

Access/Passwords

Providing assistance in regaining access (password-restricted or otherwise) to MSU-related accounts.

EBS Access

aka **EBS**

Service Description	EBS is access into MSU systems. Specifically gives access to unit administrator, unit time administrator, finance system, business intelligence, and manager self-served
Service Features	Advanced user, CashNet, delete user, Cognos BI query users, managers self-service role, unit financial roles, unit HR roles, HR payroll approver, SIS non-academic, generic are some of the RHS access requests.
Service Criticality, Priority, Security	Administrative Services Medium High
Availability	24/7
Business Impact	If EBS system is down, staff are unable to complete their daily function in reporting until it is back online.
Procedure for requesting	ARM (access memorandum form) or EARM (electronic access memorandum form)
Pricing or chargeback information	n/a

Action Estimated Turnaround Time Note

Update/Add User Account

aka

Service Description	Non-Food Service facilities enter account billing information to use for Food Stores and MSU Bakers ordering		
Service Features	Self-managed		
Service Criticality, Priority, Security	Business Operational	Low	Low
Availability	24/7		
Business Impact	low impact if application is down		
Procedure for requesting	MSU netID		
Pricing or chargeback information	N/a		

Action Estimated Turnaround Time Note

Computers/Laptops/Accessories

Providing laptop and special software checkout for departmental use, for special events, sign-ups and conferences.

Laptop Checkout

aka

Service Description	Checkout for departmental use. For special events, sign ups, conferences, etc.		
Service Features	Laptop use for departmental operations. Special software can be requested if needed. Currently, Dell D630 is the model available for checkout.		
Service Criticality, Priority, Security	Administrative Services	Medium	Low
Availability	Checkout during normal work hours, but laptop use is 24/7, and for any desired duration.		
Business Impact	Laptops not working after checkout would affect any business operations on laptop. However, business impact depends on the number of users involved. This can range from a single individual to a large conference sign up.		
Procedure for requesting	Service request including advanced notice/desired duration for use/special software installed, etc.		
Pricing or chargeback information	N/A		

Action Estimated Turnaround Time Note

Creative Services

Providing creative support in the form of graphic design, copywriting, editing and production.

Spartan Cash Marketing

aka **Spartan Cash Marketing**

Service Description

Brochure
Website update with new vendors
Acceptance Stickers for vendor windows
Social Media (Facebook, Twitter)

Service Features

Service Criticality, Priority, Security

Business Critical Medium Low

Availability

Brochure twice a year
Website, social media is available 24/7

Business Impact

More marketing needed for higher Spartan Cash sales

Procedure for requesting

Brochure is sent twice a year, marketing sends this out to RMS list

Pricing or chargeback information

N/a

Action Estimated Turnaround Time Note

Email

Maintenance of email accounts, contacts, calendar and tasks on Outlook Web App used for divisional and personal purposes.

Outlook Client Access

aka

Service Description	An e-mail, calendar, contact and task program used for divisional and personal purposes.		
Service Features			
Service Criticality, Priority, Security	Business Critical	High	Medium
Availability	24/7		
Business Impact	Without exchange, all e-mail functions would stop working. If outlook stopped working and users still had access to the internet, they could still connect to Outlook Web Access		
Procedure for requesting	The RHS account is created through ARF		
Pricing or chargeback information			
	Action	Estimated Turnaround Time	Note

Outlook Web Access

aka **OWA**

Service Description	The ability to access e-mail, contacts, calendar and tasks via the web.		
Service Features	Lync functionality		
Service Criticallty, Priority, Security	Business Critical	High	Medium
Availability	24/7		
Business Impact	Without exchange, all e-mail functions would stop working. If outlook stopped working and users still had access to the internet, they could still connect to Outlook Web Access.		
Procedure for requesting	The RHS account is created through ARF		
Pricing or chargeback information	N/a		
	Action	Estimated Turnaround Time	Note

Network/Security

Providing and protecting access to divisional data.

File Server Management

aka

Service Description	Provides access to divisional data.		
Service Features			
Service Criticallty, Priority, Security	Business Operational	High	Low
Availability	24/7		
Business Impact			
Procedure for requesting	Call Help Desk or submit a service request		
Pricing or chargeback information	N/A		
	Action	Estimated Turnaround Time	Note

Point of Sale/Card Readers

Installation and maintenance of hardware and software required for use with any RHS Point-of-Sale system and access to the Sequoia server.

