# System IT Applications [1]

Below is a list of frequently requested IT applications. These services are managed by University Information Services (UIS) [2] located at the System Administration campus.

## Phire

Phire is an Application Change Management (ACM) solution built using PeopleTools that helps organizations better control and manage changes that are necessary for PeopleSoft and other large enterprise applications.

**Who is this for?**

UIS Staff, Change Approvers, and Change Testers

**Who do I ask for help?**

For questions regarding Phire access, please reach out to the UIS Identity and Access Management [3] team.

**How do I request access?**

To request access, please fill out the Phire Access PDF form [4].

***UIS employee's do not require a form for access to Phire***

## Automic /UC4

Automic is the application used to schedule all University batch data processes. It authorizes uploaded data, ensuring secure distribution of requested information, and is managed by the UIS Production Services team.?

**Who is this for?**

University staff or vendors responsible for batch processing.

**Who do I ask for help?**

For questions regarding Automic/UC4 access, please reach out to the UIS Production Services [5] team.

**How do I request access?**

To request access to Automic/UC4, please email the UIS Service Desk [6].

# Cherwell Admin Access

Cherwell is the System Administration managed ticketing system for issues and service requests across the Universities ERP systems. It is an Information Systems Service Management (ITSM) tool that is managed by the Business Operations [7] team at UIS.

**Who is this for?**

System Administration Staff

**Who do I ask for help?**

For questions regarding Cherwell access, please reach out to the UIS Service Desk [6].

**How do I request access?**

To request access to Cherwell, please email the UIS Service Desk [6].

**Useful Links:**

UIS Service Catalog: Batch Processing (Automic) [8]

< Back to Request Access [9] page

**Groups audience:**
University Information Services

**Links**
[1] https://www.cu.edu/uis/system-it-applications [2] https://www.cu.edu/uis [3] mailto:access@cu.edu
[4] https://www.cusys.edu/iam/CUonly/Phire_Access_Request.pdf [5] mailto:ps.cc@cu.edu
[6] mailto:help@cu.edu [7] https://www.cu.edu/uis/service-catalog/business-operations
[8] https://www.cu.edu/uis/service-catalog/batch-processing-uc4 [9] https://www.cu.edu/uis/access/access