Service Level Guidelines (SLG)

ITS Customer Support

Version 1.6.9
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Quick Reference: Contacting ITS

How Do I Contact ITS?

Hours of Operation

ITS business hours are Monday – Friday 8:00 AM – 5:00 PM, Eastern Time

Note: Exceptions to these hours are Board of Regents holidays and inclement weather days. When offices are closed due to inclement weather or in observance of a holiday, ITS Helpdesk agents can be contacted to assist with ITS product or service related business interruption or production down issues.

Contact Methods

If you are contacting ITS about an emergency, production down, or business interruption situation, call the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free in Georgia).

To update non production down support requests email helpdesk@usg.edu or fax 706-583-2294

- When you update an existing or submit a new support request through e-mail, an automated email acknowledgement is sent to you to let you know your email was received at the ITS Helpdesk. Please do not reply directly to this message (direct replies cannot be delivered to this email account)
- Email received at helpdesk@usg.edu are monitored during ITS business hours only

Self Service Support Requests

For non-production down support requests, users can submit a new self-service support request at http://www.usg.edu/customer_services/

Self-Service access requires a user id and password credentials. Please follow the instructions on the self-service login screen or contact the ITS Helpdesk.

Notes: If you call the ITS Helpdesk and you encounter problems

- Reaching the ITS Helpdesk Call Center main menu through 706-583-2001, and/or
- With Call Center menu options or features through 706-583-2001, and/or
- Do not receive a return call from an ITS Helpdesk representative within 20 minutes

Follow these instructions:

1. Call 404-831-3669. If no answer, leave a voice message, country code, area code and a number where you can be reached
2. If you do not receive a return call from an ITS Helpdesk representative within 20 minutes call 706-612-6101. If no answer, leave voice message, country code, area code and number where you can be reached

Support requests submitted through e-mail or self-service are monitored only during business hours.
Overview and Purpose

The purpose of the Service Level Guidelines (SLG) is to define consistent, high quality service and to establish and maintain regular communication channels to communicate services to all of our customers.

We strive to respond quickly and accurately and to employ continuous improvement processes to ensure you are satisfied with our services.

ITS staff receives updates to changes on the Service Management System to better serve our customers.
ITS Support Process

In order for you to receive good customer support, there is some basic information we will need from you to effectively analyze your problem and achieve resolution quickly. The basic components of the support process are outlined below.

What is the Purpose of the Service Level Guidelines?

The purpose of the Service Level Guidelines is to:

- Maintain consistent service delivery
- Understand and meet your expectations
- Establish baseline or benchmarks for service performance and behavior
- Provide a means to maintain customer focused initiatives and strategies

ITS Support Process

Customer

- Contacts ITS

ITS

- Establishes priority
- Engages internal support & vendors as necessary
- Communicates solution to customer & solicits feedback
- Closes issue when resolved after follow up with customer

Provides periodic updates to customers until resolved
**ITS’s Three Tier Helpdesk Model**

**Tier 1: ITS Helpdesk**
- Provides a single point-of-contact for customers 24 hours a day, 7 days a week

**Issues that cannot be resolved in Tier 1 are escalated to Tier 2 and/or Tier 3**

**Tier 2: Functional Support**
- Business analysts and subject matter experts
- Monday – Friday 8:00 a.m. to 5:00 p.m. unless urgent, emergency situation

**Tier 2 staff determines the specific technical expertise required before transferring to Tier 3**

**Tier 3: Technical Support**
- Developers, database administrators, technical analysts, and workstations support
- Monday – Friday 8:00 a.m. to 5:00 p.m. unless urgent, emergency situation

**What Can I Do To Help Resolve My Issue?**

You can help ITS provide better service by providing detailed information when you submit a support request.

Consult the following customer checklist for more information about what you can do to help ITS resolve your issue.
CUSTOMER CHECKLIST

**DETERMINE IF THE PROBLEM CAN BE RESOLVED AT YOUR INSTITUTION:**

Consult your institution’s technical staff and help desk. Experienced institution personnel are often the best resources to provide primary support for applications, services, and products.

