### Account Services - NetID Support

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Account Services - NetID Support</th>
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<tr>
<td>Description</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>Eligibility</td>
<td>Faculty, staff, students and guests are eligible for this service</td>
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| How to Request Service | • Approved work requests  
• Requests and incidents escalated from the IT Service Center  
• Batch requests (new students, graduating seniors) initiated internally.  
• Individual requests contact the IT Service Center (864.294.3277 or service.center@furman.edu) |
| 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 |