<table>
<thead>
<tr>
<th>Service Name</th>
<th>IT Business Services - Human Resources</th>
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</thead>
<tbody>
<tr>
<td>Description</td>
<td>This service provides for accurate and reliable processing of Human Resources transactions.</td>
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<tr>
<td>Eligibility</td>
<td>Access must be approved by Associate Vice President for Human Resources</td>
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<tr>
<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 Human Resources systems is available 24 X 7 X 365 except during planned maintenance and upgrades.</td>
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<tr>
<td>Charges</td>
<td>There are no charges for this service.</td>
</tr>
<tr>
<td>Service Line</td>
<td>Enterprise Systems</td>
</tr>
</tbody>
</table>

**Features**
- Create ad-hoc reports as requested.
- Research trouble call 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.
- Develop programs to enhance the Human Resources functionality.

**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