# ctcLink Query and Report Request Process One-Pager

## Reporting Structure

Colleges and the State Board have designated [reporting leads and query developers](https://www.sbctc.edu/resources/documents/colleges-staff/data-services/peoplesoft-ctclink/college-query-developers-and-reporting-leads.xlsx) who develop and modify queries and reports for ctcLink. As of now, there are 110 trained query developers who have access to develop and modify queries. More developers are expected as additional colleges come onto ctcLink. The college query developers are the front line for handling query development and modification requests at their institutions. The State Board ctcLink Reporting Team is available to assist the colleges with query development and modification requests.

## Development Environment

All queries are developed in the Production College Database (PCD), and once a review process has been completed satisfactorily, the query is migrated into ctcLink Production (PRD).

## Process for Requesting Query or Report Development/Modification

The State Board ctcLink Reporting Team asks that each college develop a process in which an end user first submits their request for the development or modification of a query to their college query development team.

The college query developer should then:

1. Search for an existing query using metaLink
2. Modify an existing query or develop a new query
3. Develop the query with the assistance of the State Board ctcLink Reporting Team
4. Submit a Service Desk request to the State Board ctcLink Reporting Team

Requests sent directly to the State Board ctcLink reporting team by end users will be sent back to the college reporting lead for assignment to the college query development team.

End users are asked to send their query request directly to their college reporting lead or query development team. Since all colleges have local reporting ability, the college query development team will determine if the query should be developed using a local reporting tool or ctcLink.

Requests to the State Board ctcLink Reporting Team for query development or modification will come from a college query developer or reporting lead.