Credit Card Terminal HW Setup and Support

aka

Service Description	Receives credit card information		
Service Features			
Service Criticality, Priority, Security	Business Critical	High	High
Availability	24/7		
Business Impact	Receiving quick information when operational. Can't read/send credit card information when system is down.		
Procedure for requesting	Service Request		
Pricing or chargeback information	N/A		

Action Estimated Turnaround Time Note

Card Reader Laundry Systems

aka

Service Description	Card readers allows students free laundry services. Only for residential students.		
Service Features			
Service Criticality, Priority, Security	Business Operational	Medium	Low
Availability	24/7 for students		
Business Impact	When card readers are down, free laundry is not available. Students may pay		
Procedure for requesting	Automatic granted		
Pricing or chargeback information	N/a, students paying at the machine with change is still accepted.		

Action Estimated Turnaround Time Note

Card Reader Vending

aka **Vending**

Service Description Provides access for Spartan Cash users to make purchases

Service Features

Service Criticality, Priority, Security **Business Critical** **Medium** **Low**

Availability 24/7

Business Impact Unavailability of Spartan Cash

Procedure for requesting Service Request

Pricing or chargeback information N/A

Action Estimated Turnaround Time Note

Credit Card Terminals

aka **Credit Card Terminals**

Service Description We provide programming for credit card terminals used throughout RHS. We can program the Vx570 dial up terminal to accept MC, Visa, Discover and AmEx.

Service Features

Service Criticality, Priority, Security **Business Critical** **High** **High**

Availability

Business Impact Has positive revenue generating effect upon units that can accept CC payments.

Procedure for requesting If your area has not accepted credit cards in the past, you may need to secure a merchant ID # from the Cashiers dept. We can help with securing terminal ID#s from Bank of America, and in ordering your dial-up terminal, just contact the Transaction Mgmt. office at 5-2274.

Pricing or chargeback information Departments are responsible for purchasing the Vx570 terminals, they run a little under \$300.00

Action Estimated Turnaround Time Note

POS Cash Registers

aka **POS, Registers, NCR's, Sequoia**

NCR's

Service Description	Installation and maintenance of hardware and software required for use with any RHS Point-of-Sale system and access to the Sequoia server. Service includes the highest level of response.		
Service Features	Includes user (student, part-time and FTE's) and administrator access to Sequoia Server and corresponding accounts.		
Service Criticallty, Priority, Security	Business Critical	High	Medium
Availability	24/7		
Business Impact	Point-of-Sale systems provide a quick, secure and accurate means of tracking cash sales, credit charges and student accounts or FTE Spartan Cash accounts in Sparty stores and Dining Facilities on campus. Since POS malfunctions can have a drastic impact on a multitude of sales, most customers have more than one POS assigned specifically to their unit; other POS devices are kept "in reserve" in case an issue is reported. Software set-ups and connectivity issues are generally handled by the Information Services Transaction Team.		
Procedure for requesting	New installs and set-ups are initiated by or through the respective Project Manager for the requesting unit; existing users initial trouble calls through the RHS Service Request System or the Information Service Help Desk.		
Pricing or chargeback information	Customers responsible for initial installation and set-up costs (materials, labor, licenses, etc.) and are billed annual service fees based on the device and residual costs of maintaining it. Local, high-priority labor costs not billed to customer/dept.		

Action Estimated Turnaround Time Note

Scanners Bar Code (POS)

aka **Bar Code Readers, Bar Code Scanners**

UPC Reader

Service Description

Bar Code Scanners, or Bar Code Readers, are accessory devices generally used in conjunction with a POS system or device. Bar Codes are associated with pre-encoded products and goods and the data is directly relevant to sales and stock or inventory.

Service Features

These bar code scanners should not be confused with slide-through Residence Hall card readers or USB Card Readers sometimes used to access student account information.

Service Criticality, Priority, Security

Business Operational Medium Low

Availability

Business hours; 8am - 5pm

Priority can be elevated.

Business Impact

Bar Codes are quick, convenient ways to "ring up" an item or sale through POS systems. Without a Bar Code Scanner, cashiers have to manually enter the UPC. This is an inconvenience.

Procedure for requesting

Initial requests for this POS accessory are generated by or through Information Services Project Managers; installation and trouble calls are initiated by the customer through the Help Desk or SR system.

Pricing or chargeback information

Pricing for the device and set-up are borne by the requesting department; rapid-responses and high-level priority designations are part of the non-billed services.