If an issue, request, question or problem cannot be resolved at your institution, contact the ITS Helpdesk.

**COLLECT THE FOLLOWING INFORMATION TO PROVIDE ITS:**

- Institution’s primary customer contact name and communication information (telephone number, e-mail address) and a backup customer contact name and communication information (should the primary not be available)
- Detailed description of operations or processes being performed when the error occurred
- Error message number and text
- Information about whether the operation or process worked before and what has changed since the last successful operation
- Panel/record/form printouts or screen capture prints
- Trace or log files

**CHECK FOR SENSITIVE INFORMATION:**

Sensitive information (social security numbers, credit card numbers, student IDs, etc.) should be removed or made illegible before sending screen shots, documents, or other communications to ITS.

If sensitive information must be shared with ITS, it should be communicated in a way that does not compromise the security or sensitivity of the information.

**WHAT CAN I EXPECT FROM ITS?**

When you request support, ITS establishes the priority of the issue, request, or question, engages external support as necessary, and then provides a resolution based on the target response and resolution times for that priority.
**How Does ITS Prioritize My Support Request?**

When ITS receives your support request, we analyze the severity of the problem and assign priority based on the definitions outlined in the following table:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Urgent:</strong></td>
<td>• Defects or major problems that interrupt or halt production or business</td>
</tr>
<tr>
<td>emergency/</td>
<td>• Urgent priority support requests take precedence over all other support</td>
</tr>
<tr>
<td>production down</td>
<td>requests</td>
</tr>
<tr>
<td>Urgent priority</td>
<td>Refer to Appendix A: Production Down (Business Interruption) by Product/</td>
</tr>
<tr>
<td>support requests</td>
<td>Service for definitions and guidelines of production down incidences</td>
</tr>
<tr>
<td>High:</td>
<td>• Defects or major problems that might slow down production; with technical</td>
</tr>
<tr>
<td>production</td>
<td>intervention or a functional work-around, the customer can complete the</td>
</tr>
<tr>
<td>difficult</td>
<td>current production cycle or access the USG hosted service, enterprise</td>
</tr>
<tr>
<td></td>
<td>application or web-based information</td>
</tr>
<tr>
<td></td>
<td>• Production results or deliverables might be date/time (calendar) driven or</td>
</tr>
<tr>
<td></td>
<td>dependent upon hard deadlines (infrastructure/ application up, but slow, date-</td>
</tr>
<tr>
<td></td>
<td>driven news, announcements, or information)</td>
</tr>
<tr>
<td></td>
<td><strong>Examples include:</strong></td>
</tr>
<tr>
<td></td>
<td>• GeorgiaBEST Banner, GoVIEW (Georgia Online Virtual Instruction Enterprise</td>
</tr>
<tr>
<td></td>
<td>Wide), or other data source data file uploads into GeorgiaVIEW Desire2Learn</td>
</tr>
<tr>
<td></td>
<td>(D2L) production orgs</td>
</tr>
<tr>
<td></td>
<td>• GeorgiaBEST Banner file uploads received through Moveit FTU by 8:00 P.M.</td>
</tr>
<tr>
<td></td>
<td>(Eastern Time) on an ITS business day will be loaded into GeorgiaVIEW by 9:00</td>
</tr>
<tr>
<td></td>
<td>A.M. (Eastern Time) the next day ITS is open for business</td>
</tr>
<tr>
<td></td>
<td>• Schedule adjustments and exceptions to accommodate inclement weather days</td>
</tr>
<tr>
<td></td>
<td>and Board of Regents' holidays, might be required. Announcements will be posted</td>
</tr>
<tr>
<td></td>
<td>through the USG Services Status web resource (<a href="http://status.usg.edu">http://status.usg.edu</a>) and program</td>
</tr>
<tr>
<td></td>
<td>specific mailing lists</td>
</tr>
<tr>
<td></td>
<td>• Students unable to register for INGRESS shared courses in GeorgiaBEST Banner</td>
</tr>
<tr>
<td></td>
<td>**High priority support requests take precedence over medium and low priority</td>
</tr>
<tr>
<td></td>
<td>support requests in a specific area of support.</td>
</tr>
<tr>
<td>Medium:</td>
<td>• Support requests related to development, system administration, management</td>
</tr>
<tr>
<td>standard/</td>
<td>issues or web-based information content updates not defined as urgent or</td>
</tr>
<tr>
<td>production</td>
<td>high priority</td>
</tr>
<tr>
<td>normal</td>
<td><strong>This is the most common priority level and is generally processed using a</strong></td>
</tr>
<tr>
<td></td>
<td><strong>bank queue</strong> (First In, First Out).</td>
</tr>
<tr>
<td></td>
<td><strong>Medium priority support requests take precedence over low priority</strong></td>
</tr>
<tr>
<td></td>
<td><strong>support requests in a specific area of support.</strong></td>
</tr>
<tr>
<td>Low:</td>
<td>• Support requests that are not production related: general questions on use,</td>
</tr>
<tr>
<td>low/production</td>
<td>informational items, testing, or minor defects are reported or requested;</td>
</tr>
<tr>
<td>normal</td>
<td>production or implementation can continue</td>
</tr>
<tr>
<td></td>
<td><strong>Low priority support requests are processed when there are no urgent,</strong></td>
</tr>
<tr>
<td></td>
<td><strong>high, and medium priority support requests in a specific area of support.</strong></td>
</tr>
</tbody>
</table>
**WHEN AND HOW WILL I HEAR FROM ITS?**

