<table>
<thead>
<tr>
<th>Service Name</th>
<th>Luna Digital Collections Repository Support (Expiring 2015)</th>
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<tbody>
<tr>
<td>Description</td>
<td>This service provides technical support to the staff and customers using the Luna Digital Collections Repository. Furman’s digital collections contain an assortment of materials covering many subject areas, and may be shared privately, publicly, or used in the delivery of instruction.</td>
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<td>Eligibility</td>
<td>Any Furman faculty, student or staff using the Luna repository is eligible for this service.</td>
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| How to Request Service                         | Contact the IT Service Center (864.294.3277 or service.center@furman.edu)  
|                                               | Contact Michael Vick, Instructional Technologist (864.294.3645 or michael.vick@furman.edu) |
| Availability                                  | Technical support services for Luna are offered during regular business hours: 8:00 – 5:00 M-F when the campus is open). The availability of Luna online is 24 hours a day, 7 days a week. |
| Charges                                       | There are no charges for this service. Charges incurred from third parties for escalated support issues may be passed on to the customer. |
| Service Line                                  | Learning Technology Services |
| Features                                      | Collaborates with Digicenter Director and staff to coordinate upgrades, patches, and maintenance services for the Luna server.  
|                                               | Consists with Systems and Networks team to insure optimal server configuration.  
|                                               | Responds to trouble reported by Digicenter Director, staff or users of the system.  
|                                               | Insures that computers interacting directly with Luna have appropriate software installed.  
|                                               | Consists with customers of the Digicenter to assist with resolution of escalated trouble calls.  
|                                               | Schedules changes and downtime with appropriate approvals through the ITS Change Request process. |
| Owner                                         | Michael Vick, Instructional Technologist |
| Pre-requisites                                | Appropriate infrastructure to support Luna and the associated collections of digital content. |
| VP Customer                                   | Vice President for Academic Affairs and Dean |
| Delivery Channels                             | Completed work orders.  
|                                               | Personal consultations.  
|                                               | Closed work tickets with the software vendor.  
|                                               | Completed upgrades/patches/configuration changes. |
| Service Targets                               | 100% positive feedback from Digicenter Director and staff related to the support received.  
|                                               | No Luna downtime due to foreseeable issues such as failures to maintain upgrades, patches. |