Service Description

Updated as of 2017-10-24

Service Logistics

Heading	Description
Service Category	End-Point Computing (Based on ECAR Taxonomy)
Service Name	Physical Move, Add or Change to Office Systems and Media Equipment
Aliases	Office Moves, Relocation
Service Owner	Director of Service Management and Campus Technology
Process Owner	Manager of Technology Support Operations Manager of Networking and Telecom

Service Details

Heading	Description
Description	This service is provided as a way to plan and coordinate office systems and media equipment moves, adds and changes so that the necessary technological infrastructure is in place and everything works properly as part of a relocation.
Features and Benefits	• ITS will work with Facilities and/or movers as needed to relocate office systems and media equipment to the proper locations and ensure that there is sufficient space, network cabling and electrical power. • ITS will ensure that all technological infrastructure such as network services etc. is in place as needed. • ITS will re-assemble and re-connect devices as may be needed and verify everything works properly.
Included	• Coordination of moves, adds and changes with Facilities and/or movers • Relocation of media equipment, telephones, computer, monitor and printers if needed • Reassignment of phone numbers if needed
Eligibility	Faculty and staff only
Prerequisites	• Moves require at least 3 weeks' advanced notice

Heading	Description
	• Department Chairs, Directors or Deans must approve or initiate office relocations • If any modification to actual facilities are needed, such as electrical outlets, desks etc., then request must first be submitted to facilities and fulfilled prior to the relocation or addition.
Requesting the Service	Initiate request through the Information Technology Services (ITS) incident and request management solution portal or by emailing it@framingham.edu
Related Documentation	
Fulfillment Target	Requests for office systems moves, adds and changes will be fulfilled 3 weeks after the initial request or scheduled for an agreed upon date.