

## 1. Document Overview

This document was drafted to facilitate the ‘triage’ process when a faculty member (or delegate) reports a data quality issue in My CV for pre-populated data from an institutional source. The following areas are included in this document:

- Profile (sourced from SAP)
- BU Appointments (sourced from SAP)
- Education (sourced from SAP)
- Publications (from Academic Analytics and External Sources that are searched by default by the software)
- BU Grants (from Kual Research)
- BU Proposals (from Kual Research)
- BMC Grants (from BMC’s InfoEd)
- Courses taught (from BU Registrar system)
- Questrom Secondary Appointments (sourced from Course Planning system)

If these triage processes are followed and it is determined that a ticket should be submitted for IS&T to investigate further, please use the **following link**:

[http://www.bu.edu/help/tech/SAP \(frequently known as BUWorks\)/](http://www.bu.edu/help/tech/SAP (frequently known as BUWorks)/)

This will help direct the ticket to the appropriate group and minimize the risk of it being misrouted.

Refer to [Section 8](#) for further details

## 2. Profile Data

The following screenshot, taken from My CV, maps the components of the “Profile” data referenced below in section 2.



### 2.1. Name

User has reported: My name is not displaying as expected. The following are the most frequent scenarios:

### 2.1.1. User last name is repeated, such as John Smith Smith

This is occurring because the user has entered a Preferred Name in SAP (frequently known as BUWorks), which is replacing only their **first name** in My CV. Provide the following steps to the user to fix this issue:

1. Log in to SAP
2. Navigate to the Employee Self-Service page
3. Click Personal Information
4. Click Personal Profile
5. Click the pencil icon under the Personal Data section of the screen
6. Modify your Preferred Name

In this Preferred Name field, they should enter the name that they would like to display as their **first name** in My CV.

### 2.1.2. User name is spelled incorrectly or capitalized incorrectly

This is occurring because the user's name is incorrectly spelled or capitalized in SAP. This error must be corrected by BU Human Resources. A My CV user, delegate, or liaison will not be able to correct the error. Provide the following steps to the user to fix this issue:

1. Submit a request to the BU Human Resources Service Center team by contacting [hr@bu.edu](mailto:hr@bu.edu)
2. Include detailed information about the error and correction required

## 2.2. Title

User has reported: My title is not displaying as expected. The following are the most frequent scenarios:

### 2.2.1. User title needs to be updated

The source of this data is "Job" field for the user's Primary Academic Appointment position, which can be seen on the "OM Maintain" form for existing positions and selected on the "Create" when a new position is needed.

For example, in the screen shot below the "Professor" text is what is displayed in My CV, which is populated based on the selection of "Job" as indicated by the green arrow.

Organizational Unit: *	10000593	<input type="checkbox"/>	Verify OrgUnit Data	020040	College & Grad
Job: *	20001504	<input type="checkbox"/>	Verify Selected Job	PROF	Professor

If the user does not have a Primary Academic Appointment in SAP (frequently known as BUWorks), the source of this data is "Job" field from the user's Main Assignment position.

If the user feels that this should be reflected differently, the My CV Liaison should work with the Faculty Actions Manager and/or Payroll Coordinator to make updates to the user's position within SAP.

Once the update is made in SAP, the changes will be reflected in My CV the next business day. The My CV Liaison should confirm that the change is reflected in My CV and then should communicate back to the user that the action is complete.

### 2.3. Primary Groups (School/College)

User has reported: My school/college is not displaying as expected. The following are the most frequent scenarios:

#### 2.3.1. User appointment needs to be updated

The logic of this field is based on the Master Cost Center of the user’s Primary Academic Appointment, if they have an Academic Appointment, or their Main Assignment if they do not have any Academic Appointments.

If the Master Cost Center of the user’s Main Assignment does not indicate that the position is within a School or College, the field will say “**Administration.**” For example, if a user’s Master Cost Center displays “Information Services & Technology”, that user will see that their primary group label is Administration.

