# Account Services - NetID Support

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Account Services - NetID Support</th>
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<tbody>
<tr>
<td><strong>Description</strong></td>
<td>This service provides customer assistance and process support for NetID and email account provisioning, password resets, and de-provisioning.</td>
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<td><strong>Eligibility</strong></td>
<td>Faculty, staff, students and guests are eligible for this service</td>
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<tr>
<th><strong>How to Request Service</strong></th>
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<tbody>
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<td></td>
<td>• Approved work requests</td>
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<td>• Requests and incidents escalated from the IT Service Center</td>
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<td>• Batch requests (new students, graduating seniors) initiated internally.</td>
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<td>• Individual requests 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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**Availability**

Business Standard - Service availability target is Monday- Friday 8:30 am. – 5:00 p.m. No on-call engineer support provided. Support Service is Next Business Day. Full Support Center Service request schedule is available.

**Charges**

There are no charges for this service.

**Service Line**

Systems and Networks

**Features**

- Completes account provisioning process for NetID accounts and directory information, according to established processes and procedures;
- Completes provisioning process for email accounts.
- Completes special account requests not spawned from ERP according to established processes and procedures.
- De-provisions special NetID accounts according to established procedures.
- Coordinates creation and distribution of account information for newly provisioned accounts.
- Provides electronic account support for escalated incidents and requests that cannot be resolved by the IT Service Center.

**Owner**

Kyra Zollman

**Pre-requisites**

- Faculty and staff must be entered into our records system by Human Resources before accounts can be created.
- Students must be entered into our records system by the appropriate department before accounts can be created.
- Notification must be received from Human Resources for faculty and staff or The Registrar’s Office for students before electronic accounts are removed.

**VP Customer**

Vice President of Finance and Administration

**Delivery Channels**

- Completed work requests
- Completed and resolved requests and incidents escalated from the IT Service Center

**Service Targets**

- 90% of accounts will have the provisioning process completed within two business days of receiving the batch scripts.
- 90% of special NetID accounts created within two business days of being entered into the records system
- 90% of employee and guest accounts de-provisioned within one business day of receiving notification
- 90% of student accounts will be de-provisioned within thirty days of withdrawal or graduation
- 90% of escalated support calls addressed within two business days