

# Service Description

Updated as of 2019/05/03

## General Information

Heading	Description
Service Category	Security
Service Name	Security Consultation
Aliases	Security Wellness Check
Service Owner <sup>i</sup>	Information Security Officer
Process Manager <sup>ii</sup>	Information Security Officer

## Specific Details

Heading	Description
Description	This service provides practical guidance that is tailored to individuals, administrative offices and academic departments for securing information, adhering to compliance obligations and protecting against cybercrime.
Features and Benefits	<p>Applied Knowledge:</p> <ul style="list-style-type: none"><li>• How to be a better steward of sensitive information by protecting it from unauthorized access and use</li><li>• How to ensure that processes, projects and procurement of technology and online services all incorporate risk management and information security requirements</li><li>• How to be in compliance with applicable university policies and regulatory obligations</li></ul>
Included	<ul style="list-style-type: none"><li>• In person “wellness checks” or office visits that are either one-on-one consultations or conducted as more of a holistic review of departmental practices</li><li>• Detailed analysis of information security management practices</li><li>• Review of programs, projects, products and services to ensure adherence to compliance obligations and University policies</li><li>• Follow-up Recommendations</li></ul>
Eligibility	All Faculty and Staff
Prerequisites	None
Requesting the Service	Information security consultations (a.k.a. “wellness visits”) may be requested through the Information Technology Services (ITS) self-service portal < <a href="https://myit.framingham.edu">https://myit.framingham.edu</a> >, via E-mail < <a href="mailto:it@framingham.edu">it@framingham.edu</a> > or by visiting the Technology Resource Center in the lower mezzanine of the Whittemore Library.
Fulfillment Target	Consultations will be scheduled within one week of the request to take place at a mutually agreed upon date and time.

<sup>i</sup> The **Service Owner** is accountable for strategy, design, transition, operation and continual improvement (a.k.a. the service management lifecycle).

<sup>ii</sup> The **Process Manager** is responsible for the planning and coordination of all activities associated with delivering a service within the agreed upon fulfillment target including monitoring the process.