# IT Business Services - Accounts Receivable

<table>
<thead>
<tr>
<th>Service Name</th>
<th>IT Business Services - Accounts Receivable</th>
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<tbody>
<tr>
<td>Description</td>
<td>This service offers support and trouble-shooting for all aspects of the Accounts Receivable function of the University's Ellucian's Colleague system.</td>
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<td>Eligibility</td>
<td>Access must be approved by Accounting Manager/Bursar</td>
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<td>How to Request Service</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>Availability</td>
<td>The Accounts Receivable system is available 24 x 7 except during planned maintenance and upgrades.</td>
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<td>Charges</td>
<td>There are no charges for this service.</td>
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<tr>
<td>Service Line</td>
<td>Shared/Department Software Support</td>
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| 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 installation of new features  
               - Assist vendor in the trouble shooting as it relates to check printing  
               - Develop programs to enhance the Accounts Receivable 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 90% program development within 3 months from when an agreement is reached between the requester and owner as to the scope of the project |