

KeyUser Support for Administrative Offices

KeyUsers should submit operational requests via request.adc@bentley.edu

Questions? Call Anne Pugliese x2946

Division/Department	Reporting	Projects	General	Supervisor
	<ul style="list-style-type: none"> • New report requests • Existing report edits • Addition of fields or changes to reporting structures 	<ul style="list-style-type: none"> • Submit project requests • Primary contact with IT during project lifecycle • Owner of application once it is moved to production. <p>Projects requiring student data will automatically include Registrar KeyUser. Projects requiring Student Affairs data will automatically include SA Key User. Projects requiring Admissions and/or Financial Aid data will automatically include Enrollment Key User.</p>	<ul style="list-style-type: none"> • New Employee Account Requests including Visiting Scholars • Employee Access Requests • Administrative application upgrade testing and client sign-off (e.g. Workday, Datastream, etc.) • Questions about existing administrative applications. 	
KeyUsers are not responsible for: Managing PC upgrades or replacement cycles, communicating system outages or unavailability				
Enrollment Management - Carolina Figueroa, VP Enrollment Management				
• Financial Aid	Debra Aracri/Lauren Sullivan	Debra Aracri/Lauren Sullivan	Lauren Sullivan	Donna Kendall
• Graduate Admissions/Falcon Start	Samantha Harding-Commane	Samantha Harding-Commane	Samantha Harding-Commane	Jennifer Flagel
• Institutional Planning & Research	Kelly Giardullo/Lindsey Kosinski	Lindsey Kosinski	Kyle McGuire/Lindsey Kosinski	Kelly Giardullo
• Office of the VP for EM	Carolina Figueroa/Phoebe Chamberlain	Carolina Figueroa/Phoebe Chamberlain	Carolina Figueroa/Phoebe Chamberlain	Carolina Figueroa
• UG Admissions	Amy Dufour/Donna Kendall	Amy Dufour/Donna Kendall	Amy Dufour/Donna Kendall	Donna Kendall
External Relations – Josh Brand, VP External Relations				
• Career Services				
• Center for Women in Business				
• Executive Education				

Finance - Maureen Forrester, VP Administration & Finance/Treasurer				
• Facilities Management	Deb Burbank	Deb Burbank	Deb Burbank	Tom Kane
• Financial Operations	Maria Meehan	Maria Meehan/Scott Millen	Maria Meehan	Nancy Antunes
• Financial Planning	Maria Meehan	Maria Meehan	Maria Meehan	Nancy Antunes
• Office of the VP for Finance	Maria Meehan	Maria Meehan	Maria Meehan	Nancy Antunes
• Purchasing and Contract Services				
Information Technology – Ian Wall, VP and CIO				
• AT				Gaurav Shah
• Client Services	Lisa Duhaime	Lisa Duhaime	Lisa Duhaime/Vicki Taranto	Dan Sheehan
• Data Mgmt & Appl Svcs	Pam Sherman	Pam Sherman	Pam Sherman/Vicki Taranto	Prema Nethala
• Help Desk	Fred Bachofner	Fred Bachofner	Fred Bachofner/Vicki Taranto	Dan Sheehan
• Information Security	Michael Gioia	Michael Gioia	Michael Gioia/Vicki Taranto	Sue Walsh
• Infrastructure				Sue Walsh
• Project Management Office	Karen Vitali	Karen Vitali	Karen Vitali/Vicki Taranto	Ian Wall
• Networks	Jay Matrona	Jay Matrona	Jay Matrona/Vicki Taranto	Sue Walsh
Marketing & Communications - Chris Joyce, VP Marketing and Communications				
• Brand and Creative	Rebecca Burstein	Rebecca Burstein	Jackie Ringland	Chris Joyce
• Digital Marketing	Sol Nasisi	Sol Nasisi	Jackie Ringland	Chris Joyce
• Enrollment Mktg & Comm	Jeff Wright	Jeff Wright	Jackie Ringland	Chris Joyce
• Strategic Communications	John McElhenny	John McElhenny	Jackie Ringland	Chris Joyce
Student Affairs - Andrew Shepardson, VP Student Affairs				
• Athletics Center			Michelle Edmonds	Anne Pugliese
• CISS (International Students and Scholars)	Christine Lookner	Christine Lookner	Michelle Edmonds	Anne Pugliese
• Counseling & Student Development	Stephanie Brodeur	Stephanie Brodeur	Michelle Edmonds	Anne Pugliese
• Health Services	Michelle Edmonds	Michelle Edmonds	Michelle Edmonds	Anne Pugliese
• Multicultural Center	Michelle Edmonds	Michelle Edmonds	Michelle Edmonds	Anne Pugliese
• Office of the VP for SA				Andrew Shepardson
• ResidenceLife/Housing	Michelle Edmonds	Michelle Edmonds	Michelle Edmonds	Anne Pugliese
• Student Activities	Michelle Edmonds	Michelle Edmonds	Michelle Edmonds	Anne Pugliese
• Sodhexo Dining Services	Michelle Edmonds	Michelle Edmonds	Michelle Edmonds	Anne Pugliese
• Student Life/ Dean of Students	Michelle Edmonds	Michelle Edmonds	Michelle Edmonds	Anne Pugliese
• University Police				
Other				
• Meeting and Conference Services	Alice Amiot	Alice Amiot	Alice Amiot	
• Human Resources	Kristen Jadul	Kristen Jadul	Kristen Jadul	

Academic Affairs Donna Marie Blancero - Provost and VP for Academic Affairs

For departments not listed, contact Rick Oches or Patrick Scholten. Anne Pugliese's Team is involved with projects to the extent that the work involves student data or technical curriculum information, i.e. Degree Audit Summary or database info for courses. Internal department projects should be handled by the Department Chair or his/her designee.

