

Adirondack SC

| Service | Adirondack | | | | | | | | | | | | | | | | | | | | | | | | |
|----------------------------|--|-----------------|-----------|----------|--|-------|-------------|-------------|-----------|----------|---------|--|-----------------|--|--|-----------|--|-----|--|--|----------|--|-----------|--|--|
| Service Manager | Kevin Lane | | | | | | | | | | | | | | | | | | | | | | | | |
| Department | Enterprise Data Services | | | | | | | | | | | | | | | | | | | | | | | | |
| Contact | | | | | | | | | | | | | | | | | | | | | | | | | |
| Service Owner | Kevin Lane | | | | | | | | | | | | | | | | | | | | | | | | |
| Description | Student Housing | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | Kevin Lane | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | |
| Level | Responsible | Accountable | Consulted | Informed | | | | | | | | | | | | | | | | | | | | | |
| Primary | | Service Manager | | | | | | | | | | | | | | | | | | | | | | | |
| Secondary | | CIO | | | | | | | | | | | | | | | | | | | | | | | |
| Tertiary | | President | | | | | | | | | | | | | | | | | | | | | | | |
| Date Last Modified | Oct 17, 2018 | | | | | | | | | | | | | | | | | | | | | | | | |
| Status | Active | | | | | | | | | | | | | | | | | | | | | | | | |

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