

# Adirondack (login issues) SC

Service	Adirondack (login issues)																								
Service Manager	Kevin Bom																								
Department	Enterprise Infrastructure Services																								
Contact	ITS-Enterprise Infrastructure Services, x3748, <a href="mailto:Kevin.Bom@fredonia.edu">Kevin.Bom@fredonia.edu</a>																								
Service Owner	Manager of Infrastructure Services																								
Description	Login issues related to 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	Idalia Torres																								
Assigned Secondary Support	Scott Grien																								
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																							
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Date Last Modified	Jun 26, 2019																								
Status	Active																								

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