

# CAS Travel Funds System

## Service design document, terms, and conditions

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Last Revised – 7/26/2019

### I. Eligibility

This service is available to faculty and students (the user) within the College of Arts and Sciences (CAS).

### II. Purpose & History

The [CAS Travel Funds System](#) (the system) exists to carry out the purpose of the “[Faculty International Travel Support Program](#)”. The system is built within a low-code application called Knack (the vendor). The CAS Dean’s Office (the customer) commissioned the development of the system in 2019 to replace a paper-based system, which often saw the complications of an unclear process and a lack of knowledge of the status and/or details in applications throughout the process. The CAS Lead Staff group brought the issue to the attention of CAS-IT. The Associate Dean for Personnel, Budget, and Planning, Marla Reese Weber, and the Director of Business and Finance, Carrie Wieburg, provided requirements and directions to CAS-IT in the system’s development.

### III. Service Description

The system is a web-based application that allows users to create, submit, and track their applications for funding. The system has multiple roles with varying abilities by role:

	Faculty Applicants	Student Applicants	Department Viewers	Department Approvers	College Admins
<i>Create Applications</i>	X	X			
<i>View Own Applications</i>	X	X			
<i>Choose Faculty Sponsor</i>		X			
<i>View Designated Department Related Applications</i>			X	X	
<i>Add Information to Designated Department Applications</i>				X	
<i>View All Applications</i>					X
<i>Complete Applications</i>					X

The system is designed to send emails in the following scenarios.

1. The applicant receives an email confirmation when:
  - a. an applicant saves an application (on initial creation or after each edit)
  - b. an applicant submits an application
  - c. a Department Approver asks for a revision of an application
  - d. an applicant resubmits an application
  - e. the Department Approver submits an application to the college
  - f. the College-Admin completes an application

2. Department Viewers and Department Approvers who have been added to their department's travel fund distribution list (ex: [cas-travelgrants-casit@ilstu.edu](mailto:cas-travelgrants-casit@ilstu.edu)) receive an email when:
  - a. an application is submitted to their department
  - b. an application is resubmitted to their department
  - c. an application is returned to the department by the college
3. College Admins receive an email when:
  - a. applications created by Applicants (Faculty) are sent to [cas-travelgrants-international@ilstu.edu](mailto:cas-travelgrants-international@ilstu.edu)
    - i. are submitted to college
    - ii. are resubmitted to college
  - b. applications created by Student-Applicants are sent to [cas-travelgrants-student@ilstu.edu](mailto:cas-travelgrants-student@ilstu.edu)
    - i. are submitted to college
    - ii. are resubmitted to college

#### **IV. Requirements and Availability**

- [The vendor supports most popular modern browsers](#) on Windows and Mac OS like IE, Edge, Chrome, Firefox, and Safari.
- Other platforms like iOS or Android are not expected to be able to create or manage applications.
- A VPN connection is not required for off-campus access.
- An internet connection is required to connect.

This service is available 24/7/365 except during [CAS-IT maintenance windows](#) and the vendor's maintenance schedules. It is highly recommended that all invested parties subscribe to [ISU Tech Alerts](#).

#### **V. Service continuity**

This service relies on the vendor's cloud-based infrastructure where all data is stored. CAS-IT makes no backups of the data on the vendor's infrastructure.

#### **VI. Decommission of Service**

Changes/degradation in technology availability or security may cause a need to decommission or transition the service. Impacted departments would be notified if necessary.

#### **VII. Customer Support**

CAS-IT support for this service is available during normal business hours; generally, M-F 8 am to 4:30 pm except for University holidays and other closures. This service does not qualify for emergency outage support outside of normal business hours.

#### **VIII. Responsibilities**

##### **A. The User**

- Creating and maintaining applications

##### **B. The Customer**

- Managing the lifecycle of applications
- Exporting and managing system data for backup purposes as desired
- Managing role assignments of Department Viewers, Department Approvers
- Notifying CAS-IT if a user with the role of Student-Applicant needs to be changed

##### **C. CAS-IT**

- Modifying email recipients on department distribution lists
- Proactively design a positive user experience

- Configure and/or modify access permissions
- General development and maintenance of the system

**D. 3<sup>rd</sup> Party**

The parties listed below are relied upon to deliver this service. Outages and maintenance initiated by these parties may impact delivery of CAS-IT hosted services. CAS-IT will make the best efforts to coordinate with these parties.

- Illinois State University Administrative Technologies
  - Campus network backbone
  - ULID accounts
- Student Affairs IT
  - Knack contract

**IX. Fees**

Knack licenses funded by the Student Affairs IT. System development funded by CAS. There are no fees to users.

**X. Changing Standard Access**

All standard access (the users) is self-assigned upon first login. No approvals are otherwise necessary.