

Time and Attendance SC

Service	Time and Attendance																								
Service Manager																									
Department	Payroll Services																								
Contact																									
Service Owner	Sue Cortez (x3775)																								
Description	SUNY Reporting																								
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	Sue Cortez (x3775)																								
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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