Action Estimated Turnaround Time Note

Sequoia QuadPoint

aka **Sequoia**

Service Description	Sequoia is the primary Point-of-Sale system for the division and services all the Culinary Services retail and cafeteria locations. The system consists of point of sale registers as well as handheld wireless readers which are connected to the QuadPoint report server.
Service Features	Touch screen cash registers, bar code scanners and product lookup, allows acceptance of Spartan Cash or Combo-X-Change as payment, sales reconciliation and reporting, allows secure cashier login with MSU ID card or PIN number.
Service Criticality, Priority, Security	Mission Critical High Medium
Availability	The service is needed anytime any of our units is open, which is almost 24/7.
Business Impact	The service provides crucial metrics on retail sales, customer board plan sales for all of Culinary Services and several departments outside of RHS.
Procedure for requesting	Contact the Transaction Management team at 5-2274 with any requests to add Point of Sale registers through the Sequoia system.
Pricing or chargeback information	Pricing varies upon the equipment needed. Customers are also responsible for yearly maintenance costs.

Action Estimated Turnaround Time Note

Project Requests

Discussing and planning issues that involve the coordination of various services.

Custom Programming

aka

Service Description

Any requests for new forms, programs, applications, or other forms of process automation requiring programming resources.

Service Features

Service Criticality, Priority, Security

Availability

Business Impact

Procedure for requesting

Initiate requests for custom programming by involving your SIM, who can help facilitate the process.

Pricing or chargeback information

Action Estimated Turnaround Time Note

Hardware Implementation

aka

Service Description

Implementation of off-the-shelf hardware not already in use in the division.

Service Features

Service Criticality, Priority, Security

Availability

Business Impact

Procedure for requesting

Initiate requests for new off-the-shelf hardware by involving your SIM, who can help facilitate the process.

Pricing or chargeback information

Action Estimated Turnaround Time Note

Software Implementation

aka

Service Description	Implementation of off-the-shelf software not already in use in the division.		
Service Features			
Service Criticality, Priority, Security			
Availability			
Business Impact			
Procedure for requesting	Initiate requests for new off-the-shelf software by involving your SIM, who can help facilitate the process.		
Pricing or chargeback information			

Action Estimated Turnaround Time Note

Reporting/Accounting

Managing Spartan Cash accounts for users (reporting balances and all necessary notifications related to those balances).

Market Basket Report

aka

Service Description	Market basket reporting shows commodity purchases for Culinary Services on a monthly basis.		
Service Features			
Service Criticality, Priority, Security	Business Operational	Low	Low
Availability	24/7		
Business Impact	Low impact if application is down		
Procedure for requesting	Anyone with an MSU netID has access food.rhs.msu.edu		
Pricing or chargeback information	N/a		

Action Estimated Turnaround Time Note

Monthly Statement Inquiry

aka

Service Description	Shows monthly invoicing that is passed to the EBS system		
Service Features			
Service Criticallty, Priority, Security	Business Operational	Medium	Medium
Availability	24/7		
Business Impact	Low impact if application is down		
Procedure for requesting	Anyone with an MSU netID has access food.rhs.msu.edu		
Pricing or chargeback information	N/a		

Action Estimated Turnaround Time Note

Weekly Purchases

aka

Service Description	Weekly purchases by unit are summarized by product commodity.		
Service Features			
Service Criticallty, Priority, Security	Business Operational	Low	Medium
Availability	24/7		
Business Impact	low impact if application is down		
Procedure for requesting	RHS licensed food service users must request access through an ARF		
Pricing or chargeback information	N/a		

Action Estimated Turnaround Time Note

Software/Systems/Programs

Tasks involving software development used for purchasing, ordering, accounting and warehouse logistics for Food Stores, MSU Bakers and Spartan Linen.

McAfee AV

aka

Antivirus

Service Description	Provides antivirus, firewall for workstations.		
Service Features			
Service Criticality, Priority, Security	Business Operational	Medium	Low
Availability	24/7		
Business Impact	Users should have it on, when working to protect their workstations.		
Procedure for requesting	Automatically given with workstations.		
Pricing or chargeback information	N/A		

Action	Estimated Turnaround Time	Note
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Micros

aka

Service Description	Used in Kellogg, allows waiters and bartenders to complete orders.		
Service Features	POS		
Service Criticality, Priority, Security	Mission Critical	High	High
Availability	during business hours.		
Business Impact	it creates efficient communication between the kitchen and bar.		
Procedure for requesting	They must request the vendor for the POS system, IS is only providing support.		
Pricing or chargeback information	N/A		

Action	Estimated Turnaround Time	Note
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Saflok

aka

Service Description Providing (codes) room keys for Kellogg Hotel and Conference Center.

