## Service Name
IT Business Services - Human Resources

## Description
This service provides for accurate and reliable processing of Human Resources transactions.

## Eligibility
Access must be approved by Associate Vice President for Human Resources

## How to Request Service
Contact the IT Service Center (864.294.3277 or service.center@furman.edu)

## Availability
The Human Resources systems is available 24 X 7 X 365 except during planned maintenance and upgrades.

## Charges
There are no charges for this service.

## Service Line
Enterprise Systems

## 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 implementation of new features.
- Develop programs to enhance the Human Resources functionality.

## 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% within 5 hours from when notified of problem or escalated to vendor within that time
- Install 95% of updates no later than one month of update release
- Complete 95% of set-up and implementation of new features within three months from time user and owner agree feature desired
- Complete 90% of development of programs to enhance the Accounts Payable functionality within 3 months from when an agreement is reached between the requestor and owner as to the scope of the project