

# Access Request

#65992

**Incident Type:** Service Request  
**Customer:**  
**Owned By:** Wooster Simon R  
**Owned By Team:** Registrar Functional Support  
**Status:** Resolved  
**Priority:** 3

name: I  
job\_title: Student Worker  
cherwell\_SAMAccountName: C  
customer\_email:  
email:  
phone: 2-1293  
department: Student Health Services  
supervisor\_or\_department\_head\_name: Shelby Carriere  
supervisor\_or\_department\_head\_email: @louisiana.edu  
supervisor\_or\_department\_head\_phone: 2-6826  
please\_check\_one: none  
cherwell\_category: Registrar  
what\_instance\_of\_banner: prod  
what\_type\_of\_banner\_access\_is\_being\_requested: inb  
what\_type\_of\_appnav\_access\_is\_being\_requested: modify  
additional\_information: Same access as Hannah Peavy,  
cherwell\_service: Banner  
cherwell\_owned\_by\_team: Service Desk  
cherwell\_subcategory: Access  
team\_assignment:  
cherwell\_shortdescription: Webform Banner Access Request  
cherwell\_source: Portal

**Last Edited:** 5/16/2019 3:02 PM by Wooster Simon R  
**Service:** Banner  
**Category:** Registrar  
**Sub Category:** Access

**Journals:5/16/2019 3:02 PM by Cherwell System:**

Subject: Service Request 65992 Webform Banner Access Request has been resolved  
From: (IT Services at UL Lafayette) ithelp@louisiana.edu  
To: ( @louisiana.edu  
Date: 5/16/2019 3:02:26 PM

Service Request 65992

We are pleased to inform you that your Service Request 65992 has been resolved. If you believe this is in error, please contact the service desk to Reopen my Service Request:  
mailto:ithelp@louisiana.edu?Subject=Reopen Service Request%2065992&body=IMPORTANT:%20Please%20do%20not%20edit%20the%20subject%20line,%

20add%20any%20notes%20about%20your%20issue%20below. Otherwise, your incident will be closed automatically in 3 business days.

Resolution:

The requested Banner access has been granted.

Please contact the Registrar's Office if you need any training.

Description of the issue you reported:

name:

job\_title: Student Worker

cherwell\_SAMAccountName:

customer\_email:

email: @louisiana.edu

phone: 2-1293

department: Student Health Services

supervisor\_or\_department\_head\_name: Shelbv Carriere

supervisor\_or\_department\_head\_email: @louisiana.edu

supervisor\_or\_department\_head\_phone: 2-6826

please\_check\_one: none

cherwell\_category: Registrar

what\_instance\_of\_banner: prod

what\_type\_of\_banner\_access\_is\_being\_requested: inb

what\_type\_of\_appnav\_access\_is\_being\_requested: modify

additional\_information: Same access as Hannah Peavy,

cherwell\_service: Banner

cherwell\_owned\_by\_team: Service Desk

cherwell\_subcategory: Access

team\_assignment:

cherwell\_shortdescription: Webform Banner Access Request

cherwell\_source: Portal

Please do not hesitate to contact the Service Desk if you have any questions.

{CMI: MCID359672}

**5/16/2019 3:02 PM by Wooster Simon R:**

The value in the field Status was set from the value In Progress to the value Resolved on 5/16/2019 by WIN\

**5/16/2019 3:01 PM by Wooster Simon R:**

The value in the field Status was set from the value Pending to the value In Progress on 5/16/2019 by WIN\

**5/16/2019 3:01 PM by Wooster Simon R:**

Pending status ended at 5/16/2019 3:01 PM

User: Wooster Simon R

Reason: Waiting for Task Completion

**5/15/2019 10:10 AM by Wooster Simon R:**

Pending status started at 5/15/2019 10:10 AM

User: Wooster Simon R

Reason: Waiting for Task Completion

**5/15/2019 10:10 AM by Wooster Simon R:**

The value in the field Status was set from the value In Progress to the value Pending on 5/15/2019 by WIN

**5/15/2019 9:26 AM by Cherwell System:**

Subject: Re: Regarding Service Request 65992

From: ( @louisiana.edu

To: (IT Services at UL Lafayette) ithelp@louisiana.edu

Date: 5/15/2019 9:26:07 AM

approve

Madeline S. Husband-Ardoin  
Chief Administrative Officer  
University of Louisiana at Lafayette  
Student Health Services  
(337)482-1335

"Good leaders must first become good servants."--- Robert K.Greenleaf

"The Ship takes the face of theCaptain."

