UNIVERSITY SYSTEM OF GEORGIA

Service Level Guidelines (SLG)
USG Enterprise Services
Customer Support

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Support Contact Information

USG Service Desk
The USG Service Desk is the central point of contact for support related to USG systems and services, including OneUSG Connect and other enterprise platforms.

Contact Information

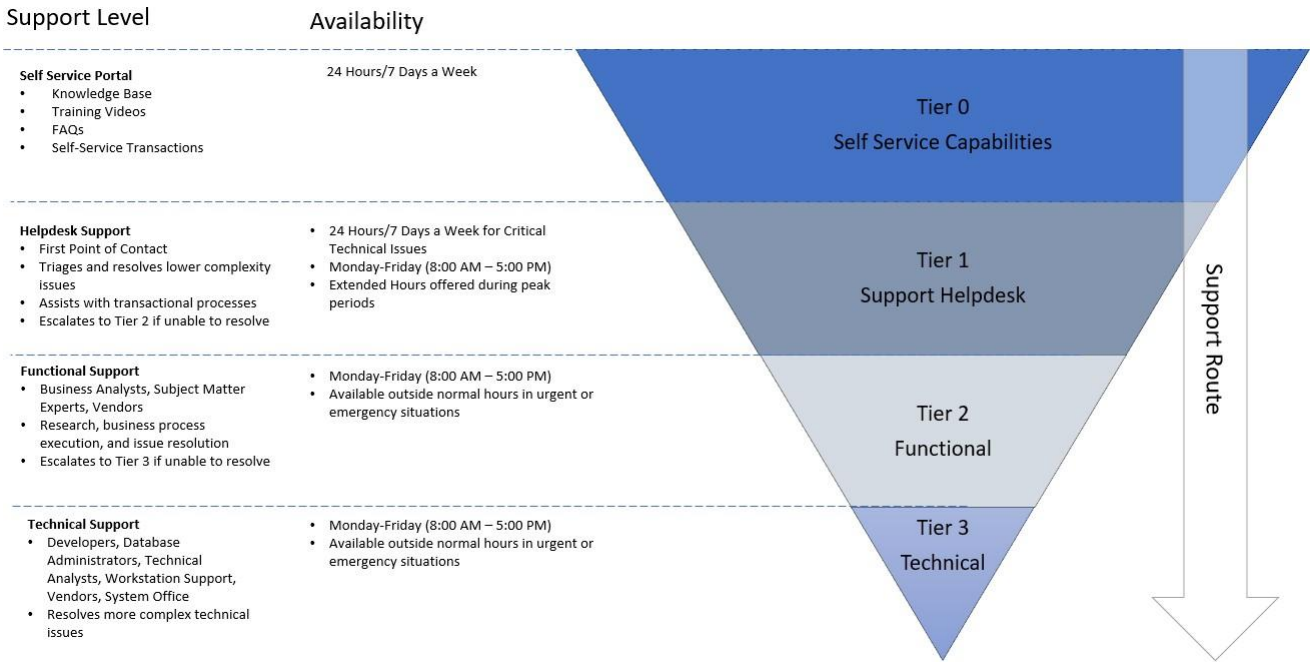
Phone: 1-877-251-2644
- Available Monday through Friday, 8 a.m. – 5 p.m. (ET), excluding Board of Regents Holidays and during inclement weather.
- For **urgent or production-down issues after hours**, call the same number and follow the prompts to leave an urgent message.
- If the on-call agent does not respond within 20 minutes, call the escalation number at **(404) 831-3669**.
-

Email: support@usg.edu
- Sending an email automatically creates a ServiceNow incident.
- You will receive an email confirmation with the assigned incident number.
- Email is monitored Monday through Friday, 8 a.m. – 5 p.m. (ET).

Web Support Portals
- **USG Customer Services:** usg.edu/customer_services
  - Submit support requests
  - Access the Knowledge Base
  - Click "Need Additional Assistance" to create a support ticket
  -
- **USG Self-Service Portal:** usg.service-now.com/usgsp
  - Available 24/7
  - Search the Knowledge Base or submit incidents directly
  -

Escalation Procedures
- For critical HR or payroll issues outside normal business hours, escalation options are available to institution-level practitioners.