ITS will log and track your support request by entering it as a Helpdesk issue within the ITS USGTrackit support request system. When we create your USGTrackit support request, an automated email acknowledgement is sent to you that will contain the following information:

<table>
<thead>
<tr>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject (example)</strong></td>
</tr>
<tr>
<td>USGTrackIT HD ISSUE=319287 New; Issue Summary PROJ=16</td>
</tr>
<tr>
<td><strong>Body</strong></td>
</tr>
<tr>
<td>• Issue (summary)</td>
</tr>
<tr>
<td>• Issue Number</td>
</tr>
<tr>
<td>• Issue Communications</td>
</tr>
<tr>
<td>• Current Assignees</td>
</tr>
</tbody>
</table>

**TARGET TIMES AND ITS BUSINESS HOURS**

Urgent support requests are handled 24 hours a day, 7 days a week. All other target times outlined in the table below are dependent on ITS business hours.

**Example:** If a high priority support request is submitted on Friday after 5:00 PM, the 2-hour target response time and the 2-business day target resolution time would not apply until the beginning of business hours on the next business day.

**Target Response, Resolution, and Update Times**

<table>
<thead>
<tr>
<th></th>
<th>Urgent</th>
<th>High</th>
<th>Medium</th>
<th>Low</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Target Response Time</strong></td>
<td>1 Hour</td>
<td>2 Hours</td>
<td>• 4 Hours</td>
<td>• 4 Business Days</td>
</tr>
<tr>
<td><strong>Target Resolution Time</strong></td>
<td>Continuous work until resolved</td>
<td>• 2 Business Days</td>
<td>• 5 Business Days</td>
<td>• 20 Business Days</td>
</tr>
<tr>
<td><strong>Target Update Time (minimums)</strong></td>
<td>Twice daily</td>
<td>Daily</td>
<td>Twice weekly</td>
<td>Weekly</td>
</tr>
<tr>
<td><strong>Target Update Time (customer)</strong></td>
<td>Daily</td>
<td>Daily</td>
<td>Weekly</td>
<td>Bi-Weekly</td>
</tr>
</tbody>
</table>
**HOW WILL I KNOW WHEN MY ISSUE IS RESOLVED?**

ITS will contact you through a follow up survey delivered by e-mail to ensure that the resolution provided to you solves your support request before the issue is closed. If you receive a random survey or a call-back from an ITS Helpdesk agent, we will ask you to confirm, by e-mail or verbally, that the solution is satisfactory. The process is outlined below:

**SOLUTION AND CLOSURE PROCEDURE**

![Diagram showing the solution and closure procedure]