----- Original Message -----

From: "IT Services at UL Lafayette" <ithelp@louisiana.edu>

To: @louisiana.edu

Sent: Wednesday, May 15, 2019 8:14:38 AM

Subject: Regarding Service Request 65992

Good Morning

Regarding your Service Request 65992 , logged on 5/14/2019 10:18 AM, we have the following question or update:

has requested the following Banner query access:

SOAHOLD, SPAIDEN, SOAIDEN, GOAIMMU

You, as their Department Head, are required to approve this access. Please "Reply All" to this email with "Approve" or "Disapprove".

Thanks, and please let me know if you have any questions.

-Simon Wooster

Please do not hesitate to contact the Service Desk if you have any questions. You may reply to this email or give us a call at 337-482-4357

Details of original submission:

name:  
job\_title: Student Worker  
cherwell\_SAMAccountName:  
customer\_email:  
email: @louisiana.edu  
phone: 2-1293  
department: Student Health Services  
supervisor\_or\_department\_head\_name: Shelby Carriere  
supervisor\_or\_department\_head\_email: @louisiana.edu  
supervisor\_or\_department\_head\_phone: 2-6826  
please\_check\_one: none  
cherwell\_category: Registrar  
what\_instance\_of\_banner: prod  
what\_type\_of\_banner\_access\_is\_being\_requested: inb  
what\_type\_of\_appnav\_access\_is\_being\_requested: modify  
additional\_information: Same access as Hannah Peavy,  
cherwell\_service: Banner  
cherwell\_owned\_by\_team: Service Desk  
cherwell\_subcategory: Access  
team\_assignment:  
cherwell\_shortdescription: Webform Banner Access Request  
cherwell\_source: Portal

(IT Services at UL Lafayette) ithelp@louisiana.edu

{CMI: MCID358550}

**5/15/2019 8:14 AM by Wooster Simon R:**

Subject: Regarding Service Request 65992  
From: (IT Services at UL Lafayette) ithelp@louisiana.edu  
To: @louisiana.edu  
Date: 5/15/2019 8:14:38 AM

Good Morning

Regarding your Service Request 65992 , logged on 5/14/2019 10:18 AM, we have the following question or update:

has requested the following Banner query access:

SOAHOLD, SPAIDEN, SOAIDEN, GOAIMMU

You, as their Department Head, are required to approve this access. Please "Reply All" to this email with "Approve" or "Disapprove".

Thanks, and please let me know if you have any questions.

-Simon Wooster

Please do not hesitate to contact the Service Desk if you have any questions. You may reply to this email or give us a call at 337-482-4357

Details of original submission:

name:

job\_title: Student Worker

cherwell\_SAMAccountName: |

customer\_email:

email: @louisiana.edu

phone: 2-1293

department: Student Health Services

supervisor\_or\_department\_head\_name: Shelby Carriere

supervisor\_or\_department\_head\_email: @louisiana.edu

supervisor\_or\_department\_head\_phone: 2-6826

please\_check\_one: none

cherwell\_category: Registrar

what\_instance\_of\_banner: prod

what\_type\_of\_banner\_access\_is\_being\_requested: inb

what\_type\_of\_appnav\_access\_is\_being\_requested: modify

additional\_information: Same access as Hannah Peavy,

cherwell\_service: Banner

cherwell\_owned\_by\_team: Service Desk

cherwell\_subcategory: Access

team\_assignment:

cherwell\_shortdescription: Webform Banner Access Request

cherwell\_source: Portal

(IT Services at UL Lafayette) ithelp@louisiana.edu

{CMI: MCID358550}

**5/14/2019 2:40 PM by Cherwell System:**

Subject: Re: Your team has been assigned ownership of Service Request 65992 Webform Banner Access Request

From: (Shelby M. Carriere) @louisiana.edu

To: (Simon Wooster) wooster@louisiana.edu

CC: (IT Services at UL Lafayette) ithelp@louisiana.edu; (Husband Madeline - Chief Administrative Officer, Health Clinic) @louisiana.edu

Date: 5/14/2019 2:40:00 PM

needs access to GOAIMMU, SOAHOLD, SPAIDEN, SOAIDEN. is a student worker that helps student health services process immunizations for orientations, and helps students that have questions about their holds. She will need access to GOAIMMU to verify what immunizations the students have or needs. She will need to utilize the hold screen to verify that holds have been removed once students are immunization compliant. We use SPAIDEN and SOAIDEN to look up students' ULIDs, phone numbers, email addresses, and other information when they do not completely fill out our immunization compliance form. These screens are pertinent to have in order for the immunization process to run smoothly.