Service Features

Service Criticality, Priority, Security **Mission Critical** **High** **Low**

Availability 24/7

Business Impact If the system is down, Kellogg will not be operational.

Procedure for requesting N/A

Pricing or chargeback information N/A

Action Estimated Turnaround Time Note

SharePoint

aka

Service Description SharePoint is a collaboration management system. Right now, it is in development.

Service Features

Service Criticality, Priority, Security **Non-critical** **Low** **Low**

Availability 24/7

Business Impact Not available yet.

Procedure for requesting N/A

Pricing or chargeback information N/A

Action Estimated Turnaround Time Note

Blackboard Hall Access

aka

Service Description Applies only to night receptionist readers. Information is collected from RMS and put into Transact to identify the students' residence hall, to either allow or deny entry.

Service Features

Service Criticality, Priority, Security **Business Critical** **Medium** **Medium**

Availability Midnight-7am, Sunday -Saturday

Business Impact If information isn't up to date, students will be denied entry to their residence hall

Procedure for requesting Automatic updates to Transact identifying moves

Pricing or chargeback information N/a

Action Estimated Turnaround Time Note

Blackboard Transactaka **Optim****Blackboard**

Service Description Blackboard Transact is the Back Office database that controls dining and Spartan Cash validation and sales. All campus tenders are authenticated through Blackboard Transact. It is currently used as a POS platform for the Recreational Sports and Fitness Centers and Dairy Store as well. It currently controls night receptionist reader authorization, Laundry, vending and Intercollegiate Athletic student ticketing operations as well.

Service Features Allows validation of MSU ID card magnetic stripe, patron reports, acceptance of Spartan Cash via a small card reader or credit card terminal.

Service Criticality, Priority, Security **Mission Critical** **High** **Medium**

Availability

Business Impact The division stands to lose money quickly when the service is down.

Procedure for requesting Requests for this functionality should be directed to the Transaction Management team at 5-2274.

Pricing or chargeback information Customers are responsible for purchasing equipment as well as yearly maintenance chargebacks.

Action Estimated Turnaround Time Note

CBORD FSSaka **FSS****Food Service Suite**

Service Description	CBORD is the company. FSS supports MSU's food service operations, ranging from what food is needed, menus, how much food, when food is needed, etc.
Service Features	Net Nutrition, which is a website that draws upon information that is in the FSS database.
Service Criticality, Priority, Security	Business Critical Medium Low
Availability	During normal business hours of culinary services, 7am-11pm.
Business Impact	Is relied heavily upon for food service operations. When down, food service operations can temporarily operate without FSS.
Procedure for requesting	First submit ARF. Gina then approves their access and adds them to the FSS database. IS adds the user to the active directory group.
Pricing or chargeback information	N/A

Action	Estimated Turnaround Time	Note
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Cognos Business Intelligenceaka **Cognos BI platform****Report writing, report viewing, report modeling**

Service Description	Allows RHS, the College of Human Medicine and the Department of Engineering and Computer Sciences to build reports for/report from configured data sources.		
Service Features	The ability to build and run AdHoc reports, predefined reports, charts, graphs and data sets. This tool can also be used for data exploration, validation and comparison.		
Service Criticallty, Priority, Security	Business Operational	Medium	High
Availability	24/7		
Business Impact	Substantial. More sustainable practices, as reports no longer need to be printed, less margin for error. Allows for data-informed decisions.		
Procedure for requesting	Submit an ARF, access granted per data source (ITS ARM may be needed)		
Pricing or chargeback information	N/A		

Action Estimated Turnaround Time Note

Delphi

aka

Delphi Application

Service Description	Allows the reservation of rooms, for meeting purposes.		
Service Features	They get information from the customer, and then they input it into the system.		
Service Criticallty, Priority, Security	Business Critical	High	Low
Availability	24/7		
Business Impact	If the system is down, people are not able to reserve rooms.		
Procedure for requesting	By phone		
Pricing or chargeback information	N/A		

