

SUBJECT: iStrategy Documentation now Available on GeorgiaFIRST Financials website

POSTED: April 21, 2011

ANNOUNCEMENT

The iStrategy webpage, located at <http://www.usg.edu/gafirst-fin/istrategy/>, now includes links to the following documentation:

- Creating and updating iStrategy Trees in PeopleSoft
- Executive User Training Guide
- Power User Training Guide
- PeopleSoft tables pulled nightly into iStrategy
- iStrategy Regional Training Presentation
- iStrategy User Request Template
- Known Issues updates
 - iStrategy ETL Failure
 - iStrategy Performance Issues

Please note – id and password are required to access this information. Please contact the ITS helpdesk (contact information located below) if you need assistance in receiving an id and/or password.

SUPPORTING DOCUMENTATION

N/A

MORE INFORMATION AND SUPPORT

For a production down, business interrupting (emergency) situation, call the ITS Helpdesk immediately at 706-582-2001 or 1-888-875-3697 (toll-free within Georgia). For anything else, contact the ITS Helpdesk at http://www.usg.edu/customer_services (self-service support requests requires a User ID and Password; contact the ITS Helpdesk to obtain self-service login credentials), or email helpdesk@usg.edu.

ADDITIONAL RESOURCES

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