# Problem Identification and Definition (PID)

1. **Project Name: FTCS-V2**
2. **Project Sponsors:**

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1. **Business Objectives**
   * *Assist ETSU in recording credentials for faculty for eligibility to award degrees to ETSU students in various degree programs.*
2. **Vision Statement**

*For ETSU Stakeholders which are represented within the FTCS currently who needs updated functionality for the credentialing system. The FTCS-v2 is a credentialing managing system that fulfills the credentialing needs of ETSU for SACS accreditation. Unlike the current FTCS, our product will generate all reports in a zippy, clean, and modern design. Additionally, our product will reduce time in loading reports, speed export to PDF, and reduce repeated data and clutter in report.*

1. **Scope**

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1. **User Roles**

Dean – Can update faculty credentials for an entire department

Credentialing Officer - Can update faculty credentials for a department

FTCS Proxy - Can proxy as any dean or credentialing officer

ETSU User - Can view faculty credential information and FTCS reports

1. **User Functionalities**
   1. ETSU Users shall be able to view credentialing data and FTCS reports.
   2. ETSU Users shall be able to view the Faculty Roster Report.
   3. ETSU Users shall be able to view the Graduate Assistant Roster Report.
   4. ETSU Users shall be able to view the Faculty Credentials Report.
   5. ETSU Users shall be able to view the Course Section Qualifications Percentage Report.
   6. ETSU Users shall be able to view information and guidelines.
   7. ETSU Users shall be able to access information about faculty members by Department.
   8. ETSU Users shall be able to access information about faculty members by Faculty Name.
   9. ETSU Users shall be able to access information about faculty members by Course.
   10. ETSU Users shall be able to return to the home page.
   11. Credentialing Officers shall be able to update faculty credentialing data for department.
   12. Dean shall be able to update credentialing data for college.
   13. FTCS Proxies shall be able to login as proxy for any dean or credentialing officer.
   14. FTCS Proxies shall be able update any information that proxied user can.
   15. FTCS Proxies shall be able to specify credentialing officers.
   16. FTCS Proxies shall be able to change/manage credentialing officers.
   17. FTCS Proxies shall be able to change/manage proxies.
   18. FTCS Proxies shall be able to access tasks after logged in from admin tasks dropdown menu.
2. **Special Considerations and Exclusions**
   1. Login system is behind firewall.
   2. Medical department uses different system. Out of scope.
   3. Data Acquisition Module is out of scope.
   4. Program coordinator needs special credentialing.
   5. Credentialing Officers shall be able to do all the tasks of an ETSU User.
   6. Deans shall be able to do all the tasks of a Credentialing Officer.
   7. FTCS Proxys shall be able to do all the tasks of a Dean.
3. **Glossary of Terms**

Academic Credentials - Teaching credentials based on experience gained through programs, degrees, or certifications.

Banner - University wide ERP system which holds wide variety of data for campus management.

Credentialing Officer - Typically a department chair, an authoritative user over a department.

Data Acquisition Module - Script which synchronizes Banner content to FTCS.

Dean - Authoritative user which manages credentialing for college.

ETSU User - Any user on ETSU campus behind firewall.

Faculty - Instructing or researching members at a university.

GA Credentials - Teaching credentials based on experience within a graduate program.

Professional Credentials – Teaching credentials based on experience within industry within a specific field.

Program Coordinator - Needs special credentialing.

SACS Director - Sets priority for FTCS functions.

1. **Priority List of Functionalities**
2. Re-establish existing functionality (User Functionalities 7.1-7.12 and 7.15-7.17)
3. Expand Credentialing Officer’s Tasks (User Functionality 7.14)
4. Add ability to specify credentialing officers (User functionality 7.18)
5. Add ability to export reports as a PDF (User functionality 7.13)



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