## Learning Management System Application Administration

<table>
<thead>
<tr>
<th><strong>Service Name</strong></th>
<th>Learning Management System Application Administration</th>
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<tbody>
<tr>
<td><strong>Description</strong></td>
<td>This service supports, maintains, and manages the learning management system (LMS) for delivery of online course materials and activities.</td>
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<tr>
<td><strong>Eligibility</strong></td>
<td>All students and faculty.</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>System available 24/7, consultative inquiry support available on request. Support for routine requests available during normal IT Service Center hours.</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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<tr>
<td><strong>Features</strong></td>
<td></td>
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</tbody>
</table>
  - Coordinate management and maintenance of campus learning management system and required subsystems  
  - Coordinate course, user, and enrollment creation with Administrative Systems personnel  
  - Assess and implement new features and remove deprecated features as required by the campus community |
| **Owner**         | Jason Long |
| **Pre-requisites**|  
  - Supporting infrastructure  
  - Request within the scope of ITS/campus goals  
  - Funding for required software and hardware  
  - Furman NetID required |
| **VP Customer**   | Vice President for Academic Affairs and Dean |
| **Delivery Channels** |  
  - Completed work requests  
  - Online services  
  - Consulting support |
| **Service Targets** |  
  - Four hour or less initial response for 95% of trouble/support requests initiated through the IT Service Center  
  - 100% of upgrades and maintenance activities that have the potential for service interruptions handled through Change Requests approval process  
  - Application uptime 99% of network uptime |