USG Support Structure



Support Checklist

When requesting assistance, please be prepared to provide the following information to help us troubleshoot and triage the issue:

- Your name.
- Contact information (telephone number and email address).
- Type of device (PC, Mac, tablet, smart phone, etc.).
- Product or service you are using or attempting to use.
- Type of browser you are using (For applications accessed through a browser i.e. Internet Explorer, FireFox, Google Chrome, MS Edge or Safari).
- URL of web service.
- Navigation followed within the product or service (when applicable).
- Error message (when applicable).
- When the product or service was last used successfully.
- Whether anything recently changed on your computer (installed Microsoft updates, installed new application, etc.).
- Description of action being taken including any applicable transaction, employee, or position identifiers.
- Screenshots of issue or messages

**We are working to make the USG more secure. We ask that you do not send personal information (Social Security number, Date of Birth, Account numbers, etc..) when requesting assistance.*

Priorities and Definitions

When your support request or incident is received, the inquiry is analyzed to determine impact and urgency, which drives priority assignment based on the definitions outlined in the following table. Priority may be adjusted as the inquiry is reviewed and researched.

Priority	Definition
Critical: Production down	• Defects or major problems that interrupt or halt production. • Critical support requests take precedence over all other support requests and are handled 24/7. • Refer to Appendix A: Production Down Definition by Product and Service for definitions and guidelines of production down incidents. • No functional workaround exists.
High: System Slowdown or issues potentially affecting critical transactional processing	• Defects or major problems that have caused production slowness. • Production results or deliverables affected that are dependent upon hard deadlines (infrastructure/ application up, but slow). • Problem where if not repaired within the SLG, could lead to a critical issue. • Action needed timely to avoid and/or correct negative impact to critical operations (issues/corrections that affect payroll processing). • A functional workaround exists.
Medium: Standard/Production Normal	Support inquiries related to development, system administration/use, information requests, management issues or web-based information content updates. These incidents do not require immediate attention and will be handled based on level of complexity and resource availability.
Low: Low/Production Normal	Support inquiries that are not production related or are non-time sensitive: general questions on use, informational items, testing, or minor defects are reported or requested; production or implementation can continue.

Communication Expectations

When you submit your inquiry via phone, email or web, an incident is created in ServiceNow. You will receive an auto generated email that contains the following information:

Subject: Incident USG-INC0000000 has been opened on your behalf

Body:
Short Description:
Description:
Additional Comments:

Once initial communication is auto generated, the following outlines the USG's Update and Resolution Targets. Critical requests are managed on a 24/7 basis, all other requests are managed during normal published business hours. (See USG Support Structure)

	Critical	High	Medium	Low
Initial Target Response Time – To Customer	Within 1 hour	2 hours	4 hours	1 business day (9 hours)
Target Escalation Time to Appropriate Tier	Within 1 hour	4 hours	2.5 business days (22.5 Hours)	10 business days (90 hours)
Target Update Time to Customer	Every 4 hours (during normal business hours)	2 business days (18 hours)	2.5 business days (22.5 Hours)	14 business days (126 hours)
Target Resolution Time	Continuous work until resolved	Continuous work until resolved	5 business days (45 hours)	20 business days (180 hours)

When does the clock start?

- Target Response Time – From the time the ticket is received/created
- Target Update Time (Ticket) From the time the Initial Target Response is hit and starts over every time the customer is updated

Factors that could potentially pause or impact targeted response/resolution times include:

- Dependency upon third parties
- Awaiting clarifying or accurate information/action from institution or requestors
- Application life-cycle management requirements (i.e. testing, documentation, audit processes/procedures)
- Complexity of an incident or problem
- Business / Service interruptions affecting many users and/or multiple Institutions
- Project/system enhancements
- Acts of nature or other unforeseen issues
- USG holidays and other announced closings
- Maintenance / downtimes

- A ticket may be closed due to the caller not responding to follow up questions/inquiries within a reasonable time frame, depending on the area and type of ticket. (Tickets may be reopened once resolved, but before the ticket closes, or may be resubmitted as new if the inquiry needs further investigation.)

Service Interruption Communications

The USG Status page is used to communicate outages, service affecting issues, and maintenance tasks. These updates are communicated via SMS or email for all products and services. To visit go to: status.usg.edu. To subscribe, click on the red "subscribe to updates" button in the upper-right and choose email and/or cell phone.

Examples of when and how communications are sent:

- During service interruptions, each subscriber of a system/application will be notified when a problem affecting service(s) is being investigated, identified, monitored and/or resolved.
- When there are scheduled maintenance related tasks, each subscriber of a certain system/application will be notified when the maintenance starts and completes.
- Maintenance Schedule: https://www.usg.edu/customer_services/assets/customer_services/documents/ITS_Maintenance_Schedule.pdf

Which products and services are supported?