- **ITS**
  - Provides a solution for customer support request
- **Helpdesk**
  - Sends follow up survey to customer
  - Customer responds?
    - **YES**: Customer satisfied?
      - YES: Support request closed & customer receives confirmation email
      - NO: Helpdesk leaves voice mail or sends follow up email to obtain feedback
    - **NO**: Support request reassigned to appropriate area for continued analysis & resolution
  - Support request closed or reassigned based on response
**Closure Procedure Due to Lack of Sufficient Information**

In the instance of an open support request in which you have provided insufficient information for ITS to proceed, and attempts to contact you for more information are unsuccessful, then we close the support request using the procedure described in the following chart:

1. **Insufficient information to proceed with support request**
2. Call/e-mail customer to request additional information
   - **NOTE:** Information required within 5 business days
3. Customer responds?
   - **NO**
5. ITS closes support request
   - If customer wants to re-engage ITS support for same issue
     - Customer must open a **new** support request
**Supported Products, Services, and Communications**

*Helpdesk Manager Greg Fischer & Dave Disney, Customer Services Director discuss notification procedures for program areas*

*Helpdesk staff undergoes frequent training to improve communication efficiency & consistency plus ITS product and service knowledge*

**How Does ITS Communicate Information to You?**

ITS uses a variety of communication channels to provide you with information on supported products and services.

These communication channels provide information about maintenance pre- and post notifications, changes to start and end times, unplanned outages, situational updates, or general announcements. All communications to you using these methods will contain the following information:

- What
- When
- Why
- Fix or work around
- Service/product business impact
- Service/product availability
- Service/product significant functionality, access, or performance change(s)
- What you should do - information for USG institutions
- How to contact the ITS Helpdesk
Communication Channels: Stay in the Communications Loop with Information Technology Services Product and Service Status Updates

This information is also available at http://www.usg.edu/customer_services: QUICK LINKS Stay in the Communications Loop with ITS Product and Service Status Updates

ITS makes it easy to know the status of, and receive updates about University System of Georgia (USG) ITS hosted and supported products and services. ITS provides customers with the best level of service by using a variety of communication methods to share information about the operational status of supported products and services, making it easy to choose the communications option that works best for you.

<table>
<thead>
<tr>
<th>Communication Method</th>
<th>Description</th>
</tr>
</thead>
</table>
| Listserv Managed Mailing Lists | • General service and support announcements to USG institution staff. Your choice to subscribe if you want to receive information by this method.  
• To subscribe, send e-mail as follows:  
  **To:** listserv@listserv.uga.edu  
  **Subject:** Leave blank  
  **Body:** Subscribe listname [first and last name]  
  Where listname is the name of the mailing list followed optionally by your first and last name |
| Website | All ITS service-level communications begin with the USG Services Status website: http://status.usg.edu. This website displays the status of most USG products and services, and any pertinent announcements. You can view statuses or subscribe to RSS or Twitter status notifications. |
| Telephone Service Information Message (SIM) | • The ITS Helpdesk Service Information Message (SIM) provides summary announcements and updates on service-related information, including significant planned and unplanned service interruptions.  
You can call to get the information  
  • 706.583.2001 (Option 2)  
  • 1.888.875.3697 (toll free in Georgia) |
| Emergency Communication Service (ECS) | • Initial, urgent notification about unplanned events that result in major or extended loss of access to products and services, sent to mobile communication devices such as cell phones and pagers.  
• This optional service is for key USG functional and technical staff and augments our other communication channels.  
• Following these one-time announcements, ITS provides subsequent status and situational updates through SIM and USG Services Status website (http://status.usg.edu).  
• To subscribe: helpdesk@usg.edu  
• Information: http://www.usg.edu/customer_services/guidelines |
| ITS Self-Service Support Request USGTrackit Global Issue Broadcast Message | • These messages contain initial information and updates about ITS product and service statuses that globally affect all ITS customers. To obtain login credentials: helpdesk@usg.edu |
| Product or Service-Specific Mailing Lists | • ITS also communicates product and service-specific information through mailing lists.  
• If you are interested in subscribing, email helpdesk@usg.edu |
### What Products and Programs are Supported?