Action Estimated Turnaround Time Note

eRezLifeaka **eRezLife**

Service Description	It is a software used by REHS for recruitment and selection of resident and grad assistant positions.		
Service Features	Apache needs to be running for eRezLife to work, ssl certificate through uncommon, uses sendmail for mail relay, Selinux permissions customized.		
Service Criticallty, Priority, Security	Business Operational	Medium	Medium
Availability	24/7 during times when positions are posted.		
Business Impact	When eRezlife is down during the application time, it is critical to REHS. This is the only means for residents and grad assistant to submit their applications, and for REHS to process them.		
Procedure for requesting	Customers report issues via service request or help desk. IS staff requests support from eRezLife through email, contact eRezLife Derek Hemmes. Accounts are managed by eRezLife.		
Pricing or chargeback information	N/A		

Action Estimated Turnaround Time Note

Fairways

aka

Service Description	Provides booking, tee time reservation, golf cart reservation.		
Service Features			
Service Criticallty, Priority, Security	Business Critical	High	Low
Availability	Front/back office uses Fairways longer than golf course hours		
Business Impact	If the system is down, reservations cannot be made		
Procedure for requesting	The service is requested by the SHG employee		
Pricing or chargeback information			

Action Estimated Turnaround Time Note

Food Servicesuite (FSS)aka **FMS**

Service Description FSS (Food Servicesuite) is used by Culinary Services to build and manage menus. It also feeds NetNutrition, which provides nutritional information on foods served.

Service Features

Service Criticallty, Priority, Security **Business Operational**

Availability This system is used outside of regular office hours.

Business Impact

Procedure for requesting Submit an ARF for access.

Pricing or chargeback information No charge to individual customers.

Action Estimated Turnaround Time Note

Invoice Inquiry

aka

Zend Server on the Power 7

Service Description Ability for users to look up Food Stores/MSU Bakers invoice information.

Service Features

Service Criticallty, Priority, Security **Business Operational** **Low** **Low**

Availability 24/7

Business Impact Low impact if application is down

Procedure for requesting Anyone with an MSU netID has access
food.rhs.msu.edu

Pricing or chargeback information N/a

Action Estimated Turnaround Time Note

Kaseya

aka

Service Description	Gives a status report of all the servers. Provides patch management.		
Service Features	Provides patching, imaging, Remote Desktop, Mobile Device Management (MDM)		
Service Criticality, Priority, Security	Business Critical	High	Low
Availability	24/7		
Business Impact	Help desk and the Tech team need Kaseya to perform tasks		
Procedure for requesting	Automatically given to everyone.		
Pricing or chargeback information	N/A		

Action Estimated Turnaround Time Note

Kinetic Conferencing and Registration Softwareaka **Kinetic**

Service Description	Kinetic software is used to store all information used when booking conferences, Owen Hall visiting scholars and other bookable spaces in residence halls. It is used as a registration portal for conferences and used to manage the check-in, in house and check-out processes for all conferences .
Service Features	Access is managed both by IS and Destination State. IS is responsible for adding users to the correct AD group, and Destination State is responsible for granting correct access levels in the software.
Service Criticality, Priority, Security	Mission Critical High Low
Availability	24/7 during conference season. Minor outages during academic year
Business Impact	During the academic year, minor outages are tolerable. During summer conference season, this is a critical system and outages will cause major process issues.
Procedure for requesting	Initial issues are funneled through the Destination State Office to rule out training and general user issues. Second level support is via Help Desk or Service Request. If IS team cannot resolve, contact Kinetic Support.
Pricing or chargeback information	No additional charge for Kinetic support during regular hours. Destination State is billed \$50 per call for off-hour emergency calls.

Action Estimated Turnaround Time Note

Laundry Invoice Lookup

aka

Service Description	Ability for users to look up Laundry invoice information.		
Service Features			
Service Criticality, Priority, Security	Business Operational	Low	Low
Availability	24/7		
Business Impact	Low impact if application is down		
Procedure for requesting	Anyone with an CS account login can access lookup through food.rhs.msu.edu, or any RHS website footer		
Pricing or chargeback information	N/a		

Action Estimated Turnaround Time Note

M&M Label Co., Inc.

aka **M&M Label**

Service Description M&M Label Co. provides primary and secondary pressure-sensitive label makers that offer offset, flexography, screen printing and digital printing capabilities.

