

SERVICE PACKAGE: SL0029

CONSULTING AND PLANNING SERVICES

Consulting Cloud Preview

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Note: The audience for this IT Service Product is the CUSTOMER executive who hold the budget and makes purchasing decisions (the IT Service Product buyer).

1.0 IT SERVICE PRODUCT OVERVIEW	
1.1 Reference #	SL0029
1.2 Name	Consulting and Planning Services
1.3 Description	<p>This service provides specialist advice to CUSTOMER staff seeking to maximize the effectiveness of their ICT solutions. It is the provision of timely and relevant ICT development advice and support for business problems and technological in accordance with the Enterprise Architecture</p> <p>Consulting and Planning services is the first step in scoping and identifying options for the development of ICT solutions to meet your business needs.</p> <p>This service encompasses the management and delivery of consultancy and advice to CUSTOMER customers on individual projects, solutions or needs analysis.</p> <p>This includes business process and improvement analysis, assistance with business units planning and business case development and advice on ICT solutions, options and costing.</p> <p>Note: This Service is for Infrastructure only. However project services, specialist advice, security incident investigation and audit and assessment are the service components provided by The Outsourcing Vendor.</p>