<table>
<thead>
<tr>
<th>Product/Program</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Axiom</td>
<td>Data automation solution providing integration of various data files into Banner</td>
</tr>
<tr>
<td>D2L Help Center (DHC)</td>
<td>University System of Georgia GeorgiaVIEW Desire2Learn (D2L) Help Center, a service managed by Desire2Learn</td>
</tr>
<tr>
<td>GALILEO</td>
<td>Georgia’s Virtual Library</td>
</tr>
<tr>
<td>GeorgiaBEST</td>
<td>Banner Student Information System Model</td>
</tr>
<tr>
<td>GeorgiaBEST Toolkit</td>
<td>For USG institutions: <a href="http://www.usg.edu/georgia_best/site/login">http://www.usg.edu/georgia_best/site/login</a> Note: User ID and password required</td>
</tr>
<tr>
<td>GeorgiaFIRST Financials</td>
<td>PeopleSoft Financial Management System</td>
</tr>
<tr>
<td>GeorgiaFIRST Marketplace</td>
<td>An online shopping site accessed through GeorgiaFIRST PeopleSoft Financials</td>
</tr>
<tr>
<td>GeorgiaVIEW</td>
<td>Desire2Learn Learning Management System Enterprise License</td>
</tr>
<tr>
<td>GeorgiaVIEW Add on/Apps</td>
<td>• Insights: A suite of high-performance reports, rich data visualizations and predictive analytic capabilities that enable discovery and insight about the integrity of the learning environment that enable key stakeholders to establish, track, measure and assess achievement across course, program or institution-level</td>
</tr>
<tr>
<td>iStrategy</td>
<td>Budgetary reporting tool for GeorgiaFIRST Financials data extraction</td>
</tr>
<tr>
<td>PeachNet</td>
<td>Statewide network system</td>
</tr>
<tr>
<td>PeachNet Cloud Services (Virtual Data Center)</td>
<td>PeachNet's Virtual Data Center service provides an ESX cluster environment using VMware’s Virtual Cloud Director (vCD) for University System of Georgia (USG) institutions. The service leverages technical support through a team of ITS systems administrators</td>
</tr>
<tr>
<td>SharePoint Team Site</td>
<td>University System Office (USO) SharePoint Access and USO Domain Password Management</td>
</tr>
</tbody>
</table>
| Student System Consolidation (SSC) and GeorgiaBEST Managed Services | • Hosted consolidated technical environmental for GeorgiaBEST for Student System Consolidation institutions only  
• Banner and other Banner related products and services managed by Ellucian resources and facilitated by ITS |
| TeamMate                                      | A resource for audit management                                                                                                                |
| TouchNet                                      | Webcheck and credit card gateways                                                                                                              |
| University System Office (USO) Staff Endpoint Device Support | Desktop, application, printer, audio/video, meeting, mobile, and other endpoint infrastructure support for the University System Office (USO) staff, Atlanta and Athens. |
| University System Reporting                   | Reporting of data and information for decision making by Board of Regents, state agencies, and legislators                                      |
| Usablenet Assistive                           | Generates a text only version for USG institutional websites                                                                                   |
| USG by the Numbers (USG 123)                  | Institutional gateway to USG Data Warehouse                                                                                                   |
| USG Google Search                             | Enterprise web search services using Google Search Appliance (GsA)                                                                             |
| Web Services                                  | www.usg.edu and related websites                                                                                                               |
**WHAT SERVICES ARE PROVIDED?**

