Click to submit a request for data or report
(follow directions below)

SlipperyRock University ℠

All requests for data or reports from the Office of Planning, Resource Management, and Assessment should go through the IATS work order system.
(URL: https://techsupport.sru.edu/**)**

① **Log into work order system**

Welcome to the IATS Support Services work order form!

Please enter your SRU User Name and Password

User Name: [   ]

Password: [   ]

☐ Remember Me

[Login]   Forgot your password?

Use your SRU username (firstname.lastname) and password

② **Submit a request**

IATS
Slippery Rock University

v18.1.54 Education Enterprise Edition Accou

IATS Support Services Help Desk

News

03/24/2019 01:26 PM
THANK YOU FOR YOUR
CONTINUED PATIENCE!

WHAT IS AN INCIDENT?
If you already have the
technology but it is not
functioning correctly.

WHAT IS A REQUEST?
If you don't currently have the
technology or you need new
permissions or functionality

NOTE: Please select a
template or category prior to
completing all other fields.

Welcome to the IATS Support Services Help Desk,
The IATS Support Services Help Desk provides you with the support and solutions you need to quickly resolve technical problems. Here you can submit service requests, receive timely support from SysAid administrators, track your service history, and even find information that can help you independently resolve your personal IT issues.

Submit an Incident
Experiencing technical problems with existing equipment or have an issue to report? Click here to submit an incident to your IT department.

View Your Service History
Keep track of the service requests you've previously submitted and monitor the status of your reported technical problems.

Submit a Request
Have a technology request, need permissions or missing functionality? Click here to submit a service request to your IT department.

FAQ
Find helpful information that can help you quickly resolve a technical problem on your own. Try to save time by doing it yourself!

Change Request Actions
Participate in Change Management processes, approve or reject Change requests, enter comments, and view detailed Change information.

Submit a Request: to select type of request

View Your Service History: view the status of existing work orders, add information, or close submitted work orders

③ Enter report request

Select Type of Request: scroll down to *Reports and Data Requests*
    Data Request
    Report Request

③ a. DATA REQUEST

Complete all required fields and then submit.

③ b. REPORT REQUEST

Submit Request

Request Details

HOW TO SUBMIT A REQUEST

Select the Type of Request
Select the sub-category and third level category

Once other fields appears, complete the request

Template   Report Request

* Category   Report Request   Select third level category

Please select a sub-category
New Report
Update Report

Submit   Cancel

Select a sub-category
New Report
Update Report

Instructions

REPORT DESCRIPTION GUIDE

URGENCY:
Priority – 1 to 5 with 5 being most urgent.
Is there a project deadline. If so what is the date?

PURPOSE:
state the purpose of the report and give a brief description.

FUTURE AVAILABILITY:
Should the report be available for access in the future and by whom or is this a onetime request?

FORMATTING:
Report title?
File formats: Printed Report, Excel, PDF, HTML
Layout Options: Portrait or Landscape?
Chart Options: Pie Chart, Bar Chart, Line Graph
List the data fields, in the column order, for your report. Eg. ID, Name, Major ..
Does this report need to be sorted or grouped? If so what is the criteria?
What calculated fields do you wish to include in your report? Please be specific and include the formula for performing the calculation. Total number of credits, average GPA, percentage difference?

Can you provide an example? If so, please specify or attach a screenshot.

Do you have any other comments or special instructions for your report?

Complete all required fields and then submit.

* Description

PLEASE COMPLETE ALL THAT APPLY

Priority:

Project Deadline date?

Purpose of report and brief Description:

Is Access needed for future use?
Available to?

Report Title:

File Format:

Layout:

Chart Type:

Data Field column order:

Sorted by field and criteria:

Grouped by field and criteria:

Calculated Fields and formulas:

Additional Comments/Special Instructions:

**If an example is available, please attach a screenshot.

Attachments   Add

Submit   Cancel

URGENCY:
Priority – 1 to 5 with 5 being most urgent
What is the date by which you need this data?

PURPOSE:
Please state the question(s) that you are seeking to answer using this data.
Will this data be used to publish an article, write a book, or present at a conference?   If so, please attach a copy of your IRB application and approval

FORMATTING
What file format does you data need to be in? Excel, PDF, CSV, SPSS, or some other format?
What is the period of time that this data should cover?
For each record in the data, what information do you want to include?
Are there any records which should be excluded? If so, how can we filter them out?

Are there any other comments or special instructions?

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