If the user feels that this should be reflected differently, the My CV Liaison should work with the Faculty Actions Manager and/or Payroll Coordinator to make updates to the user’s position within SAP (frequently known as BUWorks).

Once the update is made in SAP, the changes will be reflected in My CV the next business day. The My CV Liaison should confirm that the change is reflected in My CV and then should communicate back to the user that the action is complete.

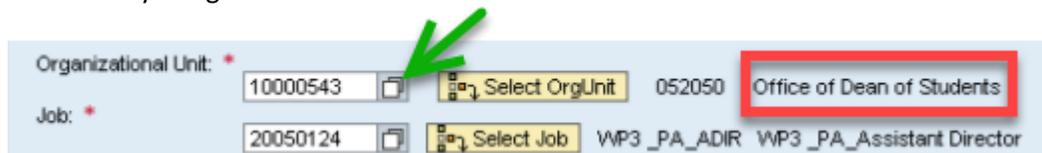
### 2.4. Department

User has reported: My department is not displaying as expected.

#### 2.4.1. User appointment needs to be updated

The logic of this field is based on the Master Cost Center of the user’s Primary Academic Appointment position, if they have an Academic Appointment, and their Main Assignment if they do not have any Academic Appointments.

For example, in the screen shot below the “Office of the Dean of Students” text is what is displayed in My CV, which is populated based on the selection of “Organization Unit” as indicated by the green arrow.



## My CV – Data Quality Triage Steps – Standard Operating Procedures

If the Master Cost Center of the user's Main Assignment does not indicate that the position is within a School or College, the field will say "**Administration.**" For example, if a user's Master Cost Center displays "Information Services & Technology", that user will see that their primary group label is Administration.

If the user feels that this should be reflected differently, the My CV Liaison should work with the Faculty Actions Manager and/or Payroll Coordinator to make updates to the user's position within SAP (frequently known as BUWorks).

Once the update is made in SAP, the changes will be reflected in My CV the next business day. The My CV Liaison should confirm that the change is reflected in My CV and then should communicate back to the user that the action is complete.

### 2.5. Phone Number

User has reported: My phone number is not displaying as expected.

#### 2.5.1. User can update phone number via Employee Self Service.

This can be fixed by the user in SAP Employee Self Service (frequently known as BUWorks). Provide the following steps to the user to fix this issue:

1. Log in to SAP
2. Navigate to the Employee Self-Service page
3. Click Personal Information
4. Click Office Address
5. Click Edit/Create
6. Modify your "Office Phone #"
7. Click Review
8. If the new phone number looks correct, click Save

### 2.6. Mailing Address

User has reported: My mailing address is not displaying as expected.

#### 2.6.1. User can update mailing address via Employee Self Service.

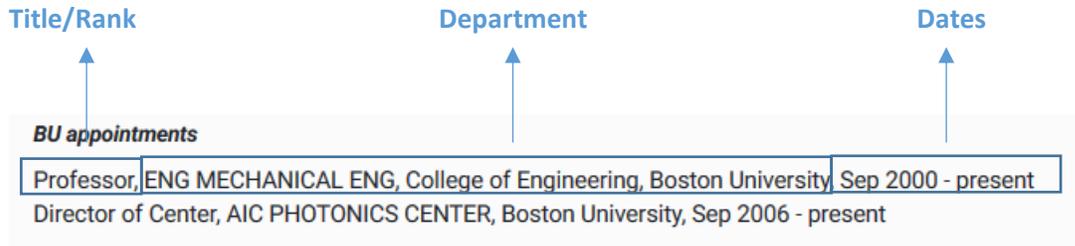
This can be fixed by the user in SAP Employee Self Service (frequently known as BUWorks). Provide the following steps to the user to fix this issue:

1. Log in to SAP
2. Navigate to the Employee Self-Service page
3. Click Personal Information
4. Click Office Address
5. Click Edit/Create
6. If the Building listed is incorrect, select the correct Building from the drop down list

7. If the Office Room # is incorrect, make the necessary changes
8. Click Review
9. If the address looks correct, click Save

### 3. BU Appointment Data

The following screenshot, taken from My CV, maps the components of the “BU Appointment” data referenced below in section 3.



