

## ANNOUNCEMENT

**TO:** GeorgiaFIRST PeopleSoft Financials Users

**POSTED:** December 15, 2021

**SUBJECT:** GeorgiaFIRST Financials Self-Service Application Public Network Availability Issue

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Dear USG Community,

GeorgiaFIRST Financials Self Service, which includes Travel & Expenses and the GeorgiaFIRST Marketplace, was taken offline yesterday 12/14/2021 beginning at 11:30 a.m. to protect the community from a potential malicious vulnerability. The system is still unavailable to all public-facing GeorgiaFIRST Financials Self-Service applications as we monitor this vulnerability until 12 p.m. today 12/15/2021.

We have restored access for users accessing the system on a USG network or through the VPN; however, **the public-facing access is not currently available.**

We have received guidance from Oracle and have implemented their recommended remediation tasks last night. We anticipate the public facing GeorgiaFIRST Financials Self Service sites will be fully restored to in service by 12 p.m. today. ITS will provide additional updates if the situation changes.

We regret any inconvenience this may cause, but this is a critical situation that is quickly evolving.

Thanking you in advance,  
Jonathan Piersol  
Vice Chancellor for Information Technology & Chief Information Officer

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**MORE INFORMATION AND SUPPORT:** For business impact issues, contact the ITS Helpdesk at [helpdesk@usg.edu](mailto:helpdesk@usg.edu) or via the [ITS Customer Services website](#).