

Lansweeper SC

Service	Lansweeper																								
Service Manager	Manager of Enterprise Infrastructure Services																								
Department	Enterprise Infrastructure Services																								
Contact																									
Service Owner	Manager of Enterprise Infrastructure Services																								
Description	Asset Management Software																								
Service Users																									
User Services																									
Business Services																									
Technical Services																									
Requirements																									
Rates / Cost of Use																									
Getting Started																									
Availability																									
Getting Help																									
SLA Notes																									
Business Procedures																									
Change Procedures																									
Assigned Primary Support	Scott Grien																								
Assigned Secondary Support	TBD																								
RACI Chart	<table border="1"> <thead> <tr> <th>Level</th> <th>Responsible</th> <th>Accountable</th> <th>Consulted</th> <th>Informed</th> </tr> </thead> <tbody> <tr> <td>Primary</td> <td></td> <td>Service Manager</td> <td></td> <td></td> </tr> <tr> <td>Secondary</td> <td></td> <td>CIO</td> <td></td> <td></td> </tr> <tr> <td>Tertiary</td> <td></td> <td>President</td> <td></td> <td></td> </tr> </tbody> </table>					Level	Responsible	Accountable	Consulted	Informed	Primary		Service Manager			Secondary		CIO			Tertiary		President		
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Secondary		CIO																							
Tertiary		President																							
Date Last Modified	Oct 19, 2018																								
Status	Active																								

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