This data should be representative of the appointment data that is in SAP (frequently known as BUWorks) and should show all **current/active** appointments. It should reflect both Academic and Administrative appointments, as well as Primary and Secondary appointments in SAP.

#### 3.1. Title/Rank

User has reported: My title/rank is not displaying as expected. The following are the most frequent scenarios:

##### 3.1.1. Title/Rank is incorrect

The source of this data is “Job” field for the user’s appointment (Academic or Administrative), which can be seen on the “OM Maintain” form for existing positions and selected on the “Create” when a new position is needed.

For example, in the screen shot below the “Professor” text is what is displayed in My CV, which is populated based on the selection of “Job” as indicated by the green arrow.



If the user feels that this should be reflected differently, the My CV Liaison should work with the Faculty Actions Manager and/or Payroll Coordinator to make updates to the user’s position within SAP (frequently known as BUWorks).

Once the update is made in SAP, the changes will be reflected in My CV the next business day. The My CV Liaison should confirm that the change is reflected in My CV and then should communicate back to the user that the action is complete.

## 3.2. Department

User has reported: My department is not displaying as expected. The following are the most frequent scenarios:

### 3.2.1. Department/School/College is incorrect.

The source of this data is Master Cost Center from the user's Primary Academic Appointment position. If the user does not have a Primary Academic Appointment in SAP (frequently known as BUWorks), the source of this data is the Medium Job Text from the user's Main Assignment position.

The Master Cost Center can be seen on the "OM Maintain" form for existing positions and on the "Create" form for new positions. The text associated with the selected Master Cost Center can be seen to the right of the "Organizational Unit" selector.

If the user feels that this should be reflected differently, the My CV Liaison should work with the Faculty Actions Manager and/or Payroll Coordinator to make updates to the user's position within SAP.

Once the update is made in SAP, the changes will be reflected in My CV the next business day. The My CV Liaison should confirm that the change is reflected in My CV and then should communicate back to the user that the action is complete.

## 3.3. Dates

User has reported: My appointment dates are not displaying as expected. The following are the most frequent scenarios:

### 3.3.1. The start date is incorrect.

The source of this data is "Position Rank Effective Date" field within the "Dates" section of the "Hiring-Faculty" or "Hiring CRC-Lecturer" form in SAP (frequently known as BUWorks). If the user feels that this should be reflected differently, the My CV Liaison should work with the Faculty Actions Manager and/or Payroll Coordinator to make updates to the user's position within SAP.

Once the update is made in SAP, the changes will be reflected in My CV the next business day. The My CV Liaison should confirm that the change is reflected in My CV and then should communicate back to the user that the action is complete.

### 3.3.2. The end date shows "present" when the appointment has ended

Only current/active appointments are displayed in My CV. If an appointment has ended but is showing up as active (i.e. end date shows as "present"), then data must be added in SAP.

The source of the appointment data is the IT9001 form in SAP (frequently known as BUWorks). This form may also be known as the Faculty Data Maintenance form or the New Faculty Contract Information form.

If a user reports a previous appointment is showing up with an end date of “present”, the most likely cause is either:

1. That the IT9001 record for the true current appointment (the one not showing in My CV) does not have a date in the Position Rank Effective Date in the Faculty Data Maintenance form in SAP; or,
2. That the previous appointment (the one showing in My CV) was not properly ended. In order to end an appointment without starting a new one (e.g. not a promotion from Assistant Professor to Associate Professor, but truly an ended appointment), a new record must be created in IT9001 with the same “Position Rank Effective Date” as the appointment that is being ended but with a “Decision” of “9 – Rank Ended”.