Sincerely,

Shelby M. Carriere  
Administrative Assistant 3  
University of Louisiana at Lafayette  
Student Health Services

P.O. Box 43692  
Lafayette, LA 70504  
Phone (337) 482-6826  
Fax (337) 482-6428  
email: shs@louisiana.edu

----- Original Message -----

From: "Simon Wooster" <wooster@louisiana.edu>  
To: "IT Services at UL Lafayette" <ithelp@louisiana.edu>, "Husband Madeline - Chief Administrative Officer, Health Clinic" <@louisiana.edu>  
Cc: @louisiana.edu  
Sent: Tuesday, May 14, 2019 10:53:20 AM  
Subject: RE: Your team has been assigned ownership of Service Request 65992 Webform Banner Access Request

Good Morning Madeline,

We just received a Banner access request for . In order for users to receive access to student information there must be a documented business need and justification based on an individual's job duties.

We have reviewed this access request and will need some additional information:

. What student information do they need to access to perform their job duties (e.g. type of information needed on GOAIMMU, SOAHOLD, SPAIDEN)?

. What are the official job duties that require access to this student information? Please be as specific as possible.

---

Thanks, and please let me know if you have any questions.

Simon

Simon Wooster

Systems Specialist

Office of the University Registrar

University of Louisiana at Lafayette

P.O. Box 41208

Lafayette, LA 70504

(337) 482-1181

wooster@louisiana.edu <mailto:wooster@louisiana.edu>

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Home of the Louisiana Ragin Cajuns R

From: IT Services at UL Lafayette [mailto:ithelp@louisiana.edu]

Sent: Tuesday, May 14, 2019 10:29 AM

To: Diez Mickey; Wooster Simon R; Huval Jennifer L; Thibodeaux Shawn D

Subject: Your team has been assigned ownership of Service Request 65992  
Webform Banner Access Request

New Service Request 65992

Customer:

Phone:

Email: @louisiana.edu <mailto: @louisiana.edu>

Owned by:

Team: Registrar Functional Support

Priority: 3, ,

Classification: Banner, Registrar, Access

Description:name:  
job\_title: Student Worker  
cherwell\_SAMAccountName:  
customer\_email:  
email: @louisiana.edu <mailto: @louisiana.edu>  
phone: 2-1293  
department: Student Health Services  
supervisor\_or\_department\_head\_name: Shelby Carriere  
supervisor\_or\_department\_head\_email: @louisiana.edu  
<mailto: @louisiana.edu>  
supervisor\_or\_department\_head\_phone: 2-6826  
please\_check\_one: none  
cherwell\_category: Registrar  
what\_instance\_of\_banner: prod  
what\_type\_of\_banner\_access\_is\_being\_requested: inb  
what\_type\_of\_appnav\_access\_is\_being\_requested: modify  
additional\_information: Same access as Hannah Peavy, C00224811  
cherwell\_service: Banner  
cherwell\_owned\_by\_team: Service Desk  
cherwell\_subcategory: Access  
team\_assignment:  
cherwell\_shortdescription: Webform Banner Access Request  
cherwell\_source: Portal

has been assigned to your team. Resolution deadline for the customer is  
5/15/2019 1:19 PM. Please respond to  
before 5/14/2019 11:33 AM.

Open <CherwellClient://commands/goto?rectype=Incident&PublicID=65992>  
Service Request 65992 in Rich Client.

Open



<<https://ullafayette.cherwellondemand.com/CherwellClient/Access/Command/Queries.GoToRecord?BusObID=Incident&PublicID=65992>> Service Request 65992 in Browser Client.

(IT Services at UL Lafayette) ithelp@louisiana.edu  
<mailto:ithelp@louisiana.edu>

{CMI: MCID357985}

**5/14/2019 11:13 AM by Cherwell System:**

Subject: RE: Your team has been assigned ownership of Service Request 65992 Webform Banner Access Request

From: (Simon Wooster) wooster@louisiana.edu

To: (IT Services at UL Lafayette) ithelp@louisiana.edu; (Husband Madeline - Chief Administrative Officer, Health Clinic) \_\_\_\_\_@louisiana.edu

CC: \_\_\_\_\_@louisiana.edu

Date: 5/14/2019 10:53:20 AM

Good Morning Madeline,

We just received a Banner access request for \_\_\_\_\_ . In order for users to receive access to student information there must be a documented business need and justification based on an individual's job duties.

We have reviewed this access request and will need some additional information:

. What student information do they need to access to perform their job duties (e.g. type of information needed on GOAIMMU, SOAHOLD, SPAIDEN)?