<table>
<thead>
<tr>
<th>Service</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Axiom Citrix Account Administration</td>
<td>• Axiom Citrix account administration (SSC and GeorgiaBEST Managed Services institutions only)</td>
</tr>
</tbody>
</table>
| Banner Account Administration and Password Management for SSC and GeorgiaBEST Managed Services | • Refer to ITS document Banner Student Consolidation Project (Phase 1): SSC IT Security Plan.  
  • Select the SSC tab at this web page: https://www.usg.edu/banner/  
  • **Note:** User ID and password required. |
| Emergency Web Services                                       | • Hosted Emergency Web Services (EWS) should a USG institution lose access to its primary website or presence.  
  • For more information (request or schedule service), refer to the ITS Customer Services web page:  
    http://www.usg.edu/customer_services/info/ews.phtml. |
| ITS Helpdesk Call Center                                     | • ITS Helpdesk telephone contact system                                                                                                                                 |
| ITS Self-Service Support Request                            | • ITS self-service support request process  
  • **Note:** User ID and password required. |
| ITS Self-Service Support Request Account Administration      | • Account administration for USG customers who submit non-production down support requests in a non-form driven, web-based, self-service interface. |
| Sleep/Wake Printing to Institution Printers Service for SSC  | • Banner sleep/wake print routine to send output from SSC services to local campus printers.  
  • For more information, select the SSC tab at this web page:  
    https://www.usg.edu/banner/  
  • **Note:** User Id and password required. |
| TouchNet Account Administration                              | • TouchNet web and credit card gateway account administration (add, modify, de-activate), merchant or bank information account request, production application, and software and business process integration. |
| USG Google Search Account Administration                     | • USG Google Search account administration (add, change, de-activate) for local institution USG Google Search managers. |
**What Is Not Supported?**

ITS does not provide support for unique, local modifications that USG institutions make to Banner Baseline or the GeorgiaBEST Banner Student Information System model or other local tool and applications selected by the institution that are included under the Products, Programs and Services section herein.

**How Will I Know About Maintenance Periods?**

ITS designates maintenance schedules for all ITS hosted services. These schedules define periods that are used to perform upgrades, patches, backups, and other routine tasks that help to avoid unscheduled and unexpected outages.

For detailed information about schedules and status of products and services:

**USG Services Status:** [http://status.usg.edu](http://status.usg.edu)

**ITS Maintenance Schedule:**

**SLG Change Review Policies and Procedures**

ITS may make changes to the SLG and any supporting Operational Level Guidelines (OLG) as support requirements for USG institution service levels enterprise applications, technical services, or products change.

**Service Compliance Meeting Schedule**

- ITS conducts internal SLG and OLG review meetings at 60 day intervals unless otherwise noted within specific OLG documentation
- ITS schedules and conducts annual SLG review meetings with USG customer representation

**Annual Review Meeting**

ITS issues a call for agenda items no later than two weeks before the annual review meeting in July. Agenda suggestions must be received at least one week before a meeting. Please send agenda comments and suggestions to slg@usg.edu

ITS provides the agenda in advance to meeting participants and records action minutes.

**Change Communication**

- SLG change suggestions are communicated through each institution’s Chief Information Officer (CIO).
- The current version of the SLG is available on the ITS Customer Services website: [http://www.usg.edu/customer_services/service_level_guidelines](http://www.usg.edu/customer_services/service_level_guidelines)
## APPENDIX A: PRODUCTION DOWN (BUSINESS INTERRUPTION) BY PRODUCT/SERVICE

The criteria for production down status for the products and services supported by ITS are outlined in the following table. Although the criteria listed are not all inclusive, they represent the most common production down scenarios.

