

UIC 2008 Bringing Administrators Together Conference

INFORMATION SOLUTIONS FOR THE SMALLER UNIT

March 6, 2008

2:15-3:30



Workshop Presenters

Name: Ed Valentine

Title: Coordinator, Business System Users

Contact: eav@uic.edu, 996-6885

Name: Beth Ladd

Title: Functional Area Coordinator-Finance, D.S.

Contact: hessgill@uiuc.edu,(217) 265-6537

Name: Mary Lelik

Title: Director of Institutional Research

Contact: lelik@uic.edu, 996-3254



Please...

- Turn off cell phones.
- Avoid side conversations.
- Hold your questions until end of individual presentations.
- Sign the attendance roster. (Get handouts)
- Complete an evaluation at workshop end.



Workshop Objectives

- Provide a cross-functional, crossresource foundation of practical information (solutions AND resources),
- Create opportunity to talk with units seeking to serve your special needs,
- Give you handouts which you can use now and customize for your needs.



Workshop Topics

- The Importance of smaller units' needs
- Identifying what a "generalist" business staff person needs to know.
- Learning on the Job: Sharing what others in your role have learned.
- Crossing the Finance-HR information boundaries through the DS Solutions Library.
- Institutional Research support for data interpretation and analysis



The Important Needs Facing Smaller Units

- Smaller units have fewer administrative and business staff.
- Little opportunity to specialize
- Time away for workshops off-site is rarer.
- Usually turn to other busy generalists with questions
- Public resource are broken up by function and office, hard to find and to remember.



Business Knowledge For Generalist Staff Persons

Common Business Transactions and Tasks

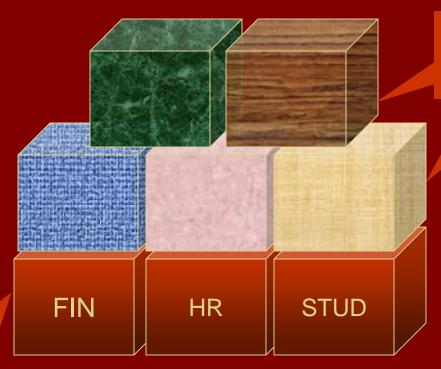
- Universal to all business managers
- Operational in focus
- Predictable (budget or activity cycles)
- Not simply basic but "evergreen"
- Learned typically through one-size-fits-all workshops

Situation-Specific Knowledge

- Shaped by type of unit and your boss' needs
- Includes values you enter in transactions or look-ups
- Learned from workshops and from other managers



Business Knowledge For Generalist Staff Persons



Situation-Specific Knowledge

COMMON: Knowledge of Most-widely used "Universal" Transactions and Data



Resources for Building "Universal" Knowledge

- Guide to Finance and HR Forms
- BANNER Alerts and Resources http://www.obfs.uillinois.edu/banner/index.htm
- DART Training and Job Aids
 https://hrnet.uihr.uillinois.edu/dart-cf/index.cfm?ltem_id=2034
- Role-Based Finance Curriculum
 http://www.obfs.uillinois.edu/training/OBFSCurriculumGuide.pdf
- Business Reporting Resource Inventory
- Network and sharing with other managers
- New Business Manager Orientation (OBFS - upcoming)



OBFS Starter List: Most Commonly Used BANNER Forms

FOIDOCH	Document History Form
FGIBDST	Organization Budget Status Form
FGITRND	Detail Transaction Activity Form
FGITBSR	Trial Balance Summary Form
FGIGLAC	General Ledger Activity Form
FOIAPPH	Document Approval History Form
FGIBDSR	Executive Summary Form
FGITBAL	General Ledger Trial Balance Form
FGIDOCR	Document Retrieval Inquiry Form



Forms Added By Participant Input: Most Commonly Used BANNER Forms

NIZIEGUM	EI O(UD)
NZIESUM	Employee Summary View Form (HR)
FTMVEND	Vendor Maintenance Form (Fin-Purchasing)
FZIIDEN	Entity Name/IS Search Form (Fin-Purchasing)
FZIGITD	Grant Inception to Date Form (Fin-G&C)
PZILIST	Pay Event List Form (HR)
FAIVNDH	Vendor Detail History Query Form
FGAJVCD	Journal Voucher Entry Form
PHATIME	Electronic Approvals of Time Entry Form (HR)
PZAADJT	Adjustment Processing Form (HR)
FGIENCD	Detail Encumbrance Activity Form
PZAREDS	Labor Redistribution Form (HR)
NBAJOBS	Employee Jobs Form (HR)
FOAUAPP	User Approval Form (Fin-Purchasing)
FZAGRNT	Grant Maintenance Form (Fin-G&C)



Other Forms Mentioned:

•FFIMAST	•FRIPSTG	•FZORGN	•PPAIDEN
•FGAJVCQ	•FTVACTV	•GOAINTL	•PHILIST
•FGIDOCR	•FTVLOCN	•NBAJOBS	•PZAREDS
•FOAUAPP	•FZAGRNT	•NBAPOSN	•SFARHST
•FPARCVD	•FZAREQN	•NOAEPAF	•SFASLST
•FPIOPOV	•FZIBDET	•PEALEAV	•SPAIDEN
•FRIGRNT	•FZIBILL	•PHAHOUR	•TSICSRV
•FGIENCD	•FOAAINP	•FRIORGH	•NBIPORG

NOTES:

- •23 Responses added 57 reports; 13 got multiple mentions,32 once.
- Beyond "UNIVERSAL" forms, lots of variety in forms most cited.



Building Your Knowledge

Suggestions for those starting in this role:

- Be willing to introduce yourself and ask lots of questions.
- Never hesitate to phone if something seems to be taking too long or if a process is unclear. Use the Help Lines.
- Don't stop trying to get your answer. (It may take 3-6 people)
- Get to know ORS staff and website
 http://tigger.uic.edu/depts/ovcr/research/proposals/
- Get familiar with university policy-you have to help enforce it!.
- Learn and catalog processes, be proactive!



Building Your Knowledge

Suggestions for those starting in this role:

- Take lots of BANNER courses (2x)
- Training is important, but colleagues can be very helpful on tasks not done often by you
- Ask a lot of questions of others in your role across campus. In my office, several do ad hoc training to get someone started
- Network (2x)..
- Use EDDIE reports, reconcile ledgers monthly
- Keep accurate transaction records, verify them in BANNER. Find out how to get the info you need.
- Keep a general journal listing to track each grant and voucher.
- "QBQ" Questions Behind the Questions", John Miller.



Accounting Information Management

- Accounting Information Management (University Accounting & Financial Reporting) offers individuallytailored training to units.
- Recommended you enroll or have attended the training offered by OBFS\University Accounting first for a general understanding of the material.
- AIM will offer additional training customized to fit the needs of the unit.
- To schedule a meeting to discuss your unit's needs: Sherri Faith at slfaith@uillinois.edu or 217-244-7264
 Jason Bane at jabane@uillinois.edu or 217-333-9243.



AIM: Example of Service

- UIC Unit. Most participants are business managers with multiple responsibilities.
- Four one-hour sessions.
- Topics included:
 - 1. OBFS Overview. (functional units in OBFS (University Accounting, Purchasing, University Payables, etc.). Flow of transactions from unit thru various OBFS functional units to the financial statements.
 - 2. <u>Locating transactions</u>: Querying BANNER to identify the source of transactions; Locating transactions on the financial statements.
 - 3. Reporting solutions: Various reporting tools available and the reports available in each tool.
 - 4. <u>Misclassified FOAPAL solutions:</u> Ways to identify, correct, and prevent misclassified FOAPALs.



Accounting Consultants Group

The Accounting Consultants Group (University Accounting & Financial Reporting) can assist units to:

- interpret and develop business policies and procedures
- analyze current Banner C-FOAP structure and assist in maximizing Banner functionality;
- analyze or review current business operations to help units provide effective internal and administrative controls, adequate reconciliations and effective unit reporting;
- assist with ad-hoc accounting and business issues.

Contact (To schedule a meeting to discuss the units needs): Glenn Meeks at meeks1@uic.edu or 312-996-4013 Ron Miner at rminer@uillinois.edu or 217-265-5315





I need MORE!

Business Objects & the Data Warehouse





HR & Financial Information Resources

Review the Options



You have questions

- Every unit has a need to monitor, evaluate, and investigate (examples: payroll transactions, Purchases, expenses)
- Every unit has a need to review lists of transactions
- Every unit has a related need for summaries of those detailed transactions



- Some units have a desire for more than the standard listings and summaries
- Some units need customizable listings and summaries



You have questions

How do I know if I need the data warehouse? What are my options?

- There are a variety of information solutions depending on your level of need, the sophistication of your questions, and your ability to dedicate time and/or resources to obtaining your answers
- Pick and choose a mix that best meets your need





Make your selections

If your primary need is to review a list of transactions and investigate any anomalies, then your needs will likely be met with Banner forms and the standard reports available in EDDIE or View Direct.

Banner forms

EDDIE reports (refreshable daily)

View Direct reports (end of month)

Data warehouse access



Make your selections

If your primary needs are largely met by the standard reports, but you have additional questions, want data to sort in a spreadsheet, or are willing to customize an existing report written by another data warehouse user, then you may want to pursue access to the data warehouse

Banner forms

EDDIE reports (refreshable daily)

View Direct reports (end of month)



Data warehouse access







Decision Support – Check us out!