The My CV Liaison should work with the Faculty Actions Manager and/or Payroll Coordinator to make updates to the user’s appointment record(s) in SAP.

Once the update is made in SAP, the changes will be reflected in My CV the next business day. The My CV Liaison should confirm that the change is reflected in My CV and then should communicate back to the user that the action is complete.

### 3.4. Appointments are missing or displaying incorrectly

User has reported: My BU appointment is missing. The following are the most frequent scenarios:

#### 3.4.1. A Current/Active Appointment is missing

The source of the appointment data is the IT9001 form in SAP (frequently known as BUWorks). This form may also be known as the Faculty Data Maintenance form or the New Faculty Contract Information form.

If a user reports that an appointment is missing, it is most likely to be an administrative appointment and the most likely cause is that the record for this appointment was never added in SAP. The My CV Liaison should work with the Faculty Actions Manager and/or Payroll Coordinator to make updates to the user’s appointment record(s) in SAP.

Once the update is made in SAP, the changes will be reflected in My CV the next business day. The My CV Liaison should confirm that the change is reflected in My CV and then should communicate back to the user that the action is complete.

#### 3.4.2. A Current/Active Appointment is displaying incorrectly

Though the original source of the appointment data is from the IT9001 form in SAP (frequently known as BUWorks) (this form may also be known as the Faculty Data Maintenance or New Faculty Contract Information form), the information passes through the Faculty Appointment SAP History Report, which is available in the SAP Business Warehouse (BW).

This report has some logic built into it which may cause appointments with data quality issues to be excluded. If a faculty member reports that a previously held appointment is displaying in My CV, rather than their current appointment, the following are the most likely issues:

1. There is not a date in the Position Rank Effective Date assigned to the current appointment in the Faculty Data Maintenance form in SAP.

2. The current appointment has a Decision other than “9-Rank Ended” in the Faculty Data Maintenance form in SAP.

The My CV Liaison should work with the Faculty Actions Manager and/or Payroll Coordinator to make updates to the user’s appointment record(s) in SAP.

Once the update is made in SAP, the changes will be reflected in My CV the next business day. The My CV Liaison should confirm that the change is reflected in My CV and then should communicate back to the user that the action is complete.

#### 3.4.3. A Historical/Inactive Appointment is missing

Only current/active appointments are displayed in My CV. BU appointments that are no longer active have not yet been imported into My CV.

Historical appointment data, including inactive appointments in SAP (frequently known as BUWorks) (appointments held since 2011 that are no longer held) and pre-SAP appointments (prior to 2011) from other BU source systems (such as FACTS or ALFA) is planned to be imported to My CV at a later date. Please use the following message to communicate this back to faculty:

*At this time, only your current BU appointments are being pre-populated into your My CV Profile. Please do not add your past BU appointments at this time because they will be automatically populated into My CV for you in the future.*

#### 3.4.4. Secondary Appointments (for non-Questrom School of Business users) that cannot be put into SAP (because there is no organizational unit set up in SAP)

If there is no organizational unit in SAP (frequently known as BUWorks) to set up a position/appointment to reflect the secondary appointments, the user has the ability to manually add the appointment(s) in other sections of My CV. Please use the following instructions when communicating with the user:

##### **Add an Academic Appointment:**

To add an Academic appointment, navigate to your profile page by clicking Menu > Edit Profile (under the My Account > Profile heading). Under the Academic appointments heading, click the green plus sign. Enter all relevant information, and when you are ready to save, click the green check mark button.

##### **Add an Administrative Appointment:**

Administrative appointments are called Non-academic employment in My CV. To add an administrative appointment, navigate to your profile page by clicking Menu > Edit Profile (under the My Account > Profile heading). Under the Non-academic employment heading, click the green plus sign. Enter all relevant information, and when you are ready to save click the green check mark button.

