

## ANNOUNCEMENT

**TO:** GeorgiaFIRST and Augusta University Peoplesoft Financials User

**POSTED:** October 27, 2024

**SUBJECT:** Update: GeorgiaFIRST Financials and Augusta University Financials  
Unplanned Outage

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**GeorgiaFIRST Financials and Augusta University Financials are currently unavailable** due to a major issue with our Storage Area Network (SAN), a Dell product that is crucial for both application and data servers. Teams from ITS and Dell have been working continuously since the onset of this outage.

Yesterday, we began executing disaster recovery plans for affected applications, with priority being afforded to payroll and student systems. The recovery process for GeorgiaFIRST Financials and Augusta University Financials will commence on Monday, October 28, 2024. ITS teams will collaborate with USG staff and campus stakeholders for recovery testing, likely in the late afternoon on Monday. If the results are positive, **we anticipate that the production applications for GeorgiaFIRST and Augusta University Financials (FPROD and AUFPROD) will be accessible to the USO and institutions by the start of business on Tuesday, October 29, 2024.**

For live updates on ITS operational status, please visit <https://status.usg.edu>.

Feel free to share this information with others at your institution that may need to be aware.

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**MORE INFORMATION AND SUPPORT:** For business impact issues, contact the ITS Helpdesk at [helpdesk@usg.edu](mailto:helpdesk@usg.edu) or via the [ITS Customer Services website](#).