If you've considered the possibilities and added the data warehouse to your selections, lets explore some of the pre-packaged reporting solutions the data warehouse has to offer







Decision Support: Solution Library and Query Clearinghouse



What is Solution Library?

DS Solution Library

- DS Authored step by step instructions and sample Business
 Objects reports designed to meet specific reporting needs
- Users asked for pre-assembled report samples to use as a starting point for learning and customization
- Solution Library grows based on user feedback



Solution Library link:

http://www.ds.uillinois.edu/web/Home/SolLib.aspx



Accessing Solution Library

Create Reports | View Reports | Download Data

Get Help Get Access About Data

DW Changes

Benefit

About DS

DECISION SUPPORT

DS Home | EDDIE | Contact | Search

Welcome

Decision Support (DS) is a Business Intelligence Competency Center: A unit responsible for scoping, designing, and delivering solutions to business problems using a combination of enterprise data warehouse and business intelligence frameworks. DS works with customers to optimize administrative data usage for effective information management. By managing the University's data warehouse, providing data access, supporting staff report development, and providing data education and training, DS supports the University at nearly every level. With new technologies, such as dashboards and OLAP browsers, DS continues to transform raw data into valuable information to help guide strategic decision making at each campus and University Administration. DS is part of the University Office for Planning and Administration.

Get Started

- Get Access
- Change Password
- View Standard Reports
- Create Custom Reports
- Create Data Downloads

Assistance & Training

- Get Help & Training
- Technical Support & Troubleshooting Guides
- Templates a Califf
 - Solution Library
 - Query Clearinghouse

About Data

- System Status & Data Availability
- Data Quality Advisories
- Metadata & Documentation

* Benefits

- To the University from the Data Warehouse
- · To Your Unit from Using Data to Support **Business Goals**
- To Other Higher Ed Institutions that Use Data Warehouses

Check Out

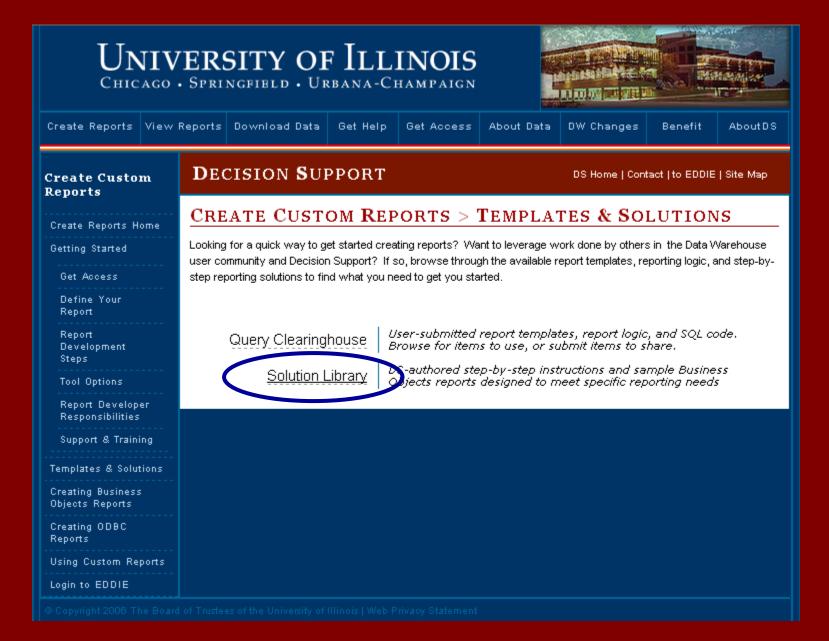
 Data Acquisition Improvements Target: 8:00 a.m. for Data Warehouse processing consistent completion Progress: 70% Nearly 5 hours improvement!

~5 Hours

- DS Dashboards Come along for the ride! Join us as we explore data dashboard technology in an academic setting.
- DS Jobs We're Hiring! Join our team! Full-time Academic Professional and Part-Time Graduate Hourly positions available.



Accessing Solution Library





Detailed Expenditures

Combined Finance &

Available Solutions on the DS website

Create Reports Home SOLUTION LIBRARY Solution Library Home The Decision Support Solution Library provides step-by-step instructions for many Employeecommon reporting needs. Each reporting solution contains: Related A sample report Solutions Detailed instructions on how to open, modify, and save the report Employee Mailing Business concepts and data rules associated with the report Labels Helpful links to additional Business Objects, Universe, and security information. Faculty Tenure Track Current Job Listing **EClass Listing** Solutions Now Available: Job/Job Detail Listing Extra Help Hours Worked Employees Employee Leave Employee Attributes Balances Employee Mailing Address Labels Faculty Tenure Track Information Money-Related Solutions Position/Job Attributes Current Job Listing Payroll Listing by Org. Employee Class (E-Class) Listing Payroll Paying Employee Job/Job Detail Listing **CFOAPs** Time/Attendance Recorded PCard Listing Outside Employee Extra Help Hours Worked Org Employee Leave Balances PCard Unreconciled Purchase Order Listing Money General Ledger Account Payable/Purchasing Transactions

