

Service Description

Updated as of 2017-10-24

Service Logistics

Heading	Description
Service Category	Administrative and Business (Based on ECAR Taxonomy)
Service Name	Information Systems Design and Implementation
Aliases	
Service Owner	Director of Administrative and Student Information Systems
Process Owner	Administrative and Student Information Systems Coordinator System Analyst Programmer Analyst

Service Details

Heading	Description
Description	<p>This service provides faculty and staff with assistance designing and implementing systems in order to make the management of information more efficient and/or the provision of online services more useful by getting more out of prior investments, introducing new solutions, or some combination of both.</p>
Features and Benefits	<ul style="list-style-type: none">• Provides support to identify administrative needs and define a strategy for using technology to make administrative processes more efficient and effective, including:• Technical assessment, contract negotiation (if needed), systems and data integration, and security audits.• How to use Framingham's identity and authentication services to manage access to customer applications. Provides end-to-end solutions for administrative systems, including:• Requirements gathering, design, development, testing, quality assurance, and implementation and training• Integration services that enable customers to use vendor systems securely with Framingham systems and data.• Ongoing management of systems after implementation, including operational support, upgrades, and enhancements.
Included	<ul style="list-style-type: none">• Analysis of business problems

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	<ul style="list-style-type: none"> • Documentation of Current and Desired State Business Process(es) • Requirements Gathering • Documentation of Functional Specifications • Procurement Support (if Needed) • Integration Support (if Needed) • Configuration Support (if Needed) • Test Plans
Eligibility	All Framingham State University's Departments
Prerequisites	Proposed projects and/or requested changes may need executive level sponsorship and then to be reviewed and approved by the Administrative Student Management Information Technology group (ASMIT) or the University Technology Council (UTC).
Requesting the Service	Requests may be initiated through the Cherwell system or by contacting the Director of Administrative and Student Information Systems directly.
Related Documentation	Framingham State University's Policy on Departmental Information Systems Used for Administrative Functions
Fulfillment Target	<p>Targets are based on service categories with a commitment to conduct the consultation within one week of the request.</p> <ul style="list-style-type: none"> • Incident: something to be fixed that is not working properly • Routine Request: something that requires < 20 hours of effort and is part of normal day-to-day operations • Change: a modification to a current state that requires > 20 hours of effort and can be funded from existing budget allocations • Project: something requiring > 80 hours of effort, careful planning and coordination and (perhaps) funding above and beyond current budget allocations