



Shared Services Center Best Practices – Verification Processing

Communications of Systems and Changes

1. Institution will notify Shared Services Center (SSC) when Banner Pre-Prod and Prod databases will be down for maintenance and software upgrades. This can be via email or Service Now ticket (see SNOW section below)
2. Institution will notify and provide a copy of the Verification Policy and Procedures document yearly (by December 1st for the upcoming aid year) and as any updates/changes are made to documents throughout the year. This can be provided via SNOW Ticket (see SNOW section below)
3. Institutions will notify SSC of any processing/setup changes made the CampusLogic system or processing flows. This can be provided via email or Service Now Ticket (see SNOW Section below)

Technical Systems

1. Institutions will utilize and/or implement CampusLogic CL Connect and Banner Integration for importing ISIR files/corrections and updating Banner requirements regarding verification as applicable. (CL Connect also provides a imaging integration that may be implemented as well)
 - a. Required - ISIR/Correction Imports and Exports
 - b. Required - Banner page updates to RRAAREQ (statuses and codes as Applicable)
 - c. Optional – Banner page updates ROASTAT and/or ROAPELL
 - d. Optional - Document Management Load
2. Institutions will utilize and/or implement the CampusLogic Student Forms Subsequent ISIR queue in order to filter out subsequent ISIR files that will need to be reviewed by the institution.

Banner Database

1. Institutions will complete New Aid Year Setup in Banner prior to New Aid Year software being installed (for the importing of next aid year FAFSA/ISIR files). This should be completed in September - December timeframe every year.
2. Institutions should start importing/processing new aid year FAFSA's no later than Jan 1st of every year(or as software is available and installed in production databases)
3. Institutions will import FAFSA/ISIR files at least twice a week. Daily is preferred but a minimum of twice a week to ensure files are handled in a timely manner.
4. Institutions will use the Banner Screen Applicant Comments (RHACOMM) to note things about student files (i.e., problem files, sensitive situations, etc.). This screen will be reviewed by SSC staff before working on files in CampusLogic systems. SSC will also use this page to update Institutional staff of work on student files.

ServiceNow (SNOW) Tickets

1. SSC and Institutional staff can use SNOW Incidents for several situations as noted below. The helpdesk tickets will need to be submitted per normal protocol but would need to be sure to



include this verbiage – “Route to OneUSG FAFSA Verification Group” to ensure it is routed to SSC and not ITS.

- a. Database Maintenance Notification
- b. Provide Policy and Procedure Documentation to SSC yearly
- c. Banner and/or Campus Logic Processing updates for Verification Notification
- d. Issues with files/documents/processing student files (initiated by Institution and/or SSC)