P-Card Transactions Posted by Cardholders Outside an Organization

P-Card Un-Reconciled Transactions

Purchase Order Listing

Quick Links Query Clearinghouse Universe Information Solution Library Home General Info BO How To & Tips



Available Solutions on the DS website

Money-Related Solutions

Payroll Listing by Org

Payroll Paying CFOAPs

PCard Listing Outside Org

PCard Unreconciled

Purchase Order Listing

General Ledger Transactions

Detailed Expenditures

Combined Finance & Payroll Expenses

Rogue CFOAPALs Funds 1 & 2

Rogue CFOAPALs

Rogue CFOAPALs Funds 4, 5 & 60

Grant Expenses

Permanent Original State Fund Budget

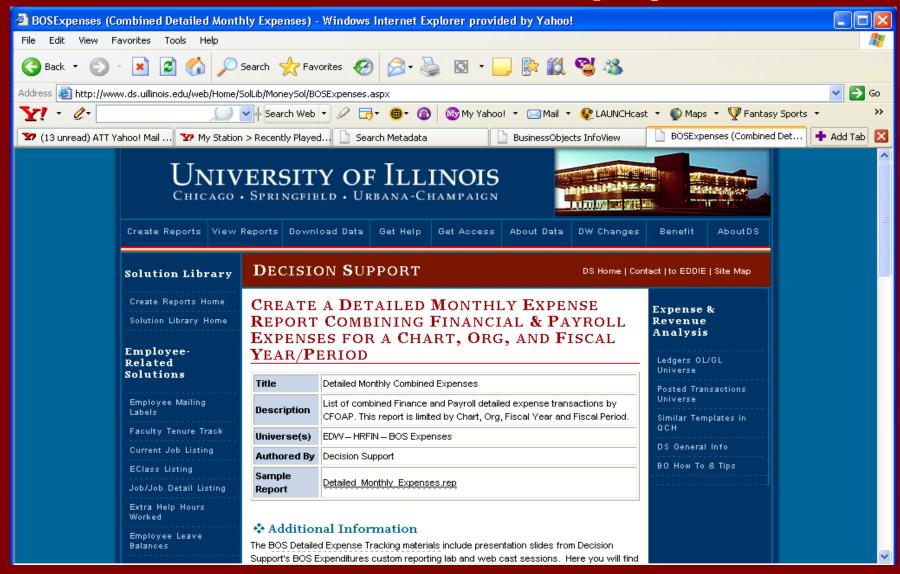
- Employee Class (E-Class) Listing
- Employee Job/Job Detail Listing
- Time/Attendance Recorded
 - Employee Extra Help Hours Worked
 - Employee Leave Balances

Money

- Accounts Payable/Purchasing
 - P-Card Transactions Posted by Cardholders Outside an Organization
 - P-Card Un-Reconciled Transactions
 - · Purchase Order Listing
- Kash and General Ledger
 - General Ledger Transactions by Fund and Account
- Expense / Revenue
 - Detailed Expenditures by C-FOAP
 - Combined Finance & Payroll Expenses
 - Rogue C-FOAPAL Listing for Funds 1 & 2
 - Rogue C-FOAPAL Listing for Fund 3
 - Rogue C-FOAPAL Listing for Funds 4, 5 & 60
- Grants
 - Direct & Indirect Expenses for Grant Funds
 - Grants Proposals

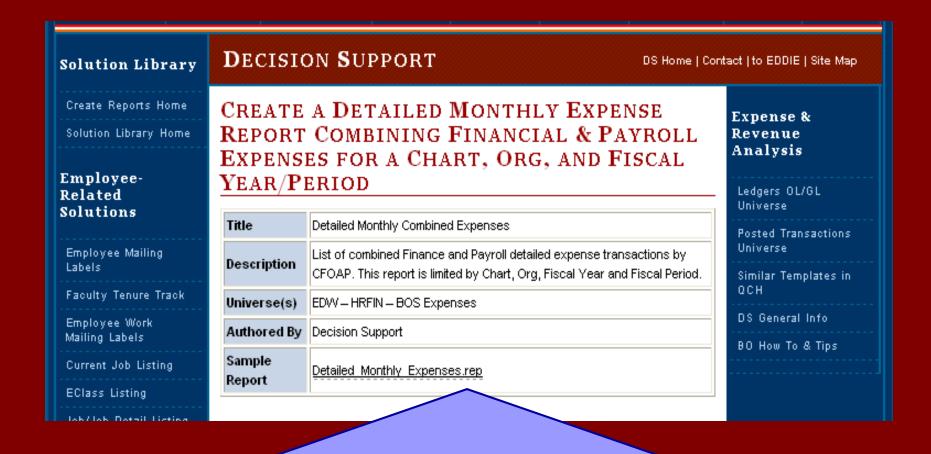


Expense Solution Finance with payroll detail





Expense Solution Finance with payroll detail



Click Here to open the pre-authored report in the Business Objects report writing tool



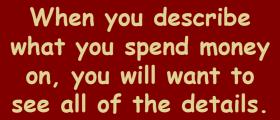
Expense Solution answers the question:

'I' is most likely defined with a Chart and an Organization

When you use the phrase 'last month', you will most likely need a condition on year and month.







