when working in any of the Peoplesoft modules/environments.

The protocol for seeking assistance is through a System Investigation Request (SIR). Using the process defined in this document will ensure that your request is responded to as quickly as possible and provides a way to track issues and document the outcome so that others can benefit from the work. With work moving rapidly in each module it is important that this procedure is followed.

Examples of when a SIR may be needed. If you are:

- experiencing errors/anomalies in any of the environments
- trying to become familiar with the technical environment
- analyzing how something works

To make a System Investigation Request (SIR), follow the procedure outlined below. The PS Developer Leads will monitor the queue and assign requests.



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Submitting a System Investigation Request (SIR)

- **Draft an email describing**

1. Priority
 1. High
 - Needed same day or within 24 hours
 - System is not functioning and no work can be performed.
 2. Medium
 - Needed next day or two
 - System is functioning, other processing can be performed and/or work arounds are an option.
 3. Low
 - As resources become available
2. Who
 1. Is running the process (netid)
 2. Is having the issues (list all parties)
3. What
 1. Are you trying to accomplish
 2. Happens as a result
(problems/messages/errors - include attachments where applicable)
4. Where
 1. Environment
 2. Peoplesoft module
 3. Applicable navigation
5. How
 1. Description of processing steps
6. Why
 1. Are you trying to accomplish this
(list task(s) in the project plan it supports, if any)

- **Routing of email**

1. To: peoplesoftstars-sirs-mailbox@cornell.edu
2. From: *your email address*
3. CC: *Copy module team members as appropriate.
For global issues, copy STARS team.*
4. Subject: **Module Initials**: *Brief Description of Problem*
(*use meaningful keywords*)
 - *Module Initials -*

- SR - Student Records
- SF - Student Financials
- AD - Admissions
- FA - Financial Aid
- SS – Self Service
- CC – Campus Community
- DD – Data Delivery
- SA - Student Administration
(SA is a catch all bucket for
 - issues impacting all modules
 - technical issues
 - other)

5. Attached: Include any pertinent attachments