

Service Description

Updated as of 2017-10-24

Service Logistics

| Heading | Description |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Category | Professional Services |
| Service Name | General Consultation |
| Aliases | IT Consulting "I don't know what I need and would like to speak with someone." |
| Service Owner | Chief Information Officer |
| Process Owner | <ul style="list-style-type: none">• Director of Administrative and Student Information Systems• Director of Systems and Network Services• Director of Service Management and Campus Technology• Director of Educational Technology and Interactive Media |

Service Details

| Heading | Description |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Description | This service provides access to a subject matter expert, or someone with access to particular knowledge or expertise, in order to begin researching and/or formulating information technology solutions or even just explore the feasibility of an idea. |
| Features and Benefits | <ul style="list-style-type: none">• Technical and process consultation and guidance• Design and rollout strategy advice• Project Management services• Compliance with university policies and industry standards• [Optional] Designs, develops, builds and tests training content and materials. |
| Included | <ul style="list-style-type: none">• Consulting and Project Support o One-to-one o Collaborative team support o Project Management• Plan and design hardware and software solutions• Plan and design process improvements• Resource allocation• Training and Documentation |

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|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Eligibility | Framingham State University employees may request consultative services from any area of IT to support the exploration or implementation of technology solutions and/or services. |
| Prerequisites | Feasibility studies may be required in advance or as a follow-up to a general consultation. |
| Requesting the Service | Initiate general consultation request through the Information Technology Services (ITS) incident and request management solution portal or email it@framingham.edu or visit the Technology Resource Center. |
| Related Documentation | https://confluence.furman.edu:8443/display/ITServiceCatalog/Training+and+Professional+Development |
| Fulfillment Target | Consultations will be scheduled within one week of the request to take place at a mutually agreed upon date and time. |