Dean of Business	Jackie Ringland	Anne Pugliese	Nancy Maillet	
Dean of Arts and Sciences	Jackie Ringland	Anne Pugliese	Kristen Nill	
Academic Departments				
• Accountancy	Jackie Ringland	Dept. Chair or Anne Pugliese	Marie DiBona	
• Center for Business Ethics	Jackie Ringland		Mary Chiasson/Gail Sands	
• Computer Information Systems	Jackie Ringland	Dept. Chair or Anne Pugliese	Karen Hovsepian	
• Economics	Jackie Ringland	Dept. Chair or Anne Pugliese	Mia Jepsen	
• English & Media Studies	Jackie Ringland	Dept. Chair or Anne Pugliese	Kathleen Sheehan	
• Finance	Jackie Ringland	Dept. Chair or Anne Pugliese	Lisa Taddeo	
• History	Jackie Ringland	Dept. Chair or Anne Pugliese	Cheryl Weiser	
• Honors Program	Jackie Ringland	Christian Rubio	Jackie Ringland	
• Hughey Center for Financial Services	Jackie Ringland	Anne Pugliese	Amy Whittaker	
• Information Design & Corp Comm	Jackie Ringland	Dept. Chair or Anne Pugliese	Gail Wessell	
• Information Process Management	Jackie Ringland	Dept. Chair or Anne Pugliese	Anne Baker	
• International Studies	Jackie Ringland	Dept. Chair or Anne Pugliese	Doreen McBride	
• Law, Tax & Financial Planning	Jackie Ringland	Dept. Chair or Anne Pugliese	Darlene Saunders	
• Management	Jackie Ringland	Dept. Chair or Anne Pugliese	Adrienne Kaplan	
• Marketing/CMT	Jackie Ringland	Dept. Chair or Anne Pugliese	Lorraine Johanson	
• Mathematical Sciences	Jackie Ringland	Dept. Chair or Anne Pugliese	Jean Reale	
• Modern Languages	Jackie Ringland	Dept. Chair or Anne Pugliese	Darlene Saunders	
• Natural & Applied Sciences	Jackie Ringland	Dept. Chair or Anne Pugliese	Martha Keating	
• Philosophy	Jackie Ringland	Dept. Chair or Anne Pugliese	Annette Wong	
• PHD	Jackie Ringland	Dept. Chair or Anne Pugliese	Patricia Caffrey	
• Sociology	Jackie Ringland	Dept. Chair or Anne Pugliese	Darlene Saunders	
Academic Affairs Administrative Depts				
• Academic Integrity Office	Jackie Ringland	Chris Beneke or Anne Pugliese	Karen Hovsepian	
• Academic Operations	Brinda Sood	Brinda Sood	Brinda Sood	
• Business Services Center	Brinda Sood	Brinda Sood	Brinda Sood	
• Cronin International Center	Jackie Ringland	Jackie Ringland	Natalie Schlegel	
• Design and Usability Center (UX)	Jackie Ringland	Bill Gribbons	Gail Wessell	
• English as a Second Language	Jackie Ringland	Pam Carpenter	Pam Carpenter	
• Graduate Student Services	Jackie Ringland	Colleen Murphy	Colleen Murphy	
• Library	Stephen Tracey	Stephen Tracey	Stephen Tracey	Hope Houston
• Office of Academic Services	Patricia Aucoin	Patricia Aucoin	Patricia Aucoin	Cathy Carlson
• Registrar	Anne Pugliese	Anne Pugliese	Kathy Posey	
• Service Learning Center	Tanja Macaris	Shawn Hauserman	Shawn Hauserman	

Product Management, 3rd party applications

Contact person may or may not be able to solve the problem.

Contact will be able to triage the issue to the correct person for resolution.

• Adirondack (THD)	Kelly Haley			Anne Pugliese
• Millennium	Ann Marie Regan			Amy Tamburino
• ARMS	Dottie McGuire			Andrew Shepardson
• Blackboard for Courses				Gaurav Shah
• CCure	Melissa Diglio			Andrew Shepardson
• CourseScheduler	Anne Pugliese			
• Taskstream (2/20/20 no longer used)	Tanja Macaris			Anne Pugliese
• E-print	Maria Meehan			Nancy Antunes
• FalconFunds (Blackboard transaction & community system)	Michelle Edmonds			Anne Pugliese
• FalconNet (iModules)	Dan Wilga			Amy Tamburino
• ImageNow	Keith Newell			Prema Nethala
• Infor(Datastream)	Deb Burbank			Tom Kane
• Insight (Symplicity)	Academic Services UC students: Melissa Jenkins Graduate students: Colleen Murphy			Cathy Carlson
• MediCat	Michelle Edmonds			Anne Pugliese
• MyBentley	Kevin Wong			
• PCCharge	Maria Meehan			Nancy Antunes
• Rave/Alertus	Melissa Diglio			Frank Bourgeois
• Slate - Graduate				Jennifer Flagel
• Slate - Undergraduate	Kelly Giardullo			Carolina Figueroa
• EMS	Alice Amiot			
• PeopleGrove	Alyssa Hammond			Amy Tamburino
• Judicial System (Advocate/Symplicity)				Erin Kelley
• BentleyLink (Nacelink)	Career Services: Melissa Sawyer			Amy Tamburino
• TerraDotta (EducationAbroad)	Natalie Schlegel			