

Adirondack (login issues) SC

Service	Adirondack (login issues)																								
Service Manager	Kevin Bom																								
Department	Enterprise Infrastructure Services																								
Contact	ITS-Enterprise Infrastructure Services, x3748, Kevin.Bom@fredonia.edu																								
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		
Level	Responsible	Accountable	Consulted	Informed																					
Primary		Service Manager																							
Secondary		CIO																							
Tertiary		President																							
Date Last Modified	Jun 26, 2019																								
Status	Active																								

Short URL to this page: [https://answers.fredonia.edu/x/\\$action.getTinyUrl\(\)](https://answers.fredonia.edu/x/$action.getTinyUrl())