

GeorgiaFIRST Financials V8

Announcement

POSTED: April 9, 2010

SUBJECT: New OIIT Service Request Intake Process

PURPOSE: To notify users at all institutions using GeorgiaFIRST PeopleSoft Financials Version 8.9 about the new OIIT Service Request intake process.

FUNCTIONAL IMPACT: On Friday, April 9, 2010, OIIT launched a new Service Request intake process to provide customers with a way to submit requests for new or enhanced services directly to OIIT. This new process is not a replacement for submitting problems and incidents through the OIIT Self-Service Support Request process, but is an extension to submit proposed new, enhanced, or changed functionality for any of the services provided by OIIT.

The OIIT Customer Services web site (http://www.usg.edu/customer_services) now houses both the current Self-Service Support Request and the new Service Request submission processes. We encourage you to bookmark this URL for all future service requests for any of our supported services or programs.

SUPPORTING DOCUMENTATION: N/A

ADDITIONAL OIIT RESOURCES and SUPPORT: To create a new or update an existing production down, business interrupting (emergency) support request, call the **OIIT HELPDESK** immediately (706-583-2001; or toll free within Georgia 1-888-875-3697). For anything else, contact the **OIIT HELPDESK** at http://www.usg.edu/customer_services (support request self-service) or e-mail helpdesk@usg.edu. (Note: Self-service requires login using a user ID and password. Contact the **OIIT HELPDESK** at helpdesk@usg.edu to obtain self-service login credentials.)