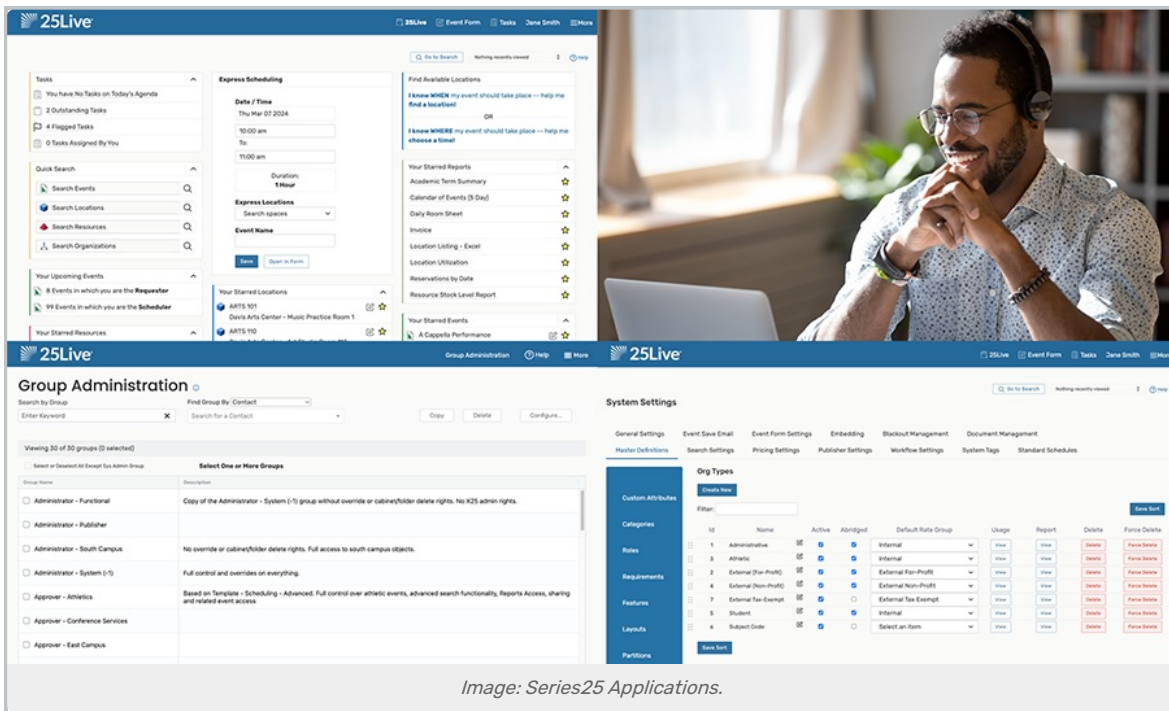# Series25 Administrative Services

Description

Translating your institution's business practices, scheduling workflows, and preferences into Series25 can be a complex, ongoing job. Most colleges and universities maintain a Series25 Functional Administrator position to have someone responsible for configuration, reviewing new functionality, requestor/approver training, and maintaining the environment. This role can be challenging to fill at some institutions, given turnover and the immediate need for an experienced professional. To assist with this challenge, we are offering the opportunity to bring an experienced CollegeNET consultant in to help with this position's responsibilities.

Image: Series25 Applications.

To provide the most flexibility and affordability, two options are available:

- **Temporary Functional Administrator**
  This option is a convenient way to "keep the ball rolling" at your institution while you decide how to fill your Series25 Functional Administrator role. An expert consultant familiar with your environment will answer questions and maintain all your Series25 tools. Implementation of new functionality is not included with this option.

- **Dedicated Functional Administrator**
  Using this option, you will get all the services needed to maintain Series25, as well as the experience and comprehensive knowledge your CollegeNET consultant has to assist with expanding and streamlining your environment for maximum efficiency. Your dedicated Administrator will spend time working with your staff to understand your institution's business process and unique needs. This option will allow you to leverage your improved Series25 environment as your needs grow.

Additional Option Details

Temporary Functional Administrator

For institutions faced with the loss of their administrator, this service offers the convenience of turning to an expert as a temporary solution to assist with Series25 administration responsibilities.

