### IT Business Services - Energy Management

<table>
<thead>
<tr>
<th><strong>Service Name</strong></th>
<th>IT Business Services – Energy Management</th>
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<tbody>
<tr>
<td><strong>Description</strong></td>
<td>This system is the energy management system for the Facilities. The service provided includes interfaces between this system and Colleague.</td>
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<tr>
<td><strong>Eligibility</strong></td>
<td>Access is limited to Facilities staff and the IT administrator.</td>
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<tr>
<td><strong>How to Request Service</strong></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><strong>Availability</strong></td>
<td>The energy management system is available 24 X 7 X 365 except during planned maintenance and upgrades.</td>
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<td><strong>Charges</strong></td>
<td>There are no charges for this service.</td>
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<tr>
<td><strong>Service Line</strong></td>
<td>Enterprise Systems</td>
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</table>
| **Features**      | • Create and support interfaces between system and Colleague  
                      • Assist vendor in trouble shooting hardware and software issues  
                      • Work with the vendor to update systems |
| **Owner**         | Soren King |
| **Pre-requisites**| • Functioning infrastructure, network, servers, 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% of trouble calls within 5 hours from when notified of problem or escalated to vendor within that time  
                           • Complete 95% of update installations no later than one month of update release  
                           • Complete 95% of set-up and installation of new features at most three months from time user and owner agree feature desired  
                           • Complete 90% of program development within 3 months from when an agreement is reached between the requestor and owner as to the scope of the project |