

SR Referrals for Arriving and Departing ACS Customers

NOTE: Sometimes arriving and departing ACS Customers are for the same position. When this happens, the necessary Service Request(s) can be combined. See below for the steps required for each case.

Arriving ACS Customer

When IDT learns of a new ACS Customer, the IDT Operations Manager calls the appropriate department in most cases and asks for the necessary Shared Data information. In the case of DUS, the IDT Operations Manager sends an Email message to Anna Avendano to request additional information. See below:

Anna,

InfoSys/ACS has been notified of your employee, XXXXXXXX. We need the following information in order to prepare the necessary Service Requests and have your employee become an ACS Customer:

Is the employee a Staff or Faculty member?

What will be the employee's Office room#?

What will be the employee's Office phone# ?

What will be the employee's Mail Code?

What will be the employee's Email address?

What type of computer equipment will the employee be using? (PC or Mac, networked printer, etc)

What access is needed for the DUS files on the Arwen server?
(Directory name and rights – Read only or Read/Write)

Thank you.

The following Service Request is placed:

Service Request

Problem Category – A. Accounts Sub-Category - A. Servers/Validation
Problem Description – Sample below with items that change in [blue](#).

NEW NAME, FACULTY or STAFF, PHONE NUMBER, OFFICE LOCATION, xxxxxxxx@XXXXX.SDSU.EDU, UNIT NAME, DEPT NAME, ACADEMIC AFFAIRS, USES A XXXXX COMPUTER.

1. Add as necessary NEW NAME to the customer files, ACS mailing list, and the ARWEN accounts. SEND NEW NAME AN ACS BROCHURE.
2. Please create an NDS Tree Account name - NEW NAME and Initial password - #Lib1234. Setup NEW NAME with a personal directory in the ARWEN/Users/ path and place a PUBLIC & a DROPBOX directory inside. Add to XXXX group.

Staff Referral - Information Support

The following is handled by the staff member assigned:

- Creates the ACS customer in shared data (FM and Oracle), and updates customer pop-up lists in databases.
- Creates the ACS customer in the ROHAN IDT forms and sends an ACS brochure to new customer.
- Adds the ACS customer to the ACS mailing list.

2nd Referral –SANS

Refer Reason – Please handle 3.

The following is handled by the staff member assigned:

- Creates an Arwen account/password login and group assignments for the ACS customer.
- Emails the ACS customer their new Arwen account/password login, as necessary.

Departing ACS Customer

When IDT learns of the departure of ACS Customer, the IDT Operations Manager calls the appropriate department and confirms the information and departure status (**Left SDSU, Retired, or Moved to another department**).

Then the following Service Request is placed:

Service Request

Problem Category – A. Accounts Sub-Category - A. Servers/Validation

Problem Description – Sample below with items that change in blue.

OLDNAME has been replaced by NEW NAME with TITLE for DEPARTMENT. OLDNAME has departure status of xxxxxx.

1. Please delete OLDNAME from the customer files, ACS mailing list, and the ARWEN accounts.

Staff Referral - Information Support

The following is handled by the staff member assigned:

- Deletes the ACS customer in shared data (FM and Oracle), and updates customer pop-up lists in databases.
- Deletes the ACS customer in the ROHAN IDT forms.
- Deletes the ACS customer from the ACS mailing list.

2nd Referral –SANS

Refer Reason – Please remove [OLDNAME](#) from Arwen Accounts.

The following is handled by the staff member assigned:

- Deletes the Arwen account/password login and group assignments for the ACS customer.