Support Framework

Not sure where to find answers? Our support framework is designed to help the Budget & Finance community, including faculty or staff with financial responsibilities, identify resources.

**TIER 0**

**What Can I Do On My Own?**

Applies to you if you:
- Want to find published support information anytime
- Don’t want to wait in line for your question to be answered
- Don’t know who your department Subject Matter Experts (SME’s) are

Self-Service Resources:
- Your immediate Supervisor
- Budget & Finance User Group
- Knowledge Base Articles
- Community of Practice
- Published Information in Blink
- Training Videos

**TIER 1**

**Where Can I Find Answers?**

Applies to you if you:
- Have a question that is unable to be answered by your department SME or self-service resources
- Have a question that can be quickly answered by a knowledgeable representative

Resources:
- Attend an Office Hours session
- Contact the Finance Help Line
- Submit a request ticket in Services & Support

**TIER 2**

**Where Do I Go to Submit a Request?**

Applies to you if you:
- Have a question that is unable to be answered in Tier 1
  - These questions typically require research
- Need to process a transaction in Services & Support
  - E.g. “I need you to process/approve/route…”
- Identify something that does not seem to be working properly

Resources:
- Find the form in our Request Catalog to process your transaction request

**TIER 3**

**Where Do I Go to Request an Enhancement?**

Applies to you if you require:
- Report or System Enhancements including:
  - Advanced Configuration
  - Security Administration
  - Functional Integration

Resources:
- Enhancement Request Form
- Business Analytics Hub Help Page