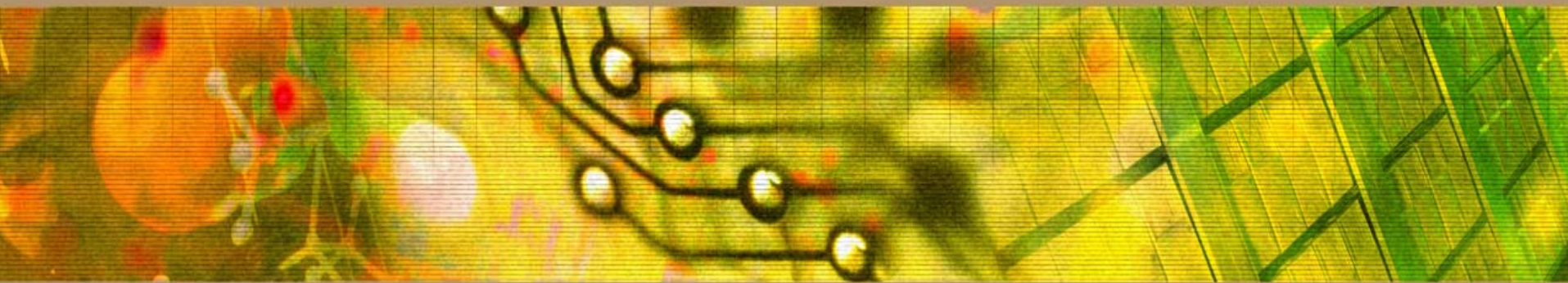
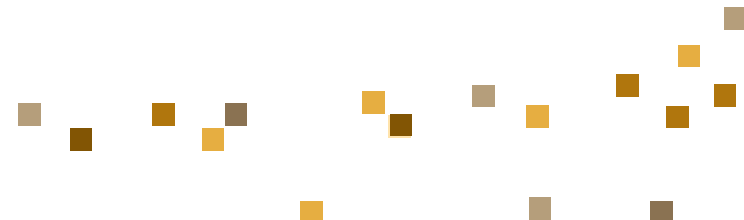


*OnePurdue User Roles Aligned  
with User Support Services*

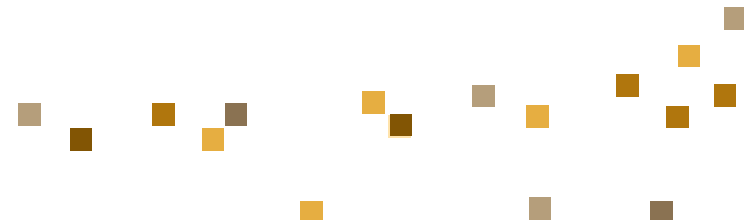


*Presented by: Julie Kercher-Updike*

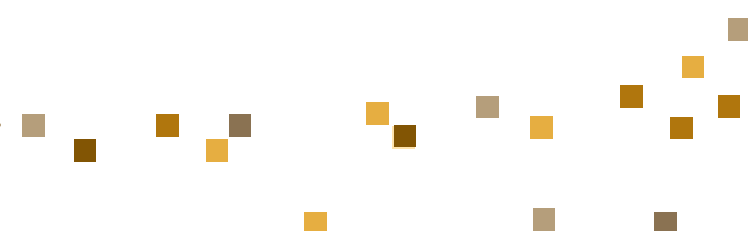
- *Reporting Users*
- *Application Users*
- *User Support*
- *Application Support*



- **Report User:** *A Report User has access to and executes reports.*
- **BW Power User:** *A BW Power User can create queries in the production environment and save them in his/her “Favorites” folder. Their access is usually restricted to one management/functional area.*
- **BW Super User:** *A BW Super User is responsible for publishing/broadcasting (i.e., sharing with other users) queries into production and has access to all the functional areas.*
- **BW Developer:** *The BW Developers are members from the IT/Business Warehouse team and can help the BW Super User in publishing/developing/changing queries. They are responsible for developing InfoCubes for meeting future reporting needs, including authorization objects that are key to query definitions.*

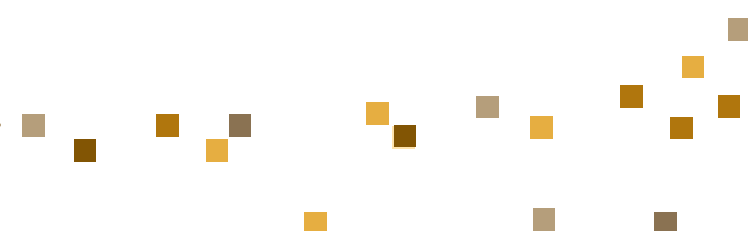


Roles	BW Super User	BW Power	Report User
Run existing queries, and can change parameters to accomodate selection and output needs	YES	YES	YES
Create queries in production environment	YES	YES	NO
Publish new queries in production environment	YES	NO	NO
Ability to modify other queries in production environment	YES	NO	NO
Sign off on query documentation	YES	YES	NO
Document management	YES	YES	NO
Query authorization	YES	NO	NO



- **Self-Service User (SSU):** *Users who are using the application system for personal business needs. For example, changing an address, submitting a travel voucher, looking up a grade in a class, looking at a pay stub, etc.*
- **Business Application User (BAU):** *Users who are using the application system to support the needs of the business. For example, ordering supplies, entering budget information, running reports, entering payroll changes, entering grades, etc.*

Roles	Self Service	Business App
Access individual information	YES	YES
Access others information	NO	YES



- **Resident Expert:** *A Business Application User within a departmental area who has been identified as someone who understands the system well enough to assist other Business Application Users who need help with using a particular function or business process within the OnePurdue application. We recognize that this expertise will develop over time as the resident experts gain experience with the OnePurdue applications.*
- **Functional Expert:** *A staff member within a functional business area designated to assist Self-Service Users and Business Application Users with business process questions, data entry questions and other functional support. A more formal help desk may exist in some areas. For example: My United Way deduction is incorrect; My grade was posted incorrectly; How do I complete the screen to process a cash document?*
- **Local IT Computer Support:** *A local IT Computer Support area within a business/academic area that provides technical support. For example, ECN, Business Services Computing, regional campus computing, etc.*
- **Customer Service Center (CSC):** *A centralized help desk handling technical questions and problems. It will provide call tracking and escalation to Application Support when a question or problem can't be handled on first contact.*

- **Subject Matter Experts (SME):** *SMEs are members of the functional teams that provide second- and third-level resolution with configuration and business process incidents/problems/change requests.*
- **Application Developer:** *Application Developers are members from the IT/Enterprise Application or local application development team that provides second- and third-level resolution with system application incidents/problems/change requests.*
- **IT Administrator:** *IT Administrators are members from the IT/Infrastructure and Basis teams that provide second- and third-level resolution with IT system incidents/problems/change requests.*

