

Lynda.com (usage and training) SC

Service	Lynda.com (usage and training)																								
Service Manager																									
Department	Professional Development Center																								
Contact																									
Service Owner	Dawn E																								
Description	On-Demand Learning																								
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	Sandra Lewis (0144) ???																								
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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