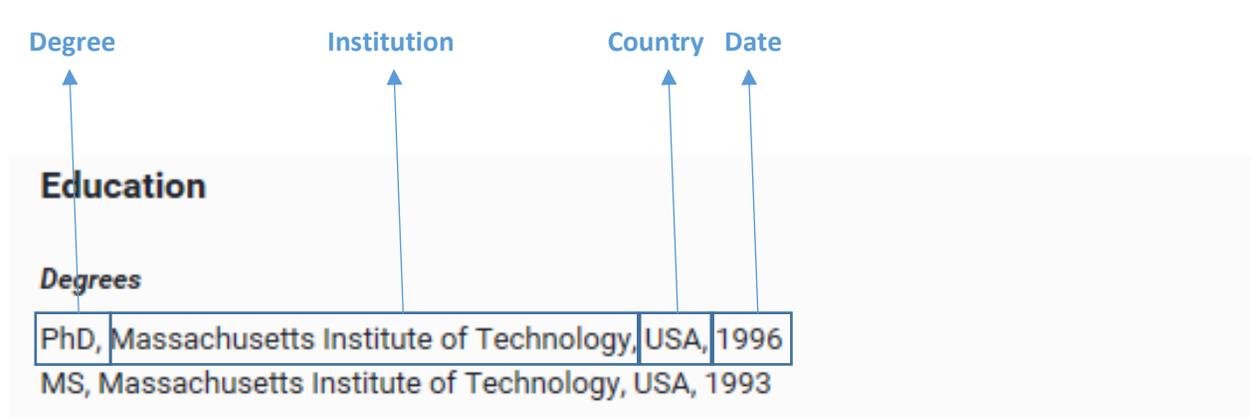
#### 3.4.5. Other Scenario: Questrom School of Business Secondary Appointments

The source of this data is the Questrom Personnel system. Secondary appointments for Questrom School of Business users are automatically imported into My CV as the custom Professional Activity type “Secondary Appointment.” If a secondary appointment appears

to be missing from a user’s profile or data in My CV for a secondary appointment is not correct, please direct the user to contact their Department Administrator and work with Questrom Faculty Actions to add the appointment or correct the error.

## 4. Education Data

The following screenshot, taken from My CV, maps the components of the “Education” data referenced below in section 4.



The source of this data is the Education Maintenance form (IT022) in SAP (frequently known as BUWorks). Data for the faculty member’s highest degree should be accurate, but previous degrees may be missing or have incorrect information.

**Education records are only imported into My CV for employees who have at least one academic appointment in BUWorks.** If the person who is reporting missing education information in My CV does not have an academic appointment, they should be instructed to manually add their education into the “certifications” section of their Profile by following these steps:

- a. Click photo icon on the home page
- b. Click “edit profile” button in the top right-hand corner of the screen
- c. In the “certifications” section, click “add a certification”
- d. Enter relevant information and click the green check mark at the bottom of the screen to save

### 4.1. Degree Type

User has reported: My degree type is not displaying as expected. The following are the most frequent scenarios:

#### 4.1.1. Degree Type is incorrect

The source of this data in SAP (frequently known as BUWorks) is the “Degree/Award” field in the Education Maintenance form. If the user feels that the degree type is incorrect, the My CV Liaison should work with the Faculty Actions Manager and/or Payroll Coordinator to make updates to the user’s education record within SAP. The “Degree/Award” field is a dropdown

entry field, so it is limited to the options available. If a new Degree/Award type should be added the My CV Liaison should work with their Faculty Actions Manager to add it.

## 4.2. Institution Name/Country

User has reported: My institution is not displaying as expected. The following are the most frequent scenarios:

### 4.2.1. Institution Name is in all lowercase

The source of this data in SAP (frequently known as BUWorks) is the “Institution Name” field in the Education Maintenance form. If the name of the institution is appearing in all lowercase, the My CV Liaison should work with the Faculty Actions Manager and/or Payroll Coordinator to make updates to the user’s education record within SAP.