By asking on what
AND on whom, the
HRFIN - BOS
Expenses Universe is
the only Universe that
contains both sets of
detail level data.



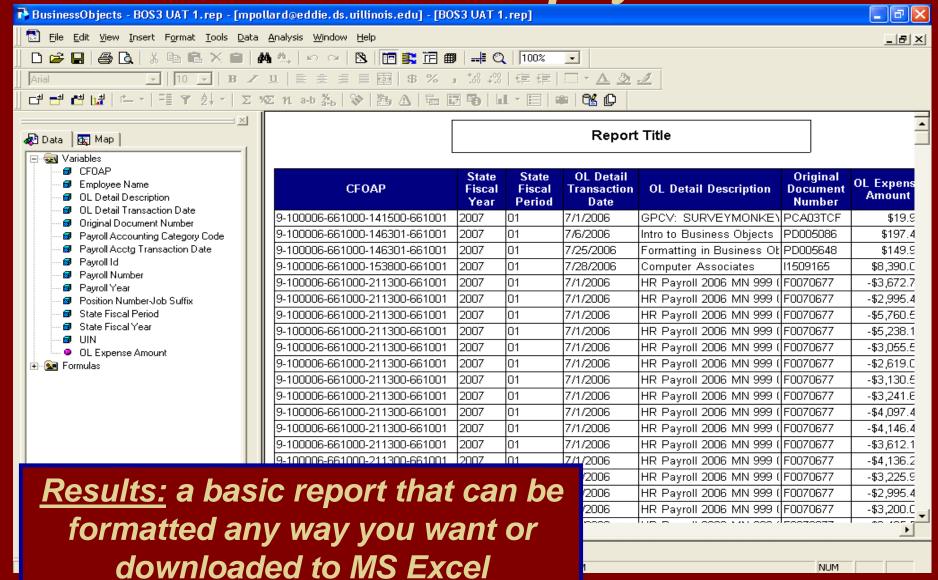
Expense Solution Finance & payroll detail

After opening the solution, a prompt box will come up and you will need to enter your unit's specific values then press OK.

Enter or Select Values	X
Select 1 digit Chart of Accounts Code	
	OK.
Select 2 digit State Fiscal Period	Cancel
	Help
Select 4 digit State Fiscal Year	Values
Select 6 digit Organization Code	



Expense Solution Finance & payroll detail





BusinessObjects - Detailed_Monthly_Expenses[1].rep - [mpollard@eddie.ds.uillinois.edu]

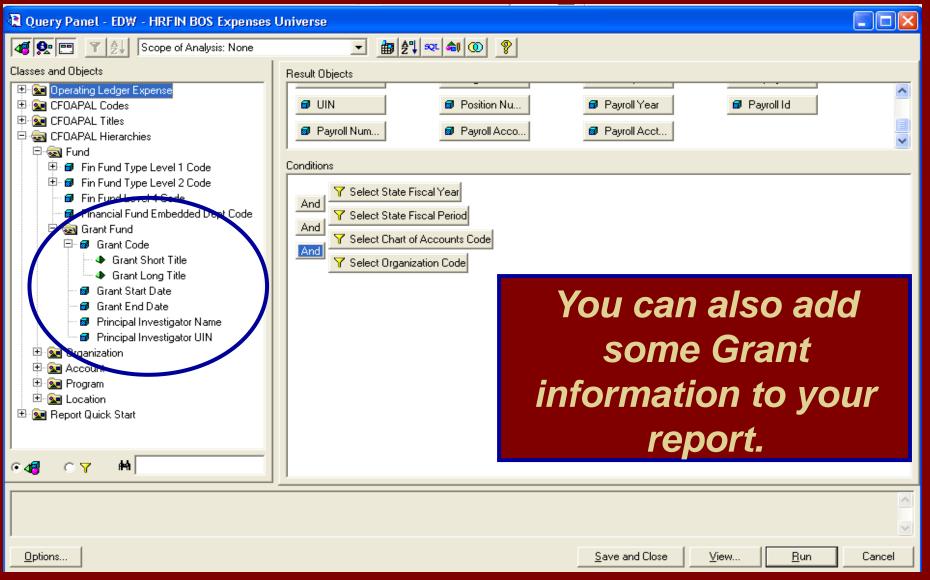
Expense Solution Finance & payroll detail