<table>
<thead>
<tr>
<th>Product/Service</th>
<th>Business Interruption</th>
</tr>
</thead>
</table>
| **GALILEO**     | • All GALILEO access affected  
                   • All USG sites affected |
| **Georgia (GA) Awards Hosting (Governor’s Office Student Affairs (GOSA)) only** | • Cannot access Georgia Awards Hosting (GOSA) application or database (after verifying there is no local or wide area network connectivity issue)  
• After new Georgia Awards Hosting application or database release, users/customers cannot access application or execute process(s)  
• Cannot perform Georgia Awards Hosting upgrade/release  
• Cannot execute critical Georgia Awards Hosting process Application or database storage/space issue  
• Cannot log into Georgia Awards Hosting application  
• Cannot use Georgia Awards Hosting application or database because performance is too slow |
| **GeorgiaBEST** | The term ‘production down’ for Banner support applies only to an institution’s production, not test, environment.  
 Functional  
• Cannot register any students during open registration  
• Cannot disburse financial aid for any registered students  
• Cannot issue checks, or credit, to any students (Banner issue)  
• Cannot complete “end-of-term” process in the Enrollment Management, Registrar, or Financial Aid offices (i.e. roll/post grades, calculate GPA, update academic standing, update satisfactory academic progress (aka SAP), produce transcripts) for any students  
• Cannot process fee assessment during open registration, or payment deadline, for any students (Banner issue)  
 Technical  
• Cannot access Banner application (USG institutions should verify there is no local or wide area network connectivity issue first)  
• Cannot install Ellucian baseline or GaMod upgrade/release  
• Database is down (not up); Server is down (not up)  
 Exceptions might include applying a Banner release, upgrade, patch, defect correction, etc., to a test environment to meet a significant deadline prior to applying the same to the production environment. The criteria above does not include non-mission critical or non-deadline driven events to apply release, upgrade, patch, defect correction, etc., to test environments. |
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<tr>
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<th>Business Interruption</th>
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</table>
| **Student System Consolidation (SSC) and GeorgiaBEST Managed Services institutions, only** | • Cannot meet significant deadline  
• Cannot access DB300 hosted Banner application, database, and/or related component  
  *Note: SSC and Managed Services institutions should verify there is no local or wide area network connectivity issue first*  
• Cannot access DegreeWorks (production environment only)  
• Cannot access GeorgiaFIRST PeopleSoft Interface/Integration  
  ITS sets the priority level to high:  
• Cannot access SSC Axiom server or service  
• Cannot access Axiom interface for the purpose of real time updates and/or data corrections  
• Cannot download from Xap Corporation hosted GAcollege411  
• Cannot upload to Banner  
• Cannot perform data validation mapping to Banner tables within 72 hours of institution specific application for admission deadline  
• Cannot access Banner for Argos reporting  
• Cannot access Banner Document Management System (BDMS)  
• Cannot access UC4 AppWorks  
• Cannot access Data Warehouse  
• Cannot access Nelnet financial aid module between Banner environment and Federal Load database  
• Cannot access File Manager  
• Cannot access TouchNet  
• Cannot access ODS/EDW Cognos  
  Cannot access Banner via CollegeNet R25 event scheduling client |
| **GeorgiaFIRST Financials** | • Cannot access PeopleSoft application after verifying there is no local or wide area network connectivity issue  
• When a new release is issued, customer cannot access application or execute processes  
• Cannot perform PSFIN upgrade/release  
• Cannot execute critical process (e.g., cannot issue Banner checks in Financials) |
| **Georgia ONmyLINE** | Website:  
  • Cannot connect to Georgia ONmyLINE website (404 error)  
  • Cannot display Georgia ONmyLINE website  
  Leads Request Form-Hosted Service:  
  • Cannot connect to Georgia ONmyLINE Leads Request web form (404 error)  
  • Cannot display Georgia ONmyLINE Leads Request web form |
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<tr>
<td>GeorgiaVIEW</td>
<td>Institutions using a form of external authentication with GeorgiaVIEW and a local institutional issue associated with external authentication being compromised or down so that an entire institutional community cannot access GeorgiaVIEW:</td>
</tr>
</tbody>
</table>
| GeorgiaVIEW Add on/Apps | - Armstrong Atlantic State University  
|                         | - Clayton State University  
|                         | - College of Coastal Georgia  
|                         | - Columbus State University  
|                         | - Darton State College  
|                         | - Dalton State College  
|                         | - East Georgia State College  
|                         | - Georgia College & State University  
|                         | - Georgia Gwinnett College  
|                         | - Georgia Online Virtual Instruction Enterprise Wide (GoVIEW)  
|                         | - Georgia Perimeter College  
|                         | - Georgia State University  
|                         | - Gordon State College  
|                         | - Kennesaw State University  
|                         | - Southern Polytechnic State University  
|                         | - University of Georgia  