Service Features

Service Criticality, Priority, Security Administrative Services Low Low

Availability 8:00am - 5:00pm, Monday through Friday

After hours support: call (781) 321-2737 and leave a message on the answering service. Expect callback within thirty minutes

Business Impact

Procedure for requesting

For hardware failures:
Call M&M support at (781) 321-2737
M&M will arrange for hardware replacement to be delivered within 24 hours

For Software support:
Call M&M support at (781) 321-2737
M&M tech support will troubleshoot remotely

For supplies inquiries:
Call M&M support at (781) 321-2737
Provide model of machine and supplies needed. There is a 10-day turnaround for replacement supplies.

Pricing or chargeback information

N/a?

Action Estimated Turnaround Time Note

Microsoft Lync

aka

Service Description	Instant messaging software for RHS.		
Service Features	Video, presentation, attachments, status		
Service Criticallty, Priority, Security	Non-critical	Low	Low
Availability	24/7		
Business Impact	Limits instant communication between departments		
Procedure for requesting	When the RHS account (with exchange enabled) is created through ARF		
Pricing or chargeback information	N/a		

Action Estimated Turnaround Time Note

Order Entry, Maintenance & Inquiry

aka

Service Description	Allows customers to place orders through MSU Food Stores and MSU Bakers.		
Service Features			
Service Criticallty, Priority, Security	Business Critical	High	Medium
Availability	24/7		
Business Impact	Medium to high impact if application is down		
Procedure for requesting	RHS licensed food service users must request access through an ARF		
Pricing or chargeback information	N/a		

Action Estimated Turnaround Time Note

Power 7 Applications (Midrange applications)

aka **IBMi**

Service Description Software development used for purchasing, ordering, accounting and warehouse logistics for Food Stores, MSU Bakers and Spartan Linen.

Service Features

Service Criticality, Priority, Security **Mission Critical** **High** **Low**

Availability 24/7

Business Impact If down, critical impact to MSU food services.

Procedure for requesting SR

Pricing or chargeback information N/a

Action Estimated Turnaround Time Note

Residential Management System

aka **RMS**

Service Description

There are 2 versions of RMS: Admin and customer-facing side.

The administrative side of RMS is for managing housing for students, faculty and staff. (Living in the residence halls and University apartments.)

Students can self-select rooms and other housing functions.

Service Features

Room assignments, by staff and students.

Service Criticality, Priority, Security

Mission Critical **High** **High**

Availability

24/7

Business Impact

Income for the division. System unavailability

Procedure for requesting

Staff access requested through ARF

Pricing or chargeback information

N/a

Action Estimated Turnaround Time Note

RVI Imaging System

aka **RVI**

Service Description

Creation and storage of electronic documents for purchase orders, accounts payable and invoicing.

Service Features

Created the ability to bring up electronic invoices on the Food Stores website.

Service Criticality, Priority, Security

Business Critical **Medium** **Low**

Availability

24/7

Business Impact

Provides easy access to documents at the work station versus a file cabinet or storage in a warehouse.

Procedure for requesting

Contact Cindy Roach or Randy Meyers, and then SR from there.

Pricing or chargeback information

N/A

Action Estimated Turnaround Time Note

Standing Order and Pad Exclusion Maintenance

aka

Service Description	Allows the user to fine tune their order guides		
Service Features	Exclude items you don't need and mark items that are frequently purchased as standing orders		
Service Criticallty, Priority, Security	Business Operational	Low	Low
Availability	24/7		
Business Impact	Medium impact if application is down		
Procedure for requesting	RHS licensed food service users must request access through an ARF		
Pricing or chargeback information	N/a		

Action	Estimated Turnaround Time	Note
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Ultratime

aka

Time clock

Service Description	Ultratime time clocks allow for RHS employees to record their time by using their MSU ID.		
Service Features	Readers allow for staff to inquire time usage daily, weekly, etc. time recorded.		
Service Criticallty, Priority, Security	Administrative Services	Medium	Low
Availability	24/7		
Business Impact	If time clocks are down, employees manually record time on a time sheet, required by the division (in conjunction with time punching) Time clocks have the ability to record punches while offline, and will be pulled through when the system reconnects		
Procedure for requesting	RHS Payroll provides each RHS employee with job codes and access on their MSU ID, interfaces with EBS for new hires.		
Pricing or chargeback information	N/a		

Action	Estimated Turnaround Time	Note
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Training/Information

Providing customized training to RHS Team Members with technology orientations, creating user guides and Online Learning Course, and instructor led sessions.

