

**SUBJECT:** GeorgiaFIRST Financials Scheduled to be Down for ITS Maintenance Friday, August 26<sup>th</sup> 11:00 p.m. – Saturday, August 27<sup>th</sup> 11:00 a.m.

**POSTED:** August 23, 2011

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**ANNOUNCEMENT**

Please see below for an announcement made by ITS on Saturday, August 20, 2011 that affects GeorgiaFIRST customers.

University System of Georgia Information Technology Services (ITS) will soon install a new storage environment. In preparation, ITS will make changes and enhancements to the electrical power infrastructure that requires shutting down the power to the Data Center in Athens.

The following will be out of service while the electrical work is performed at the Data Center:

- Georgia ONmyLINE
- GeorgiaBEST (SSC institutions only)
- **GeorgiaFIRST Financials (includes GeorgiaFIRST Marketplace)**
- GeorgiaVIEW (Affected - D sites only)
- INGRESS - Intra-Georgia Registration Sharing System
- **iStrategy Budgetary Reporting System**
- Self-Service Support Request System/ITS Service Request including ITS Helpdesk Call Center
- TeamMate
- Exchange

In an effort to minimize the effect to your campuses, ITS will begin the scheduled maintenance window at 11 p.m., Friday, August 26. The additional four hours required to complete the electrical work will extend the maintenance window until 11 a.m., Saturday, August 27.

Please note that GeorgiaView's routine scheduled maintenance will begin at 10 p.m.

For status updates, go to <http://status.usg.edu>

**SUPPORTING DOCUMENTATION**

The original announcement made by ITS is available on the USG website at [http://www.usg.edu/customer\\_services/about/news.phtml](http://www.usg.edu/customer_services/about/news.phtml)

**MORE INFORMATION AND SUPPORT**

To contact the ITS Helpdesk about an emergency (production down, business interruption) issue during this maintenance:

1. Call 888-755-4791 and leave a 10-digit telephone number (through the numeric-message feature) where you can be reached
2. If you do not receive a return call from an ITS Helpdesk representative within 20 minutes then call 888-904-0239 and leave a 10-digit telephone number (through the numeric-message feature) where you can be reached

ALL OTHER NON-URGENT ISSUES contact ITS Helpdesk via e-mail ([helpdesk@usg.edu](mailto:helpdesk@usg.edu))

**ADDITIONAL RESOURCES**

For information about ITS maintenance schedules or Service Level Guidelines, please visit <http://www.usg.edu/oit/policies>. For USG services status, please visit <http://status.usg.edu>.