# Service Description

*Updated as of 2015-08-06*

<table>
<thead>
<tr>
<th>Service Category:</th>
<th>Professional Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Name:</td>
<td>General Consultation</td>
</tr>
<tr>
<td>Aliases:</td>
<td>IT Consulting &quot;I don't know what I need and would like to speak with someone.&quot;</td>
</tr>
<tr>
<td>Service Owner:</td>
<td>Chief Information Officer</td>
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</tbody>
</table>
| Process Managers: | • 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 |

### 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:

- 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:

- Consulting and Project Support  
  - One-to-one  
  - Collaborative team support  
  - Project Management
- Plan and design hardware and software solutions
- Plan and design process improvements
- Resource allocation
- Training and Documentation

### 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.