Once the update is made in SAP, the changes will be reflected in My CV the next business day. The My CV Liaison should confirm that the change is reflected in My CV and then should communicate back to the user that the action is complete.

### 4.2.2. Institution is incorrect

The source of this data in SAP (frequently known as BUWorks) is the “Institution Name” field in the Education Maintenance form. If the user received the given degree from a different institution than the one listed, the My CV Liaison should work with the Faculty Actions Manager and/or Payroll Coordinator to make updates to the user’s education record within SAP.

Once the update is made in SAP, the changes will be reflected in My CV the next business day. The My CV Liaison should confirm that the change is reflected in My CV and then should communicate back to the user that the action is complete.

### 4.2.3. Country of institution is incorrect

The source of this data in SAP (frequently known as BUWorks) is the “Institution Country/State” field in the Education Maintenance form. If the country of the institution is incorrect, the My CV Liaison should work with the Faculty Actions Manager and/or Payroll Coordinator to make updates to the user’s education record within SAP.

Once the update is made in SAP, the changes will be reflected in My CV the next business day. The My CV Liaison should confirm that the change is reflected in My CV and then should communicate back to the user that the action is complete.

## 4.3. Dates

User has reported: My degree dates are not displaying as expected. The following are the most frequent scenarios:

#### 4.3.1. Degree date is incorrect

The source of this data in SAP (frequently known as BUWorks) is the “Start Date” for the degree in the Education Maintenance form. If the user feels that the degree date is incorrect, the My CV Liaison should work with the Faculty Actions Manager and/or Payroll Coordinator to make updates to the user’s education record within SAP

Once the update is made in SAP, the changes will be reflected in My CV the next business day. The My CV Liaison should confirm that the change is reflected in My CV and then should communicate back to the user that the action is complete.

#### 4.4. Education degrees are missing

User has reported: My degree information is missing. The following are the most frequent scenarios:

##### 4.4.1. Education degree is missing

The source of this data is the Education Maintenance form (IT022) in SAP (frequently known as BUWorks). If the user feels one of their degrees is missing, the My CV Liaison should work with the Faculty Actions Manager and/or Payroll Coordinator to add a new education record within SAP.

Once the update is made in SAP, the changes will be reflected in My CV the next business day. The My CV Liaison should confirm that the change is reflected in My CV and then should communicate back to the user that the action is complete.

### 5. Publication Data

#### 5.1. Associated, but not mine

User has reported: There are publications associated to my profile that are not mine. The following are the most frequent scenarios:

##### 5.1.1. The publication was imported from Academic Analytics

Publication records from Academic Analytics are imported into My CV. These records are assumed to belong to the faculty, and therefore appear in an already claimed state in My CV.

To confirm that the claimed publication – which does not belong to the faculty member – came from Academic Analytics go through the following steps:

1. Navigate to the user’s claimed publications list; this is the tab labeled “Mine”
2. Click on the title of the publication that is claimed but does not belong to the faculty member
3. Under the data sources section, you will see that one of the sources is “Academic Analytics”

This issue can be **temporarily** resolved in My CV by returning to the claimed publication list and clicking the red X icon under this publication. **However**, because the import from Academic Analytics is done semi-regularly, this issue must be resolved in Academic Analytics. The My CV

Liaison should report this issue to the BU Libraries (using the email address [disc@bu.edu](mailto:disc@bu.edu)) and should include the publication DOI and the issue. A team member from the BU Libraries will report the issue to Brian Watson at Academic Analytics ([bwatson@academicanalytics.com](mailto:bwatson@academicanalytics.com) / 919-341-9314).

## 5.2. Publications are missing

User has reported: I have publications that are currently not associated in my profile. The following are the most frequent scenarios:

### 5.2.1. Publications published before 2011 are missing.

The BU Libraries performed pre-grooming for faculty profiles only for scholarly articles, conference papers, books, and book chapters published 2011-2017. On an individual basis, the BU Libraries will add the remainder of faculty's publications, including additional publication types.

