## IT Business Services - Financial Aid

<table>
<thead>
<tr>
<th>Service Name</th>
<th>IT Business Services - Financial Aid</th>
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<tbody>
<tr>
<td><strong>Description</strong></td>
<td>This service provides for accurate and reliable processing of Financial Aid transactions.</td>
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<tr>
<td><strong>Eligibility</strong></td>
<td>Access must be approved by Associate Vice President for Financial Aid</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 Financial Aid 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>Shared/Department Software Support</td>
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<tr>
<td><strong>Features</strong></td>
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</table>
  - 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 Financial Aid functionality |
| **Owner**            | Joy Brown |
| **Pre-requisites**   |  
  - Functioning infrastructure, network, servers, Unidata, and user interface  
  - Person reporting problem provides sufficient data to research the problem |
| **VP Customer**      | Vice President for Enrollment Management |
| **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 requester and owner as to the scope of the project |