Learning Management System (DuPont LMS)

aka **LMS**

Dupont

Service Description	LMS is a cloud solution used for online training.		
Service Features	Registration for training, online training courses (safety, for example).		
Service Criticality, Priority, Security	Business Operational	Medium	Low
Availability	Normal business hours, 8-5pm.		
Business Impact	It is the system that provides divisional training. With access issues, training information will not be available.		
Procedure for requesting	If there are issues with logging in, call Help Desk. With system-wide problems, contact John Evans, who will then open a SR with Dupont. Contact LMS site managers for requesting training and classes.		
Pricing or chargeback information	N/A		
	Action	Estimated Turnaround Time	Note

Training

aka **Training**

**Technology Training,
Training Creation and
Delivery, Technology
Education**

Service Description	Information Services Technology Education team provides customized training to RHS Team Members. From technology orientations and instructor led sessions, to creation of user guides and Online Learning Courses, we are here to assist.
Service Features	Technology training documentation, user guides, manuals, job aids, technology orientations, refresher courses, instructor-led training, on-site coaching, creation of training videos and on-line learning content.
Service Criticality, Priority, Security	Business Operational Medium Low
Availability	Work hours: Monday - Friday, 8am-5pm
Business Impact	Engaging in technology training will promote efficient and accurate use of technology. Neglecting this service leads to increased costs, time and inefficient use of resources. Lack of training could result in data inaccuracies.
Procedure for requesting	Service Request for individual or group training
Pricing or chargeback information	Hourly rate may apply to non-RHS audiences

Action Estimated Turnaround Time Note

Web Content/Applications

Installing and consultation on CashNet, the payment gateway for all divisional websites.

CashNet consulting and implementation

aka CashNet consulting and implementation

Service Description	CashNet is our payment gateway for all the divisional websites.		
Service Features	It takes credit cards, ACH online.		
Service Criticality, Priority, Security	Business Critical	Medium	High
Availability	24/7		
Business Impact	It allows us to collect payments online with a PCI compliant gateway. Last year total across all CashNet stores was about \$7 million.		
Procedure for requesting	Has to be coming from a project by a project manager, and should be vetted through project management.		
Pricing or chargeback information	There is a fee associated with it, all the fees are deducted from the revenue.		

Action	Estimated Turnaround Time	Note
Provide	0	Varies depending on request

☒Commerce with Magento

aka ☒Commerce with Magento

Service Description	Magento is a the high performance, scalable eCommerce solution. With the flexibility needed to create an eCommerce solution tailored to the customers unique needs.		
Service Features	Magneto complies with PCI compliance guidelines. It is easy to implement and has unified features for its users.		
Service Criticallty, Priority, Security	Business Operational	Medium	High
Availability	24/7		
Business Impact	No sales		
Procedure for requesting	Project request through a SIM		
Pricing or chargeback information	N/A		

Action Estimated Turnaround Time Note

☒ront desk applications

aka ☒ront desk applications

iliveon admin

Service Description	The iliveon admin digitized the paper processes of front desks in the residence halls.		
Service Features	Allows for the loan system (such as vaccuums, tools, keys, sports equipment), package system, key exchange system, contract cancellation in the residence halls.		
Service Criticallty, Priority, Security	Business Operational	Medium	Medium
Availability	Service hours of the front desk		
Business Impact	Front desk services have become more efficient, faster.		
Procedure for requesting	The front desks have administrative level users that can grant/revoke access to other employees .		
Pricing or chargeback information	N/A		

Action Estimated Turnaround Time Note

Web: Drupal Content Managed Systemaka **Drupal**

Service Description	It's a structured web content authoring system.		
Service Features	User role segmentation, multiple technology user validation system, forums, calendars, everything web.		
Service Criticality, Priority, Security	Business Critical	Medium	Low
Availability	99.4% of the time. Should be 24/7.		
Business Impact	Increases visibility, allows access to a wide audience, gives departments the ability to provide online resources for sales, information gathering, and digital business practices.		
Procedure for requesting	There is a web prioritization that flows through department heads. Once approved by department heads, it will be assigned a project manager.		
Pricing or chargeback information	N/A		
	Action	Estimated Turnaround Time	Note

NetNutritionaka **NetNutrition**

Service Description	A web service that provides nutritional information on the food offered in		
Service Features	Filters for food allergies, vegan, gluten free preferences, menus, etc.		
Service Criticality, Priority, Security	Non-critical	Low	Low
Availability	24/7		
Business Impact	Nutritional information not available if the site is down.		
Procedure for requesting	Publicly available on eatatstate.com		
Pricing or chargeback information	N/A		
	Action	Estimated Turnaround Time	Note

