Communicating within the SICAS Program

In order to best serve you, the SICAS Center asks that these procedures be followed to ensure that your communication is handled in the most efficient way possible.

Calls or emails sent directly to individual SICAS staff may wait for a period of time to be handled, due to that person’s absence, commitment on another project, etc. Once a contact has been established on a given issue, direct communication to a specific individual(s) would be appropriate.

There are several ways to communicate with the SICAS Center when you have questions or problems.

**Problem Reports:** Use the problem report submission form on the SICAS website ([http://external.oneonta.edu/sicas/login/rf_submit.asp](http://external.oneonta.edu/sicas/login/rf_submit.asp)) when the Banner software or a Banner process is not working properly. Changing the functionality of a form or process should not be considered a problem. Please provide as much information as possible when submitting a problem report. When entering a level of importance, please keep the following rule of thumb in mind.

1. **A high level means you are having a problem with a critical process or form in your production environment and cannot perform or are having difficulty performing daily tasks.**
2. **A medium level means you are having a problem in your production environment and are able to work around it with minor difficulty.**
3. **A low level means you are having a problem in your production environment that can be worked around, but you would like to have it fixed.**

Problems that are discovered while testing a new release or patch should be assigned medium or low levels.

You should research the problem on the SICAS website or the SunGard HE Customer Support Center prior to submitting it to SICAS. Many times fixes are already available on these sites.

**Questions:** The best place to submit questions about the Banner or SICAS software is to the appropriate listserv. Each of the functional groups has a corresponding listserv within SICAS and SunGard HE. Functional users often provide the best answers because they use Banner everyday. A listing of the SICAS listservs can be found at [http://external.oneonta.edu/sicas/login/mailing_list.asp](http://external.oneonta.edu/sicas/login/mailing_list.asp) and the SunGard HE listservs can be found at [http://lists.sungardhe.com/](http://lists.sungardhe.com/).
Questions can also be submitted to the SICAS Center by sending them to sicascen@oneonta.edu. Using this e-mail address will allow us to direct you question to the appropriate person and track the response. Sending e-mails directly to SICAS employees may result in delays in response time. The sicascen account is always monitored and questions are forwarded to the appropriate personnel.

**Product Enhancements:** Requests for enhancements or upgrades to the Banner software can either be done by SunGard HE or SICAS. Typically, enhancements that are specific to SUNY/New York are developed by SICAS and are given a priority based on the nature of the enhancement, urgency or the need and probability of wide implementation.

**Remote DBA:** If your campus contracts with the SICAS Center for Remote DBA Services, please continue to report all database issues to you local ITEC/SICAS technical support listserv.