# 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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<tr>
<td>Eligibility</td>
<td>Faculty, staff, students and guests are eligible for this service</td>
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<tr>
<td>How to Request Service</td>
<td>Approved work requests</td>
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<tr>
<td></td>
<td>Requests and incidents escalated from the IT Service Center</td>
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<tr>
<td></td>
<td>Batch requests (new students, graduating seniors) initiated internally.</td>
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<tr>
<td></td>
<td>Individual requests 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>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.</td>
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<tr>
<td>Charges</td>
<td>There are no charges for this service.</td>
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<tr>
<td>Service Line</td>
<td>Systems and Networks</td>
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<tr>
<td>Features</td>
<td>Completes account provisioning process for NetID accounts and directory information, according to established processes and procedures;</td>
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<td></td>
<td>Completes provisioning process for email accounts.</td>
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<td></td>
<td>Completes special account requests not spawned from ERP according to established processes and procedures.</td>
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<td></td>
<td>De-provisions special NetID accounts according to established procedures</td>
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<td></td>
<td>Coordinates creation and distribution of account information for newly provisioned accounts.</td>
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<td></td>
<td>Provides electronic account support for escalated incidents and requests that cannot be resolved by the IT Service Center.</td>
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<tr>
<td>Owner</td>
<td>Kyra Zollman</td>
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<tr>
<td>Pre-requisites</td>
<td>Faculty and staff must be entered into our records system by Human Resources before accounts can be created.</td>
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<td></td>
<td>Students must be entered into our records system by the appropriate department before accounts can be created.</td>
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<td></td>
<td>Notification must be received from Human Resources for faculty and staff or The Registrar’s Office for students before electronic accounts are removed.</td>
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<tr>
<td>VP Customer</td>
<td>Vice President of Finance and Administration</td>
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<tr>
<td>Delivery Channels</td>
<td>Completed work requests</td>
</tr>
<tr>
<td></td>
<td>Completed and resolved requests and incidents escalated from the IT Service Center</td>
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<tr>
<td>Service Targets</td>
<td>90% of accounts will have the provisioning process completed within two business days of receiving the batch scripts.</td>
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<td>90% of special NetID accounts created within two business days of being entered into the records system.</td>
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<td>90% of employee and guest accounts de-provisioned within one business day of receiving notification</td>
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<td></td>
<td>90% of student accounts will be de-provisioned within thirty days of withdrawal or graduation</td>
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<td>90% of escalated support calls addressed within two business days</td>
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