|                         | - University of North Georgia  
|                         | - University of West Georgia  
|                         | - Valdosta State University  
|                         | - Cannot access GeorgiaVIEW  
|                         | - Cannot use system because of system response or performance (e.g., slow, takes minutes to move from screen to screen)  
|                         | - Cannot access GeorgiaVIEW Insights (analytics)  
|                         | - Cannot use GeorgiaVIEW Insights (analytics) because of system response or performance (e.g., slow, takes minutes to navigate or operate App or Add-on)  
| GIL                     | - One or more GIL service sites down
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| INGRESS        | • Cannot enter grades/attendance verification on the INGRESS Faculty Console (Condition: During attendance verification and grade submission)  
                • USG institution staff cannot import grades/attendance data loads (Condition: During attendance verification and grade submission)  
                • GeorgiaVIEW:  
                  o Cannot access GeorgiaVIEW  
                  o Cannot use system because performance is slow (takes minutes to move from screen to screen) |
| Intermapper     | • Intermapper service down |
| iStrategy Budgetary Reporting System | • Error in extract or building of OLAP cube – data 1-day older than expected  
                                           • Cannot access URL  
                                           • Cannot log into application |
| ITS Self-Service Support Request | • Cannot access ITS self-service web URL interface  
                                           • Cannot log into ITS self-service  
                                           • Cannot use system because performance is slow (takes minutes to move from screen to screen)  
                                           • Cannot meet significant (decision based) deadline for report or metric generation |
| PeachNet        | • Cannot deliver point-to-point wide area network (PeachNet) service(s)  
                                           • Cannot access Internet  
                                           • Wide area network upgrade, change, or maintenance related problem |
| PeachNet Cloud Services (Virtual Data Center) | • Interface for managing Virtual Data Center (VDC) is down or inaccessible  
                                           • Hosted virtual machines are down or inaccessible |
<p>| Telephone       | • Cannot access ITS Helpdesk call center menu and/or options |</p>
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| University System Office (USO) Staff    | - Meeting room related video/audio infrastructure or connection; meeting in progress or starts within two hours  
- Board of Regents meeting  
- After hours meeting or conference related video/audio infrastructure or connection; meeting in progress or starts within two hours  
- VIPs: (Board of Regents strategic leaders)  
- ITS sets priority to High:  
  - Meeting room related video/audio infrastructure or connection; meeting starts within 48 hours  
  - Endpoint device will not power up  
  - User cannot login to Endpoint device  
  - User can log into Endpoint device but cannot connect to USO network based resources (VPN, wireless, etc.)  
  - Time sensitive; due within 48 business hours                                                                                                                                 |
| Endpoint Device Support                 |                                                                                                                                                                                                                      |
| University System Reporting             | - Request submitted to run report when report deadline is within 24 hours  
- Note: ITS sets the priority level to high                                                                                                                                                                          |
| USG Data Warehouse (USG123)             | - Cannot complete data collection or meet significant deadline  
- Cannot access USG123 actions (extract, edit, load, report)  
- Cannot access USG123 website URL for login  
- Receive 404 or workflow errors after accessing or when logging into USG123 website  
- Receive listener error message 500 Internal Server error (data mart view)                                                                                                                                 |
| Web Services                            | - General Web Services:  
  - Cannot access USG website(s)  
  - Cannot connect to USG-hosted website (404 error)  
  - Cannot display a USG-hosted website  
  - Google Search Appliance (GSA) or USG Google Search service not responding  
  - Usablenet Assistive not responding  
  - File Transfer Utility (FTU) not responding  
  - Incorrect/out-of-date information on USG-hosted website  
- Emergency Web Services:  
  - Cannot connect to an institution’s emergency web service page (404 error)  
  - Cannot display an institution’s emergency web service page                                                                                                                                                   |
| Workstations                            | - Cannot access or use Banner, local file server, and/or client workstation upgrade/release  
- Cannot access Citrix terminal services when needed by a USG institution for emergency access to GeorgiaFIRST Financials system                                                                                       |