## IT Business Services - Budget

<table>
<thead>
<tr>
<th>Service Name</th>
<th>IT Business Services - Budget</th>
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</thead>
<tbody>
<tr>
<td><strong>Description</strong></td>
<td>This service provides for accurate and reliable processing of Budget transactions.</td>
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<tr>
<td><strong>Eligibility</strong></td>
<td>Access must be approved by Associate Vice President for Finance</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 Budget system is available 24 X 7 X 365 except during planned maintenance and upgrades.</td>
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<tr>
<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>Shared/Department Software Support</td>
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</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 Budget functionality as prioritized by the Administrative Systems Advisory Committee. |
| **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% 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% program development within 3 months from when an agreement is reached between the requestor and owner as to the scope of the project |