UCard Problem Management V3

Membership Management & Sports Centre

```
[Card does not work for Library membership]
        ↓
[Membership Services, ASSL check Aleph]
        ↓
<Is cardholder entitled to membership?>
    → NO → [Inform cardholder] → (END)
    ↓ YES
[Create an IT service request Help-ucard@bristol.ac.uk]
        ↓ UoB IXO ref
[IT deal with service request]
        ↓ Response to a/c query
[Inform cardholder]

[Card does not work for Sports membership]
        ↓
[Sports Centre check TLMS]
```

Card Issue

```
[No card received]   [Card lost or damaged]
            ↓
        [Card Services]
            ↓
        [Issue Card]
            ↓
        (END)
```

Local UCard Admin (LUCA)

```
[Card does not allow access]
        ↓
      [LUCA]
        ↓
<Card expired?> → YES → [Refer to home department]
        ↓ NO
<Access set correctly?>
    → YES → <Card defective?> → YES → [Security Systems Admin.]
                              → NO
        ↓ NO
[Set access rights]
        ↓
      (END)
```

Access Control Admin.

```
[Security Systems Admin.]
        ↓
<Access permissions setup correctly?>
    → NO → [Correct permissions]
    ↓ YES
<Problem resolved?>
    → YES → [Inform LUCA and cardholder] → (END)
    ↓ NO
<Hardware and s/w operating correctly?>
    → NO → [Call OCS 24 hr Support 0844880771 sss@ocs.co.uk] → [OCS deal with service request]
    ↓ YES                                                              ↓
[Create an IT service request Help-ucard@bristol.ac.uk]        <DB/script problem?>
    ↓ UoB IXO ref                              ← YES ←              → NO → [OCS fix fault]
[IT deal with service request]
```

Student Dept. Personnel LUCA

```
[Cardholder details are incorrect on card]
        ↓
[Home department]
    ↓ Student         ↓ Staff          ↓ Visitor
[Student Systems]  [Personnel]      [LUCA]
    ↓                 ↓                 ↓
(SITS)             (PIMS)           (OnGuard/Salto)
        ↓
    (OnGuard)
        ↓
[Card Services]
        ↓
[Issue Card]
        ↓
      (END)
```