**Mail List Software**

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Mail List Software</th>
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<tbody>
<tr>
<td>Description</td>
<td>Furman provides technology support for users needing to manage electronic mail discussions. This service provides access to software that can be used for bidirectional electronic mail discussion, and one-way e-newsletters.</td>
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<tr>
<td>Eligibility</td>
<td>Approval by CIO</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>) to request access to this software.</td>
</tr>
<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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**Charges**

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<tr>
<th>Service Line</th>
<th>Systems and Networks</th>
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**Features**

- Requestor given access to mail list software to create list
- Assistance provided for: Creating the mail list in the software, Configuring list settings, Importing email addresses, and Sending Message.

**Owner**

Kyra Zollman

**Pre-requisites**

- Request 5 business days in advance of needing to send communications.
- Functioning network and server infrastructure
- Internet access for mail and messaging to/from the Internet

**VP Customer**

Vice President of Finance and Administration

**Delivery Channels**

- Completed work requests
- Consulting and support

**Service Targets**

- 95% of lists will be available within 5 business days of making the request.
- 95% of issues will be resolved within 2 business days of a work order being assigned to the owner.
- 95% of spam messages filtered.