<u>Print</u>	Page Set <u>u</u> p <u>N</u>	lext Pag	ge P	rey Page	Two Pages Zoon	n <u>l</u> n Zoo	om <u>O</u> ut	<u>C</u> lose							
					сом		•								
9-100006-66	1000-141500-66100	ı				Sum:	\$19.95								
	CFOAP			OL Detail Transaction Date	OL Detail Description	Original Document Number	OL Expense Amount	Employee Name	UIN	Position Number- Job Suffix	Payroll Year		Payroll Number	Payroll Accounting Category Code	Payroll Acetg Transaction Date
9-100006-66	1000-146301-66100	2007	01	7/6/2006	Intro to Business Objects	PD005086	\$197.40			-					
		2007	01	7/25/2006	Formatting in Business Objects	PD005648	\$149.94			-					
9-100006-66	1000-146301-66100					Sum:	\$347.34								
	CFOAP		State Fiscal Period	OL Detail Transaction Date	OL Detail Description	Original Document Number	OL Expense Amount	Employee Name	UIN	Position Number- Job Suffix	Payroll Year	Payroll Id	Payroll Number	Payroll Accounting Category Code	Payroll Acctg Transaction Date
9-100006-66	1000-153800-66100	2007	01	7/28/2006	Computer Associates	11509165	\$8,390.00			-					
9-100006-66	1000-153800-66100					Sum:	\$8,390.00								
	CFOAP		State Fiscal Period		OL Detail Description	Original Document Number	OL Expense Amount	Employee Name	UIN	Position Number- Job Suffix	Payroll Year	Payroll Id	Payroll Number	Payroll Accounting Category Code	Payroll Acetg Transaction Date
9-100006-66	1000-211300-66100	2007	01	7/1/2006	HR Payroll 2006 MN 999 0	F0070677	-\$3,672.78	J.1.8_181	659663794	U94646-00	2006	MN	999	А	7/1/2006
		2007	01	7/1/2006	HR Payroll 2006 MN 999 0	F0070677	-\$2,995.48	_11.1	670680107	U41017-00	2006	MN	999	А	7/1/2006
		2007	01	7/1/2006	HR Payroll 2006 MN 999 0	F0070677	-\$5,760.55		651219951	U95436-00	2006	MN	999	А	7/1/2006
		2007	01	7/1/2006	HR Payroll 2006 MN 999 0	F0070677	-\$5,238.10		659090206	U8019400	2006	MN	999	А	7/1/2006



Expense Solution Finance & Payroll detail

customized





Frequently Utilized Solutions

- Combined Finance and Payroll expenses
 (List of expenses for a month including payroll by person with names)
- Employee Payroll Listing External Organizations (List of payroll transactions where home org does not match paying org)
- Employee Job/Job Detail listing
 (List of employees and job/job detail information for a specific college on a specific campus)
- Employee Leave Balances

(List of employees with vacation/sick leave balances, for a specific organization on a specific campus. Includes both home department and timesheet employees for the specified organization.)



Frequently Utilized Solutions

- P-Card Unreconciled Transactions
 (List of un-reconciled P-Card transactions for a specific chart, list of funds and list of organizations.)
- Grants Proposals
 (List of proposals, for a specific chart and three digit department. This report includes all proposals from UleRA data.)
- Direct & Indirect Expenses for Grant Funds
 (List of direct and indirect expenses for grant funds, for a specific chart, org, state fiscal period and state fiscal year.)



What is QCH?

DS Query Clearinghouse

- A place for users to share report templates
- Any data warehouse user can post Business Objects files for others to use as a starting point
- Share and work together!
- Query Clearinghouse link: <u>https://www.ds.uillinois.edu/Reports/Authentication/Login.aspx?ReturnUrl=%2freports%2fQCH%2fQCHBrowser.aspx</u>



Accessing **Query Clearing House**

University of Illinois

CHICAGO · SPRINGFIELD · URBANA-CHAMPAIGN



Create Reports

View Reports

Download Data

Get Help

Get Access

About Data

DW Changes

Benefit

AboutDS

Create Custom Reports

Create Reports Home

Getting Started

Get Access

Define Your Report

Report Development Steps

Tool Options

Report Developer Responsibilities

Support & Training

DECISION SUPPORT

DS Home | Contact | to EDDIE | Site Map

CREATE CUSTOM REPORTS > TEMPLATES & SOLUTIONS

Looking for a quick way to get started creating reports? Want to leverage work done by others in the Data Warehouse user community and Decision Support? If so, browse through the available report templates, reporting logic, and step-bystep reporting solutions to find what you need to get you started.



Solution Library

User-submitted report templates, report logic, and SQL code. Browse for items to use, or submit items to share.

