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## Announcement

**TO:** GeorgiaFIRST PeopleSoft Financials Users

**POSTED:** May 23, 2017

**SUBJECT:** ITS Scheduled Maintenance Impacting Availability of GeorgiaFIRST Financials

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ITS will be conducting PeachNet Network scheduled maintenance that will impact all services in the Athens DB300 Data Center from 12:01 a.m. on Saturday, June 3, 2017 to 12:00 p.m. (noon) on Saturday, June 3, 2017. This scheduled maintenance impacts the availability of GeorgiaFIRST Financials, including GeorgiaFIRST Marketplace and iStrategy.

Please see the below announcement for more information.

### **PeachNet Network Scheduled Maintenance**

NSS will be conducting switching infrastructure maintenance in the DB300 Data Center during an extended maintenance window from 12:01 a.m. on Saturday, June 3, 2017 to 12:00 p.m. on Saturday, June 3, 2017.

During this time, all services in the DB300 Data Center will be unavailable.

Services impacted include:

- G2I Data Warehouse and Business Intelligence
- GeorgiaBEST Banner Managed Services
- GeorgiaBEST Degree Works Managed Services
- GeorgiaFIRST Financials
- Georgia ONmyLINE
- GeorgiaVIEW Online Learning - X site/institutions only
- INGRESS Registration Sharing System
- MOVEit Managed File Transfer
- PeachNet Cloud Services
- PeachNet Network
- USO Athens Office
- USO Tools
- USO Exchange
- Web Services ([www.usg.edu](http://www.usg.edu))

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**MORE INFORMATION AND SUPPORT:** For business impact emergency issues, contact the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free within Georgia). For non-urgent issues, contact the ITS Helpdesk via the self-service support website at [http://www.usg.edu/customer\\_services](http://www.usg.edu/customer_services). (This service requires a user ID and password. E-mail [helpdesk@usg.edu](mailto:helpdesk@usg.edu) to obtain self-service login credentials.)

**ADDITIONAL RESOURCES:** For information about ITS maintenance schedules or Service Level Guidelines, please visit [http://www.usg.edu/customer\\_services/service\\_level\\_guidelines](http://www.usg.edu/customer_services/service_level_guidelines). For USG services status, please visit <http://status.usg.edu>.

**ADDITIONAL RESOURCES**

ITS Maintenance Schedule and Service Level Guidelines:

[http://www.usg.edu/customer\\_services/service\\_level\\_guidelines/](http://www.usg.edu/customer_services/service_level_guidelines/)

