Service Description

Updated as of 2015-07-22

<table>
<thead>
<tr>
<th>Service Category:</th>
<th>Administrative and Business  (Based on ECAR Taxonomy)</th>
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</thead>
<tbody>
<tr>
<td>Service Name:</td>
<td>Information Systems Design and Implementation</td>
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<tr>
<td>Aliases:</td>
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<tr>
<td>Service Owner:</td>
<td>Director of Administrative and Student Information Systems</td>
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</table>
| Process Manager:  | Administrative and Student Information Systems Coordinator  
|                   | System Analyst                                           
|                   | Programmer Analyst                                       |

Description:

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.

Features and Benefits:

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:

- Analysis of business problems
- 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:

Targets are based on service categories with a commitment to conduct the consultation within one week of the request.

- **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