. What are the official job duties that require access to this student information? Please be as specific as possible.

Thanks, and please let me know if you have any questions.

Simon

Simon Wooster

Systems Specialist

Office of the University Registrar

University of Louisiana at Lafayette

P.O. Box 41208

Lafayette, LA 70504

(337) 482-1181

wooster@louisiana.edu <mailto:wooster@louisiana.edu>

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Home of the Louisiana Ragin Cajuns R

From: IT Services at UL Lafayette [mailto:ithelp@louisiana.edu]

Sent: Tuesday, May 14, 2019 10:29 AM

To: Diez Mickey; Wooster Simon R; Huval Jennifer L; Thibodeaux Shawn D

Subject: Your team has been assigned ownership of Service Request 65992  
Webform Banner Access Request

New Service Request 65992

Customer: | )

Phone:

Email: @louisiana.edu <mailto: @louisiana.edu>

Owned by:

Team: Registrar Functional Support

Priority: 3, ,

Classification: Banner, Registrar, Access

Description:name:  
job\_title: Student Worker  
cherwell\_SAMAccountName:  
customer\_email:  
email: @louisiana.edu <mailto: @louisiana.edu>  
phone: 2-1293  
department: Student Health Services  
supervisor\_or\_department\_head\_name: Shelby Carriere  
supervisor\_or\_department\_head\_email: @louisiana.edu  
<mailto:C00256250@louisiana.edu>  
supervisor\_or\_department\_head\_phone: 2-6826  
please\_check\_one: none  
cherwell\_category: Registrar  
what\_instance\_of\_banner: prod  
what\_type\_of\_banner\_access\_is\_being\_requested: inb  
what\_type\_of\_appnav\_access\_is\_being\_requested: modify  
additional\_information: Same access as Hannah Peavy,  
cherwell\_service: Banner  
cherwell\_owned\_by\_team: Service Desk  
cherwell\_subcategory: Access  
team\_assignment:  
cherwell\_shortdescription: Webform Banner Access Request  
cherwell\_source: Portal

has been assigned to your team. Resolution deadline for the customer is 5/15/2019 1:19 PM. Please respond to before 5/14/2019 11:33 AM.

Open <CherwellClient://commands/goto?rectype=Incident&PublicID=65992>  
Service Request 65992 in Rich Client.

Open  
<https://ullafayette.cherwellondemand.com/CherwellClient/Access/Command/Queries.GoToRecord?BusObID=Incident&PublicID=65992> Service Request 65992  
in Browser Client.

(IT Services at UL Lafayette) ithelp@louisiana.edu  
<mailto:ithelp@louisiana.edu>

{CMI: MCID357985}

**5/14/2019 10:56 AM by Wooster Simon R:**

The value in the field Status was set from the value Assigned to the value In Progress on 5/14/2019 by WIN\

**5/14/2019 10:28 AM by Huval Jennifer L:**

The value in the field Owned By was set to the value Wooster Simon R on 5/14/2019 by WIN\

**5/14/2019 10:28 AM by Huval Jennifer L:**

The value in the field Status was set from the value New to the value Assigned on 5/14/2019 by WIN\

**5/14/2019 10:28 AM by Cherwell System:**

Subject: Your team has been assigned ownership of Service Request 65992 Webform Banner Access Request

From: (IT Services at UL Lafayette) ithelp@louisiana.edu

To: Team: Registrar Functional Support

Date: 5/14/2019 10:28:40 AM

New Service Request 65992

Customer:

Phone:

Email: @louisiana.edu

Owned by:

Team: Registrar Functional Support

Priority: 3, ,

Classification: Banner, Registrar, Access

Description:name:

job\_title: Student Worker

cherwell\_SAMAccountName:

customer\_email:

email: @louisiana.edu

phone: 2-1293

department: Student Health Services

supervisor\_or\_department\_head\_name: Shelby Carriere

supervisor\_or\_department\_head\_email: @louisiana.edu

supervisor\_or\_department\_head\_phone: 2-6826

please\_check\_one: none

cherwell\_category: Registrar

what\_instance\_of\_banner: prod

what\_type\_of\_banner\_access\_is\_being\_requested: inb

what\_type\_of\_appnav\_access\_is\_being\_requested: modify

additional\_information: Same access as Hannah Peavy,

cherwell\_service: Banner

cherwell\_owned\_by\_team: Service Desk  
cherwell\_subcategory: Access  
team\_assignment:  
cherwell\_shortdescription: Webform Banner Access Request  
cherwell\_source: Portal

has been assigned to your team. Resolution deadline for the customer is 5/15/2019 1:19 PM. Please respond to before 5/14/2019 11:33 AM.

