KariAnn Harjo

ITSE 1450

Professor Alonso

Projects 1 Question 1

Contact three people at your school who use information systems. List their positions, the information they need, the systems they use, and the business functions they perform.

Admissions Officer: Lynn Garis

* Position: Admissions Officer
* Information Needs: Student application data, academic records, standardized test scores, and application status.
* Systems Used: Student Information System (SIS), Customer Relationship Management (CRM) software, and admissions database.
* Business Functions: Reviewing and processing student applications, assessing eligibility, and managing the admissions process.

Registrar: Mary Leake

* Position: Registrar
* Information Needs: Student enrollment data, course schedules, academic transcripts, and degree requirements.
* Systems Used: Student Information System (SIS), course management system, and academic records database.
* Business Functions: Managing student registrations, maintaining academic records, coordinating course schedules, and ensuring compliance with degree requirements.

IT Helpdesk Technician: Jaime Riley

* Position: IT Helpdesk Technician
* Information Needs: Technical support requests, hardware and software inventory, and network issues.
* Systems Used: IT ticketing system, asset management software, and network monitoring tools.
* Business Functions: Providing technical support to students, faculty, and staff, troubleshooting IT issues, and maintaining IT infrastructure.