

IT Services Colleague Program Request Procedures

- **One-time running of an existing Colleague program**

To make a one-time request to have an existing Colleague program run by the Operations Area, please call x4146. Specify the mnemonic and any information (term, dates, etc.) needed to run the program. If you need the program run on the same day, please submit requests by 4:00 p.m. If the request is submitted after 4:00 p.m., we cannot guarantee it will be completed the same day. Any reports generated by the program may be picked up the following morning.

- **Cyclical running of an existing Colleague program**

If you desire to have an existing Colleague program run on a cyclical basis, please contact Mary Aumann x7135. Specify the mnemonic, frequency of running and any information (term, dates, etc.) needed to run the program.

- **New Colleague download or label request**

To request ad hoc Colleague downloads or labels, please submit a request to mja@svsu.edu or send a memo to Mary Aumann. Mary will determine if the request requires programming intervention and if it does, will return the request so you can resubmit the request through your division head for authorization. All download and label requests are also subject to approval by the appropriate department that is responsible for the information requested. For example, student information needs approval from the Registrar. To expedite the processing of your request, student label requests can be submitted directly to the Registrar and employee label requests can be submitted directly to Employment and Compensation Services.

- **Program/report modification and new program/report requests**

Requests for modifications to existing programs/reports and new programs/reports should be submitted to the Executive Director of IT Services after authorization by your division head.