# Account Services - NetID Support

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Account Services - NetID Support</th>
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<tbody>
<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.