

VHCC ITS Service Level Agreement
PeopleSoft Student Information System/Human Resources &
Administrative Information System

Customers	Virginia Highlands Community College faculty, staff, administrators, and students	
Mission	The PeopleSoft Helpdesk responds to customer inquiries in the usage of PeopleSoft to support their daily functionality in the system. Currently, the system supports student functions which include student records, financial aid, student financials, and queries/reports. Also supports administrative information system functions which include accounts payable, general ledger, CIPPS and CARS.	
Contacts	<u>Primary</u> Tammy McCracken Information Technology Specialist Information Technology Services 276.739.2495 M-F: 8:00 am – 5:00 pm	<u>Secondary</u> Pam Conley Information Technology Specialist Information Technology Services 276.739.2554 M-F: 7:30 am – 4:30 pm
Services Covered	PeopleSoft SIS/HR & AIS Helpdesk will provide solutions to PS related inquires that relate to but are not limited to the functional areas *Accounts Payable, General Ledger, CIPPS, CARS, Financial Aid, Non-Credit/CEU, Security Access, Academic Advisement, Student Financials, Student Records, Queries/Reports.	
Service Goals	Meet user's needs by providing solutions to their PS-related problems relative to system utilization.	
Hours of Support	Monday – Friday, 8:00 a.m. – 5:00 p.m.	
Environments Supported	PeopleSoft Version 9.0	
Method for Requesting Services	Helpdesk Email, helpdesk@vhcc.edu	
Support Levels	Level 1 Emergency Problems (Although it is difficult to determine the exact amount of time to resolve a problem, every effort is made to resolve problems within 24 to 48 hours) Level 2 Problems and Upgrade: (Although it is difficult to determine the exact amount of time to resolve a problem, every effort is made to resolve problems within 24 to 48 hours). Submit help ticket via Issue Trak to VCCS ITS for issues beyond our security access to the SIS/HRMS and AIS Systems.	