Services included:

Security

- Research and explanation of your security configuration
- Functional Security Group Copying
- The perpetuation of already defined Assignment Policy groups for new approver groups

Dedicated Support From a CollegeNET Expert Consultant

- CollegeNET consultants have years of experience working with Series25 and will assist in learning all new functionality and how it applies to your institution and business practices
- Assistance with troubleshooting Scheduled Reports

Data Cleanup and Management

- Copying of existing objects, such as event types, locations, resources, and organizations
- Modifications to Event Form configurations
- Changes to automatic Event Emails
- Troubleshooting existing Publisher feeds (no new calendars, no first-time implementations).
  - *Previous Publisher service required.*

Academic Scheduling

- The perpetuation of the existing Academic Scheduling Cycle, including Schedule25 Optimizer if configured.
  - *Previous Academic Cycle service required.*
- Assistance identifying academic scheduling

Dedicated Functional Administrator

This option provides additional services to keep your environment in line with current practice as well as assist with new functionality for institutions lacking a functional administrator.

Services Included:

Security

- Research and explanation of your security configuration
- Functional Security Group Creation and Copying
- The perpetuation of already defined Assignment Policy groups for new approver groups
- Managing 25live abridged lists
- Managing 25live Security Group Options and rules

Dedicated Support From a CollegeNET Expert Consultant

- CollegeNET consultants have years of experience working with Series25 and will assist in learning all new functionality and how it applies to your institution and business practices
- Assistance in troubleshooting newly developed webservices calls
- Assist in the configuration of workflow (testing is client responsibility)
- Assist with client-led, bi-annual *user* and *approver* training using our "train the trainer" model.
- Assistance with event save email functionality
- Event Import (CSV) troubleshooting assistance with client created extracts
- Assistance with Blackout Management

Data Management

- Copying/Creating new objects, such as event types, locations, resources, organizations, and security groups
- Creation and Modification to Event Forms (testing is the client responsibility)

conflicts (printed report - any binding is the responsibility of the client)

> **ℹ️ Services NOT Included**
>
> *While the following services are **not** included, additional assistance can be negotiated separately with your Series25 Account Manager.*
>
> - Significant restructuring such as moving to a new cabinet/folder structure or historical event Object Level Security changes
> - Custom reporting
> - New pricing implementations
> - X25 Analysis
> - Creation of new publisher feeds or embedding them in a CMS
> - Workflow restructuring (significant changes or creation of FLS, AP, and OLS)
> - Academic scheduling conflict resolution or bound group management
> - Event Import (CSV) troubleshooting
> - Webservices third-party integrations
> - Training end users on the operation of 25Live

- Implementation of automatic Event Emails and Scheduled Reports
- Troubleshooting and creation of Publisher feeds (template format required, no first-time implementations).
  - *Previous Publisher service required.*

Academic Scheduling

- The perpetuation of the existing Academic Scheduling Cycle, including Schedule25 Optimizer, if configured.
  - *Previous Academic Cycle service required.*
- Assistance identifying academic scheduling conflicts (printed report - binding is the responsibility of the client)
- Review and assist in ideal LYNX configurations
- Creation of the import and export extract sets
- Provide scope and assistance to the academic scheduler for final exams

> **ℹ️ Services NOT Included**
>
> *While the following services are **not** included, additional assistance can be negotiated separately with your Series25 Account Manager.*
>
> - Custom reporting
> - X25 Analysis
> - Creation of new publisher feeds or embedding them in a CMS
> - No academic scheduling conflict resolution, only reporting
> - No web services third-party integration implementation

***Note:** Assistance is markedly different than implementation. Assistance with a software product denotes ownership at the institution, not with CollegeNET. All new significant implementations will require specifically signed services, coordinated with the SaaS Administrator and your Account Manager.*

Prerequisites For Both Administrator Options

- An operational Series25 environment containing customer data.
- Licensing of any products noted above, including the Series25 LYNX Interface and the Schedule25 Optimizer
- Completion of an Academic Cycle service with a CollegeNET consultant (for LYNX and Optimizer assistance)
- Completion of a Publisher Training service with a CollegeNET consultant (for Publisher assistance)
- One or two dedicated "point people" for relaying communication at your institution

Please contact your CollegeNET Account Manager (series25implementation@collegenet.com**) for pricing and details.**