

# REPORTING BRIEF

June 29, 2021

## COLLEGE ROLES RELATED TO REPORTING IN CTCLINK

### Reporting Lead

The college ctcLink Reporting Lead is the responsible point-of-contact for SBCTC Data Services on reporting-related topics (e.g. training and maintenance). ctcLink Reporting Lead responsibilities include:

- Be the main point of contact for SBCTC relating to query development.
- Authorizes which college staff are designated query developers.
- Set up and follow an internal process that ensures all query development and/or modification requests from their college are first sent to the query developers at their institution. If the query is not able to be developed or modified by the college query developer team then the college query development staff will submit the request to the State Board, not the end user.
- Enforces the query development life cycle with their query developers.
- Serves as an active member of the Query Governance group by attending monthly meetings and other duties as needed.
- Address query development training needs.
- Have a high-level understanding of query security.
- Manage yearly query validation and archive process for their college.
- Assume responsibility for maintaining each of their college specific queries.

This is an ongoing, long-term position as the need for new reports and queries will always exist. This role is necessary early in the deployment schedule, through the duration of the implementation, and post Go-Live.

### Organizational placement recommendation

- Recommended to be in an information technology (IT) or institutional research (IR) position

### Skills needed and/or developed through Implementation Activities

- Must have working knowledge of PS Query and SQL, but does not necessarily have to be a query developer
- Working knowledge of other reporting tools used in ctcLink such as Oracle Business Intelligence (BI) Publisher
- Strong communication skills as the liaison between college SMEs and query developers
- An understanding of the college's non-PeopleSoft reporting strategy and structures, such as a local ODS, data warehouse, MS Reporting Services, Tableau or other BI tools used by the college. Such knowledge will assist in determination of redundant reporting

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#### CONTACT INFORMATION

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## Training

### Required Training

- ctcLink SBCTC training courses

### Recommended Training

- Core Microsoft, Excel, SQL
- Analytical and research skills courses

### Optional Training

- [Oracle University training](#)

## Query Developers

Each college will designate one or more ctcLink Query Developers for each pillar. Query Developer responsibilities include:

- Be front line for query development requests and escalate the request to Data Services if needed
- Always search for existing queries before developing new ones
- Develop queries in PCD as needed by their college
- Work closely with their college's SME's to align query output with business process input procedures

## Skills needed and/or developed through Implementation Activities

- Understanding of the business processes and data is very helpful
- Technical aptitude, not necessarily a technical background
- Prior experience writing queries would certainly help!
- Each college's Data Express writers may be a good place to start
- Desire to learn a new skill

## Training

### Required Training

- Query Development Life Cycle (QDLC) – Available in Canvas
- PeopleSoft Query 101 – Available in Canvas or In Person

### Optional Training

- PeopleSoft Query 201 - Canvas or In Person
- PeopleSoft Query 301 - Canvas or In Person
- Weekly Fundamentals Lab – WebEx
- More training in the works!



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