Open Service Request 65992: CherwellClient://commands/goto?rectype=Incident&PublicID=65992 in Rich Client.

Open Service Request 65992:

<https://ullafayette.cherwellondemand.com/CherwellClient/Access/Command/Queries.GoToRecord?BusOblD=Incident&PublicID=65992> in Browser Client.

(IT Services at UL Lafayette) ithelp@louisiana.edu

{CMI: MCID357985}

**5/14/2019 10:19 AM by Cherwell System:**

Subject: Incident ID 65992 Webform Banner Access Request has been created

From: (IT Services at UL Lafayette) ithelp@louisiana.edu

To: @louisiana.edu

Date: 5/14/2019 10:19:29 AM

Service Request 65992

Description:

name:

job\_title: Student Worker

cherwell\_SAMAccountName:

customer\_email:

email: @louisiana.edu

phone: 2-1293

department: Student Health Services

supervisor\_or\_department\_head\_name: Shelby Carriere

supervisor\_or\_department\_head\_email: @louisiana.edu

supervisor\_or\_department\_head\_phone: 2-6826

please\_check\_one: none

cherwell\_category: Registrar

what\_instance\_of\_banner: prod

what\_type\_of\_banner\_access\_is\_being\_requested: inb

what\_type\_of\_appnav\_access\_is\_being\_requested: modify

additional\_information: Same access as Hannah Peavy,

cherwell\_service: Banner

cherwell\_owned\_by\_team: Service Desk

cherwell\_subcategory: Access

team\_assignment:

cherwell\_shortdescription: Webform Banner Access Request

cherwell\_source: Portal

Customer Name:

Phone:

Email: @louisiana.edu

Resolution Deadline: 5/15/2019 1:19 PM

We are pleased to inform you that your request has been received. Your record ID is 65992. Please retain this number for reference purposes. One of our representatives will contact you before 5/14/2019 11:33 AM.

Please do not hesitate to contact the Service Desk if you have any questions, reply to this email, or call us at 337-482-4357.

(IT Services at UL Lafayette) ithelp@louisiana.edu

{CMI: MCID357974}

**5/14/2019 10:19 AM by Cherwell System:**

Subject: Your team has been assigned ownership of Service Request 65992 Webform Banner Access Request

From: (IT Services at UL Lafayette) ithelp@louisiana.edu

To: Team: Service Desk

Date: 5/14/2019 10:19:28 AM

New Service Request 65992

Customer:

Phone:

Email: @louisiana.edu

Owned by:

Team: Service Desk

Priority: 3, ,

Classification: Banner, Registrar, Access

Description:name:

job\_title: Student Worker

cherwell\_SAMAccountName:

customer\_email:

email: @louisiana.edu

phone: 2-1293

department: Student Health Services

supervisor\_or\_department\_head\_name: Shelby Carriere

supervisor\_or\_department\_head\_email: @louisiana.edu

supervisor\_or\_department\_head\_phone: 2-6826

please\_check\_one: none

cherwell\_category: Registrar

what\_instance\_of\_banner: prod

what\_type\_of\_banner\_access\_is\_being\_requested: inb

what\_type\_of\_appnav\_access\_is\_being\_requested: modify

additional\_information: Same access as Hannah Peavy, I

cherwell\_service: Banner

cherwell\_owned\_by\_team: Service Desk

cherwell\_subcategory: Access

team\_assignment:

cherwell\_shortdescription: Webform Banner Access Request

cherwell\_source: Portal

has been assigned to your team. Resolution deadline for the customer is 5/15/2019 1:19 PM. Please respond to before 5/14/2019 11:33 AM.

Open Service Request 65992: CherwellClient://commands/goto?rectype=Incident&PublicID=65992 in Rich Client.

Open Service Request 65992:

<https://ullafayette.cherwellondemand.com/CherwellClient/Access/Command/Queries.GoToRecord?BusObjID=Incident&PublicID=65992> in Browser Client.

(IT Services at UL Lafayette) [ithelp@louisiana.edu](mailto:ithelp@louisiana.edu)

{CMI: MCID357972}

Task ID	Title	Owned By	Status	Description
17378	Access Request: Mackenzie Hartnett (C00401803)	Huval Jennifer L	Closed	Approved. Please assign this user access to UL_ST_MEDICAL_HS_SUPER_G,
17381	Provision test/prod - c00401803	Huval Jennifer L	Closed	
17382	Provision test/prod - C00401803	Barras Patrick D	Closed	I.....