DS-authored step-by-step instructions and sample Business Objects reports designed to meet specific reporting needs



Press on the "Login Using Bluestem"



Standard Report Directory

Reporting Central

Standard Report Directory

Query Clearinghouse

Authentication

Please Login

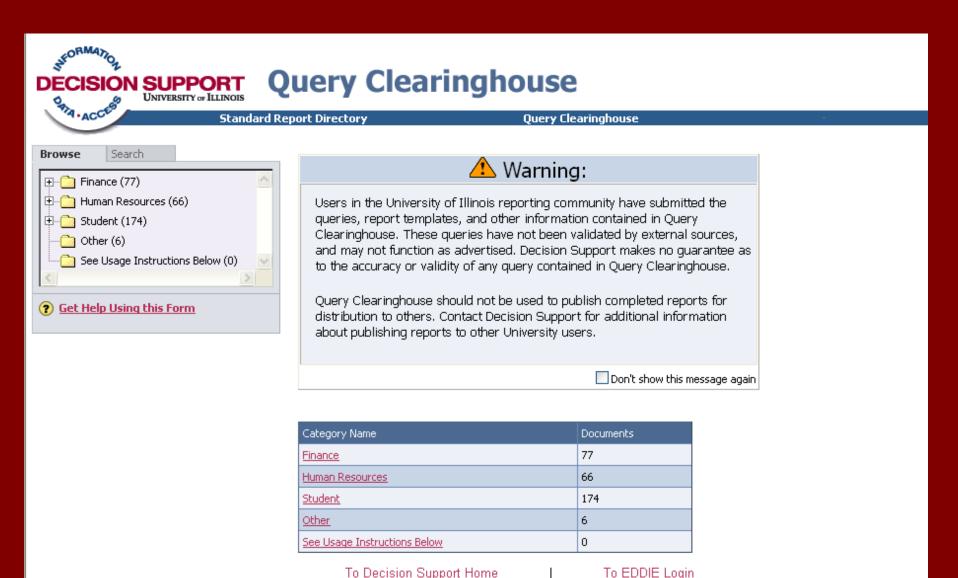
Access to this page is restricted. Authorized users may gain access by providing their University NetID and password using Bluestem.



Having trouble? Check out CITES password information



Query Clearinghouse





Query Clearinghouse - Finance or HR



Documents for Grants (12).				
	ast osted	File Type	File Name	Short Description
6/	/13/2007		PropsalActivityforCollegePIs.rep	Listing of all investigator activity (across campuses & colleges) for every PI in your college
6/	/27/2006		GrantDirectIndirectExp.rep	Decision Support Solution Library - Direct & Indirect Expenses for Grant Funds
6/	/13/2007		CollegeGrantlisting.rep	A list of all open grants for a college. Total counts as well as counts by research area and by PI are included.
6/	/12/2007		InvestigatorActivityListing.rep	Listing of all grant proposal activity for an investigator - whether the primary or co-investigator
6/	/12/2007		PreAwardPostAward.rep	For one fiscal year in one college, this report lists Proposals that have become or may become Grants
6/	/7/2007		<u>AllGrantsforaPI.rep</u>	Three tab report listing Expense detail (including persons paid), Expense summaries, and Budget/Encumbrance info for all grants for a single principal investigator
2/	/1/2007		ProposalsByDept.rep	Decision Support Solution Library - Grant Proposal listing
3/	/29/2006		Direct&IndirectExpbyOrq2.rep	Expenses by year and period seperating direct & indirect expenses. Adds grant & PI info where applicable
3/	/14/2006		PINamebyFundwithGrant.rep	For an entire campus, all PI's associated with a Fund code. Adds Grant code & title for informational purposes
1/	/20/2006		GrantITDbyAcct.rep	Grant budget & expense ITD for a single Grant, Fund, Org
		1000		

Visit Query Clearinghouse and get a sample report with which to begin!



Documents for Grants (12).





Getting Access to the Data Warehouse & Obtaining Help



Getting started in the data warehouse

 You will need to obtain access to the data warehouse by asking your USC (Unit Security Contact) to obtain access for you

http://www.ds.uillinois.edu/web/Home/GetAccess/ForUSCs.aspx

- You will need to install Business Objects on your machine
 - You will need administrator rights to install the software
- Decision Support suggests you attend training on:
 - the Business Objects tool and
 - the data that you are interested in

http://www.ds.uillinois.edu/web/Home/Help/Classes.aspx



Getting Help using the data warehouse

 Decision Support has lots of documentation, what we call Metadata, on our website. In addition, our universe products have lots of definitions and information.

http://www.ds.uillinois.edu/web/Home/Metadata.aspx

 We have dedicated personnel available to help answer your questions, all you have to do is ask!