The My CV Liaison should direct the faculty member to email an updated copy of their CV to BU Libraries (using the email address [disc@bu.edu](mailto:disc@bu.edu)). A team member from the BU Libraries will add the remaining publications and confirm with the faculty member when this has been completed.

### 5.2.2. A few publications are missing.

The My CV Liaison should direct the faculty member to either add the publications manually or email publication information to BU Libraries (using the email address [disc@bu.edu](mailto:disc@bu.edu)). A team member from the BU Libraries will add them manually on the faculty member's behalf.

## 5.3. Publication data is inaccurate/incomplete

User has reported: Some data about my publications, such as the title or publication date, are incorrect or incomplete.

The My CV Liaison should direct the faculty member to create a manual entry for that publication and correct the inaccurate information or add missing information.

## 6. Course Data

### 6.1. My course data is incorrect or missing

User has reported: My course data is incorrect or missing

First review the course-related FAQs (included below), to see if the question is addressed.

- Q: Why does My CV only pre-populate courses that I have taught recently?
  - A: At any given time, only three calendar years' worth of course you've taught at BU are reflected in My CV. This decision was meant to keep the course list in My CV from being too repetitive. If you wish for an older course to be reflected in your My CV profile, it is quick and easy to add a manual record. See section 4 of the My CV-Teaching User Guide, which can be found on the [Training and Support page](#).
- Q: Why do some of my courses appear to have combined course names and course numbers?

- A: In order to reflect the cross-disciplinary aspect of the cross-listed courses you've taught, there is some combining of course information for courses that meet the criteria for cross-listed courses. If you have a concern about the display of one of your BU courses, please fill out and submit the [Feedback on Pre-Populated Data Fields form](#), or contact your [My CV Liaison](#), as these issues need to be addressed in the Registrar system.

#### 6.1.1. My course data is incorrect or missing

Unless the question is addressed by any of the course feed FAQs (listed above and on the My CV Project Website), this is likely due to a data issue in the source system, which needs to be resolved by either the Registrar's Office or Enrollment Services. Please send an email with the issue details to [mycvcirse@bu.edu](mailto:mycvcirse@bu.edu) and include "My CV" in the subject line. This will automatically create a ticket and assign it to the correct group of people.

#### 6.1.2. Co-taught courses: my course is missing

Based on the rules in place for pulling course records from the Registrar's System, there are some scenarios where a co-taught course cannot be pre-populated into My CV. We advise that you follow the same process as for reporting incorrect or missing data for courses [[Send an email with the issue details to [mycvcirse@bu.edu](mailto:mycvcirse@bu.edu) and include "My CV" in the subject line, which will open and assign a ticket]], but if it is possible to determine ahead of time that the missing course is co-taught, that would be helpful information to include in the ticket opened.

In the event that the course cannot be included in the feed to My CV, you will be notified through the ticket opened. Here is the canned response that can be sent to the faculty member"

*We have done some investigation into the missing course and have a solution – though it is less than ideal.*

*Based on the way some co-taught courses are captured in the Registrar's System and the design of the data feed from the Reg. System into My CV, this course cannot be transferred into My CV automatically at this time. We recognize this as a shortcoming and will be looking into whether there is any way to overcome it between now and next year's Faculty Annual Report (FAR) cycle.*

*In the meantime, we kindly request that you add this course manually.*

## 7. Grant Data

### 7.1. My grant data is incorrect or missing

User has reported: My grant data is incorrect or missing

First review the grants-related FAQs (included below), to see if the question is addressed.

- Q: For my pre-populated BU grant data, what does the Project Start and End dates represent?
  - A: The project start date is the start date of a grant (competing segment), including any pre-award authorization period. The project end dates is the end date of the grant (competing segment), defined as the current budget period plus any unfunded

periods, including possible option years, unless the submission of a proposal is required to trigger the option years.

