Is oZONE support 24/7?
Supporting oZONE presents a unique challenge.

Besides the limited interruptions for upgrades and patches associated with any system, oZONE is available any time day or night. However, we cannot resolve all support issues round the clock.

Students, faculty, and staff should e-mail ozonehelp@ou.edu for all functional support issues – those issues dealing with the actual content of oZONE and its channels. The oZONE Help email is monitored during regular business hours Monday through Friday 8 am to 5 pm.

For technical support, such as log in problems, forgotten passwords, locked out accounts, or unresponsive services, students, faculty, and staff can contact OU IT 24 hours a day, 7 days a week at (405) 325-HELP, support.ou.edu, needhelp@ou.edu, or in person at one of our OU IT Service Centers. More technical or functional issues are routed to the appropriate contact for resolution.

The Home tab in oZONE will also contain a support channel with links to a variety of online resources, FAQs, etc.

Beginning August 17, students receiving financial aid can log in to oZONE and see their available funds for fall 2009.

While all OU employees and students can view most oZONE channels, the channels containing student education records will display only for those with legitimate educational interests in those records.

The Provost’s office and OU Enrollment Services have defined three general access roles based on job function: Faculty and/or staff who advise students, instructors who do not advise students, and staff who are not instructors or advisers but whose jobs require access to student information.

**ACCESS TO STUDENT INFORMATION**

- **Instructor/advisor role:** Faculty and/or staff who advise students. The Academics tab will contain Degree Navigator and a Transcripts channel that displays student records much like the current DSPR screens in CICS. Each instructor with this role can also view details for the students in his or her classes.

- **Instructor role:** Instructors who do not advise students. The Academics tab will contain a channel where each instructor can view details for the students in his or her classes, a Desire 2 Learn channel, and a general student inquiry channel similar to the current RA20 screens in CICS.

- **Staff role:** Staff who are not instructors or advisers but whose jobs require access to student information. The Academics tab will contain a general student inquiry channel similar to the current RA20 screens in CICS.

**HOW SECURITY IS MANAGED**

- **Current employees:** In preparation for September 28, the oZONE team has assigned current OU employees one of the roles described. Employees who currently have DSPR access are assigned an instructor/advisor role. The Provost’s office assigned Instructor roles. Those employees who currently have only RA20 access in CICS are assigned a Staff role in oZONE.

- **Employees hired after September 28:** OU Enrollment Services will provide a form for departments to request new employee role assignments. This process streamlines the current practice which requires two forms.

**COMING NEXT WEEK IN VOLUME 10 …**

**CONVERSION SHUTDOWN OF CICS AND OTHER SELECTED SERVICES SEPTEMBER 18-28 – AVAILABLE SERVICES**

The September 2009 implementation will require that we disable updates to CICS from 5 pm Friday, Sept. 18, until 7 am Monday, September 28, while millions of records are converted to oZONE. Most of the data in CICS will remain available on a view-only basis during that period. Watch for oZONE Alert Volume 10 for details.