Version 1.0 (2021-9)

# ICC Service Request – Use Case Template

Please replace the instructional brackets with your answers.

## Data and Systems

For this section, provide any information you have available at this moment. This will help ICC prioritize this request and prepare for next steps. Once the request is received, ICC will contact you to gather additional requirements.

* **Name / Email:** {Insert your name and email.}
* **Time constraints / desired completion timeframe:** {Describe your desired timeframe. Note: This will require prioritization and scheduling with existing ICC workload. ICC will be in touch to discuss possible delivery dates.}
* **Data requested:**
* **Required:** {Describe the data you want to access. Provide data source information such as system name(s), table(s) or field names if known.}
* **Optional:** {Describe any optional, nice-to-have data you want to access}
* **Data request frequency:** {Will you need to access the data in real-time? Daily? Other?}
* **Data population:** {Is this data related to Students, Employees, or other groups?}
* **Data coverage:** {Do you require enterprise-wide data? Only for a specific campus (if student related)? Only for a specific org(s) (if employee related)?}
* **Source system(s):** {List any preferred data sources, ex: Banner, EDW}
* **Target system(s):** {Describe the target system(s) that will interact with the integration}
* **Request type:** {Describe your preferred integration, if applicable. Ex: P2P, Event Streams, Web Service}
* **Affected client systems:** {Describe any other affected client systems not already listed under "Target system(s)"}
* **Additional Info:** {Provide any other relevant requirements information not captured above.}

## Security and Approval

(For ICC Use Only)

* **Data audience:**

* **Data classification (high risk, sensitive, internal, public):**
* **Data access approvals needed:**