QuickBooksaka **Quickbooks**

Service Description	Accounting software used by RHS.		
Service Features			
Service Criticality, Priority, Security	Business Critical	Medium	Medium
Availability	Normal business hours, 8am-5pm		
Business Impact			
Procedure for requesting	With software issues, contact Laurie or Help Desk. Upgrades determined by Laurie and implemented by IS (service request)		
Pricing or chargeback information	N/A		
	Action	Estimated Turnaround Time	Note

Spartan Cash

aka **Spartan Cash**

Service Description

The Spartan Cash program is the official debit card program of the University. It allows faculty, staff and students the opportunity to purchase goods and services with their MSU Spartan Card both on and off-campus.

Service Features

Service Criticality, Priority, Security

Business Critical

High

Medium

Availability

Business Impact

Most units who accept Spartan Cash notice an immediate and significant increase in sales due to the large number of students who participate in the system.

Procedure for requesting

Contact the Transaction Management team at 5-2274 to request information on becoming a vendor who can accept Spartan Cash as a means of payment. Accepting Spartan Cash as a means of payment usually requires either modification to your existing point of sales equipment or additional equipment.

Pricing or chargeback information

There is a 4% on-campus transaction fee, or a 6% off-campus fee in most instances. On-campus users must supply an account number.

Action Estimated Turnaround Time Note

Student Employee Applications

aka **Student Employee Applications**

Service Description	Manages the application process for student positions		
Service Features	Departments can post open positions and receive applications from students		
Service Criticallty, Priority, Security	Administrative Services	Medium	Medium
Availability	24/7		
Business Impact	Because it is unknown which departments use this service, the business impact cannot be measured. However, because there are alternative ways to post student applications, the business impact is estimated to be moderate or low.		
Procedure for requesting	Search through the MSU Applicant Page online		
Pricing or chargeback information			
	Action	Estimated Turnaround Time	Note

Web Static HTML

aka

Service Description

Websites built with static HTML rather than Drupal content managed sites.

Service Features

Service Criticality, Priority, Security

Availability

Business Impact

Procedure for requesting

Initiate requests for static websites by involving your SIM, who can help facilitate the process.

Pricing or chargeback information

Action Estimated Turnaround Time Note

Other

Services that do not fall under another category.

Blackboard Department Meal Cards

aka **Department Meal Cards**

Service Description

Departments can purchase these cards with preloaded meals at a set rate per meal. Meal use must be recorded for auditing purposes.

Service Features

Service Criticallty, Priority, Security

Business Critical

Medium

Low

Availability

Cafeteria hours

Business Impact

If Sequoia System or Transact System is down, meal cards cannot be authenticated at door

Procedure for requesting

Department Meal Plan form on eatatstate.com (pdf)
-Under Dining Plans
Filled-out forms are faxed to IS

Pricing or chargeback information

Charge for meals only

Action Estimated Turnaround Time Note

Digital Signs Hardware

aka

Service Description	Digitals Signs displays information for the public in Dining Halls, the Union, Kellogg Center, Engagement Centers, Residence Halls, etc.		
Service Features	Show daily operations, menus, events, etc.		
Service Criticallty, Priority, Security	Business Critical	Medium	Low
Availability	24/7		
Business Impact	If Digital Signs, visitors will not see information (black screen)		
Procedure for requesting	Submit an SR, Jorge pushes content to computer		
Pricing or chargeback information	There are charges for hardware		

Action	Estimated Turnaround Time	Note
Install	10	Included in time estimate to Buy.
Fix	5	
Buy	60	

Phone Support

aka

Service Description IS phone lines for Transact, Sequoia, anything internal
Spartan cash line for meal plan orders, Spartan Cash Orders, ID problems.

Service Features

Service Criticality, Priority, Security Business Critical Medium Low

Availability Business hours, M-F 8am-5pm

For emergencies, contact the IS Help Desk

Business Impact Problems are not resolved/unhappy customers when phone calls are not answered

Phone lines allow issues to be resolved immediately

Procedure for requesting the ID office and dining halls will give these numbers out when customers are having trouble with IDs.

Number on brochure on website also

Pricing or chargeback information N/a

Action Estimated Turnaround Time Note