Announcement

TO: Georgia*FIRST* PeopleSoft Financials Users

POSTED: November 17, 2017

SUBJECT: Release 5.30 WebEx Resources Available

We now have the following resources available related to the Production Update WebEx held Tuesday, November 14:

- Georgia*FIRST* Financials v9.2 Production Update WebEx PowerPoints*: http://www.usg.edu/gafirst-fin/releases
- GeorgiaFIRST Financials v9.2 Production Update WebEx recording: https://borusg.webex.com/borusg/lsr.php?RCID=1e741a01b3447dddeec7684c65d99dcf

Please Note: Answers to questions asked in the Q&A function during the WebEx are attached to the end of the Production Update WebEx PowerPoints. Scroll to the end of the PowerPoint section to see the **Release 5.30 Production Support WebEx Questions and Answers Support Document.**

It is very important that this information is provided to the appropriate staff at your institution so that they are aware of the scheduled system downtime and application changes related to Release 5.30.

MORE INFORMATION and SUPPORT

BUSINESS IMPACT EMERGENCY ISSUES CONTACT ITS HELPDESK IMMEDIATELY
706-583-2001, or 1-888-875-3697 (toll free within Georgia)

ALL OTHER NON-URGENT ISSUES contact ITS Helpdesk via Self-service support website http://www.usg.edu/cust1mer_services (*requires a User ID and password, email helpdesk@usg.edu to obtain credentials)*E-mail: helpdesk@usg.edu

ADDITIONAL RESOURCES
ITS Maintenance Schedule and Service Level Guidelines:
http://www.usg.edu/customer_services/service_level_guidelines/