Product	Description
Augusta University Financials	PeopleSoft financial management system for Augusta University.
Cybersecurity	Cybersecurity organization and architecture for support of cybersecurity across the USG and support of activities between institutions. Cybersecurity represents federal, state, and local government entities, higher education, private industry, and others on security-related matters.
Data Services	Reporting of data and information for decision making by Board of Regents, state agencies, and legislators.
Data Warehouse and Business Intelligence	Institutional gateway to USG Data Warehouse and Business Intelligence.
GALILEO	Georgia's virtual library.
GeorgiaBEST Axiom	Data automation solution providing integration of various data files into Banner
GeorgiaBEST Banner	Banner student information system.
GeorgiaBEST Degree Works	Degree audit system.
GeorgiaBEST Managed Services	Hosted environment for GeorgiaBEST Banner, Degree Works, and related products.

Product	Description
GeorgiaFIRST Financials	PeopleSoft financial management system.
GeorgiaFIRST Marketplace	An online shopping site accessed through GeorgiaFIRST PeopleSoft Financials.
Georgia ONmyLINE	Online and distance education offerings by USG institutions.
GeorgiaVIEW	Learning management system, Brightspace by D2L.
GIL	GALILEO Interconnected Libraries.
INGRESS	Intra-Georgia Registration Sharing System.
InterMapper	Network monitoring, altering, and troubleshooting software.
OneUSG Connect	Functional and technical support for the Human Resources (HR) and Payroll system utilized: • By all USG applicants and employees to recruit, manage time and absences, view HR and payroll information and perform personal information updates. • By practitioners and administrators to execute payroll, HR, and finance-related (commitment accounting) transactions.
PeachNet	Statewide network system.
PeachNet Cloud Backup Service	Provides an enterprise level backup solution built on EMC's Avamar system for USG institutions and PeachNet customers. The service leverages technical support through a team of ITS system administrators.
PeachNet Virtual Data Center Service	Provides an ESX cluster environment using VMware's Virtual Cloud Director (vCD) for USG institutions and PeachNet customers. The service leverages technical support through a team of ITS system administrators.
SharePoint Team Site	University System Office (USO) SharePoint access and USO domain password management.
OnSpring	A resource for audit management.
University System Office (USO) Staff Endpoint Device Support	Computer, application, printer, audio/video, meeting, mobile, and other endpoint infrastructure support for the University System Office (USO) staff, Atlanta, Athens, and Sandersville.
Usablenet Assistive	Generates a text only version for USG institutional websites.
USG Technology Store	Uses the combined buying power of USG Institutions to negotiate and provision cost-effective IT solutions to the USG's faculty, staff, and students.
Web Services	www.usg.edu and related websites

What services are provided?

Service	Definition
D2L Help Center (DHC)	USG GeorgiaVIEW D2L Help Center, a service managed by D2L.
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 USG Customer Services web page: http://www.usg.edu/customer_services/services_support_information/emergency_web_service.
USG Service Desk	USG Service Desk telephone contact system.
USG Self-Service Support Request	USG self-service support request process. **Note:** User ID and password required.
USG Self-Service Support RequestAccount Administration (ServiceNow)	Account administration for USG customers who submit non- production down support requests in a non-form driven, web-based, self-service interface.

APPENDIX A:

Production Down Definition by Product and Service

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

Product/Service	Business Interruption
Augusta University Financials	• Cannot access PeopleSoft Financials production application. Note: Institution should verify there are no local area network connectivity issues first. • Cannot execute critical processes (e.g. cannot issue Banner checks in Financials, unable to process payroll journals from OneUSG at month end, etc.)
Cybersecurity	Major security incident affecting multiple users.
GALILEO	GALILEO All GALILEO access affected. OpenAthens GALILEO access fails for all sites using OpenAthens for Single Sign On • Verify that the issue is not local (multiple institutions reporting) • Try logging into GALILEO via OpenAthens as a USO employee • Is the user able to login to other services (GeorgiaVIEW, Campus Email, OneUSG, etc.) o Yes – Issue may be OpenAthens o No – Issue may be Local • Institutions should utilize the GALILEO password first EBSCO Discovery Service High: GALILEO search (EBSCO Discovery Service) is down. Individual databases can be accessed and searched. EBSCO Databases High: All EBSCO resources are down. Ticket comes over as a high priority. Please notify GALILEO on call via cell phone or PagerDuty.
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.

Product/Service	Business Interruption
	• 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 and Degree Works support applies only to an institution's production environment, not (Pre-prod) test, nor development, nor other environments. 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 • Managed Services customer cannot access Banner or Degree Works application (USG institutions should verify there is no local or wide area network connectivity issue first). • Managed Services customer – Banner or Degree Works database is down (not up); Server is down (not up) • Exceptions might include applying a Banner software 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.

