## IT Business Services - General Ledger

<table>
<thead>
<tr>
<th>Service Name</th>
<th>IT Business Services - General Ledger</th>
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</thead>
<tbody>
<tr>
<td>Description</td>
<td>This service offers support and trouble-shooting for all aspects of the General Ledger function of Colleague.</td>
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<tr>
<td>Eligibility</td>
<td>Access must be approved by Controller/Director of Financial Services</td>
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<td>How to Request Service</td>
<td>Contact the IT Service Center (864.294.3277 or <a href="mailto:service.center@furman.edu">service.center@furman.edu</a>)</td>
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<tr>
<td>Availability</td>
<td>The General Ledger system is available 24 X 7 X 365 except during planned maintenance and upgrades.</td>
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<td>Charges</td>
<td>There are no charges for this service.</td>
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<tr>
<td>Service Line</td>
<td>Shared/Department Software Support</td>
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</table>
| Features      | • Create ad-hoc reports as requested  
• Research trouble calls as needed until resolved; Contact the vendor as needed  
• Install updates as provided by the vendor  
• Assist in the set-up and implementation of new features  
• Assist vendor in the trouble shooting if necessary  
• Develop programs to enhance the General Ledger |
| Owner         | Randy Dill |
| Pre-requisites| • Functioning infrastructure, network, servers, Unidata, and user interface  
• Person reporting problem provides sufficient data to research the problem |
| VP Customer   | Vice President of Finance and Administration |
| Delivery Channels | • Completed work requests  
• Consulting support |
| Service Targets | • Complete 95% of ad-hoc reports within 1 day from when work request was submitted  
• Resolve 90% within 5 hours from when notified of problem or escalated to vendor within that time  
• Install 95% of updates no later than one month of update release  
• Complete 95% of set-up and implementation of new features within three months from time user and owner agree feature desired  
• Complete 90% of development of programs to enhance the Accounts Payable functionality within 3 months from when an agreement is reached between the requestor and owner as to the scope of the project |