- Q: For my pre-populated BU grant data, what is the difference between the Obligated Amount and the Anticipated Amount?
  - A: The obligated amount represents the amount in which you have been authorized to spend, based on the notice of award from the sponsor. The anticipated amount represents the amount in which is projected to receive over the life of the award. For example, if you are in year 2 of a 5 year award, your obligated amount may be \$200K but your anticipated amount is \$500K, because you are receiving \$100K per year.
- Q: If I'm a Principal Investigator or Co-Investigator on a specific Internal Order or Sponsored Program number, will this grant show in my profile?
  - Grants will be imported to your profile if you are the Principal Investigator or Co-Investigator listed at the grant level only. We understand there are circumstances where an individual may be listed as a PI or CO-I on specific accounts under a grant. However, this data will not be pre-populated into your profile. If you feel that this funding should be represented in your profile, then you are able to manually add the grant to your profile.

#### 7.1.1. My grant data is incorrect or missing – BU Grants

Unless the question is addressed by any of the grant feed FAQs (listed above on the My CV Project Website), this is likely due to a data issue in the source system, which needs to be resolved by the Office of Sponsored Programs (OSP) for BU Grants or the corresponding office at BMC for BMC grants. To route the issue to OSP, you should submit a ticket by following these steps:

1. Go to: <http://www.bu.edu/tech/services/admin/research-systems/kuali/>
2. Click the "Help" button in the top right corner and enter the details of the reported issue.
  - a. By submitting a ticket from here, you are ensuring that it gets directly to the Kuali Research Assignment group (bypasses the Help Desk triage process); this will result in a quicker resolution.
3. Inform the faculty member issue is being looked into by OSP.
4. When you get notification that your ticket has been resolved, verify that the issue is fixed in My CV on the next business day.

#### 7.1.2. My grant data is incorrect or missing – BMC grants

Unless the question is addressed by any of the grant feed FAQs (listed above on the My CV Project Website), this is likely due to a data issue in the source system, which needs to be resolved by the Office of Sponsored Programs (SP) for BU Grants or the corresponding office at BMC for BMC grants. To route the issue to BMC, please send an email with the issue details to [RBIS@bmc.org](mailto:RBIS@bmc.org) and include "My CV" in the subject line. This will assure the issue is reported to the correct group of people at BMC.

## 8. Submitting an IS&T ticket to log a My CV data reporting issue

Please use the **following link** to submit the ticket: <http://www.bu.edu/help/tech/buworks>

This will help direct the ticket to the appropriate group and minimize the risk of it being misrouted.

Steps to submit the ticket:

1. <http://www.bu.edu/help/tech/buworks>
2. Login, if needed
3. Select Report from the left side panel
4. Complete the form to create your ticket
  - a. Name or report: **My CV/Faculty Appointment SAP History**
  - b. Folder Report is in: **Faculty Data**
  - c. Variables used to run the report: OK to leave blank
  - d. Tell us how we can help: Include details in this section such as:  
“For the following faculty member, the appointment data is displaying X. It should be displaying Y.”  
Include available information such as faculty's UID, PERNR, Name and any supporting screenshots from SAP that would support why you feel that there is an issue.

Boston University Information Services & Technology

BUworks/SAP

How Can We Help You?

-  BUworks/SAP Login
-  Application Access
-  Report
-  Transaction
-  Time Entry & Approval
-  Training
-  Policy
-  Get Help

### About the report\*

Name or report  
My CV/Faculty Appointment SAP History

Folder Report is In  
Faculty Data

Variables used to run the report

Tell us how we can help

Please include any error messages.

For the following faculty member, the appointment data is displaying X. It should be displaying Y.

Include available information such as faculty's UID, PERNR, Name and any supporting screenshots from SAP that would support why you feel that there is an issue.

Submit