## IT Business Services - Human Resources

<table>
<thead>
<tr>
<th>Service Name</th>
<th>IT Business Services - Human Resources</th>
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</thead>
<tbody>
<tr>
<td>Description</td>
<td>This service provides for accurate and reliable processing of Human Resources transactions.</td>
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<tr>
<td>Eligibility</td>
<td>Access must be approved by Associate Vice President for Human Resources</td>
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<tr>
<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 Human Resources systems is available 24 X 7 X 365 except during planned maintenance and upgrades.</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>Enterprise Systems</td>
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</tbody>
</table>
| 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 |