GeorgiaBEST Managed Services institutions, only	Cannot access DB300 hosted Banner, Degree Works or other hosted application, database, and/or related components. Note: Managed Services institutions should verify there is no local or wide area network connectivity issue first USG sets the priority level to "high" when institutions cannot: • Access Axiom server or service. • Access Axiom interface for the purpose of real time updates and/or data corrections. • Download from XAP Corporation hosted GAfutures. • Upload to Banner. • Perform data validation mapping to Banner tables within 72 hours of institution specific application for admission deadline. • Access Banner for Argos reporting. • Access Banner Document Management System (BDMS). • Access job scheduler (ex: UC4 AppWorks Automic).

Product/Service	Business Interruption
	• Access Data Warehouse. • Access Nelnet financial aid module between Banner environment and Federal Load database. • Access File Manager / MFT. • Access Touchnet. • Access ODS/EDW Cognos. • Access CRM Recruit
GeorgiaFIRST Financials	• Cannot access PeopleSoft Financials production application. • Note: Institutions should verify there are no local area network connectivity issues first. Cannot execute critical processes (e.g. cannot issue Banner checks in Financials, unable to process payroll journals from OneUSG at month end, etc.)
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.
GeorgiaVIEW	• 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. • Cannot access GeorgiaVIEW Institutional URLs. • Cannot login to institutional LMS environment. • Cannot use system because of system response or performance (e.g., slow, takes minutes to move from screen to screen). • Cannot execute critical process (e.g., cannot take quiz, submit assignments, etc.).
GIL	The state-wide Integrated Library System (Alma) is inaccessible, preventing university libraries and their staff/students from performing any of the following (these are just a few examples of symptoms): • All USG Library staff cannot check out books (Alma is down). • Searching for resources in GIL-Find is unavailable across all institutions (Primo is down). • All USG Library staff cannot do their work, meaning acquisitions, cataloging, fulfillment, etc. (Alma is down).
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:

Product/Service	Business Interruption
	○ Cannot access the INGRESS Faculty and Campus Administrator Consoles widget from the GeorgiaVIEW GoVIEW home page (https://go.view.usg.edu/d2l/home). • Cannot use system because performance is slow (takes minutes to move from screen to screen).
InterMapper	• InterMapper service down.
OneUSG Connect	• Unable to complete payroll processes and no one will get paid. • Critical error on completed payroll. • Emergency removal of system access for termination of practitioner or employee with administrator access. • Multiple employees from multiple institutions cannot access HCM system. • System slow or not responding (Time During Critical Processing Periods) • HR Data Corrections that impact payroll processing, multiple people impacted. • Time Reporter/Clock issues that affect payroll processing, multiple people impacted. • A mass number of employees did not get paid. • HR Issue causing critical error during payroll processing. • Multiple applicants unable to apply for jobs at multiple institutions. • Multiple users report being unable initiate Manager Self Service transactions at multiple institutions. • Unable to complete commitment accounting processes (including general ledger processing, encumbrance processing, EDR processing, and money movement processing) and institutions are unable to receive Journal Entries in a timely manner.
PeachNet	• Internet is down for an entire site.
PeachNet Cloud Backup Service	• Cannot backup servers to the ITS datacenter.
PeachNet Virtual Data Center Services	• Cannot access interface to manage Virtual Data Center (VDC) environment. • Hosted virtual machines are down or inaccessible.
Telephone	• Cannot make or receive calls for an entire site.
USO Data Warehouse	• Reporting of data and information for decision making by Board of Regents, state agencies, and legislators. • Request submitted to run report when report deadline is within 24 hours. **Note:** ITS sets the priority level to "high."
University System Office (USO) Staff Endpoint Device Support	• 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

Product/Service	Business Interruption
	hours. • VIPs: (Board of Regents strategic corporate web applications are not accessible). USG 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.
USG Technology Store (techstore.usg.edu)	• USG Technology Store (techstore.usg.edu) • Website down due to system error. • Can sign into website, but not access either Home or Work stores.
Web Services	• General Web Services: o Cannot access USG website(s). o Cannot connect to USG-hosted website (404 error). o Cannot display a USG-hosted website. o UsableNet Assistive not responding. o Incorrect/out-of-date information on USG-hosted website. • Emergency Web Services: o Cannot connect to an institution's emergency web service page (404 error). o Cannot display an institution's emergency web service page.