Email to:

- Beth Ladd <u>hessgill@uillinois.edu</u> (Finance)
- Mark Pollard mpollard@uillinois.edu (HR & Payroll)
- Michelle Bergman <u>mbergman@uillinois.edu</u> (Student)



Who can I follow up with?

Beth Ladd – Finance FAC hessgill@uillinois.edu 217-265-6537

Mark Pollard – HR FAC mpollard@uillinois.edu 217-265-6538





Questions? Discussion?



Thank You!



IR Support for Data Interpretation and Analysis

- Improve decision-making by providing greater access to consistent and accurate data
- Provide consulting support to resolve information needs
- Make the connection between operational data and the budget process
- Provide greater analytic support to campus managers



Current OIR Priorities

- Develop and document new processes for meeting internal needs for management information.
- Provide supporting information for the institutional budget process.
- Enhance communication and outreach to key campus constituents regarding the information, resources, and support available from OIR



Consulting Support

- Survey Research
 - Design
 - Analysis
- Benchmarking
 - Peer comparisons
 - Environmental scanning
- Content-Specific Training



Analytic Support

- Problem Identification
 - Forecasting
 - Market Research
 - Trend analysis
- Model Building
 - Simulation of complex set of events
 - What-If scenarios



Tuition Revenue Distribution Model

- Based on:
 - Headcount enrollment by college
 - Credit hours generated by college
 - Tuition assessments
 - Statutory/institutional waivers
- Affected by changes in:
 - Enrollment mix
 - » Full-time/part-time
 - » Resident/non-resident
 - Persistence/Attrition rates
 - Tuition waiver rates



Forum for Input

What additional information or support resources would be MOST helpful for you as a manager?





Appendix: Additional Training Offerings and Resources



Getting started in the data warehouse

Decision Support suggests the following training for first time users of the Business Objects report writing tool:

- 1. Introduction to Business Objects
- 2. Formatting in Business Objects



http://www.ds.uillinois.edu/web/Home/Help/Classes.aspx



Getting started in the data warehouse

Decision Support suggests the following training for first time report writers:

- 1. Online Demos & Tutorials
- 2. Archived WebCasts
- 3. CPR Sessions (Come Practice Reporting)



- 4. Review of Universe Metadata
 - DUGs Detailed Universe Guides
 - Quick Reference Guides

http://www.ds.uillinois.edu/web/Home/Help/SelfTraining.aspx



DS Resources and Contacts: Standard Reports

- Want to know what standard reports are available?
 - -Try the Standard Report Directory: www.ds.uillinois.edu
- How can I get access to standard reports?
 - -Follow the instructions at

http://www.ds.uillinois.edu/web/Home/GetAccess/StdReports.aspx



DS Resources and Contacts: Custom Reports

- How can I get access to create my own reports using the Data Warehouse?
 - Follow the instructions at http://www.ds.uillinois.edu/web/Home/GetAccess/ForUsers.aspx
- What training is offered for Business Objects?
 - Browse the Training Calendar on the DS website at: http://www.ds.uillinois.edu/trainingnet/default.aspx
- Need help creating a report?
 - Drop in at regularly scheduled "practice labs" to get one-on-one help from experts in an open lab setting. Times and locations at http://www.ds.uillinois.edu/web/Home/Help/1on1.aspx.
 - File a case with the AITS Help Desk (be sure to include "Decision Support" in the description so it gets routed to DS)
 - Call: 996-4806 or E-mail: helpdesk2@uillinois.edu



How to Contact DS for Report writing help

- By filing an on-line Help Desk case http://onlinesupport.uillinois.edu/ds.html.
 - To complete the form:
 - Authenticate via Bluestem
 - Click "Start Here" on the left-hand margin; Select "New Case"
 - Be sure "Decision Support" is listed on Help Desk line (first line of New Case entry form). If it does not, click "Change Help Desk" and select Decision Support from the list of options.
 - Enter your contact information and the nature of your problem
 - Click "Create Case" to submit the case to Decision Support.

Create a Clarify Ticket

Phone the AITS Help Desk: (312) 996-4806

Email the AITS Help Desk: helpdesk2@uillinois.edu

If you have access to Clarify,

Send a Clarify Ticket directly to the 'Decision Support' Queue—we'll take it from there; the appropriate person will respond.



Decision Support - Password reset:



- DS is pleased to announce the availability of a Password Management Application!
- The Self Service Application enables you to unlock, set, and synchronize your EDDIE / Business Objects and Data Warehouse passwords in the production environment.
- The link to the Self Service Application is below. The application can also be accessed via the DS website under the 'Get Help' menu or directly from the EDDIE login screen.

https://www.ds.uillinois.edu/PwdMgmt



Resources for Data Warehouse Users

For additional documentation and information about universes, objects, tables, loading of EDW data, training, data models, and metadata search, please visit the DS website:

http://www.ds.uillinois.edu/web/Home/Metadata.aspx

