

Application Development SC

Service	Application Development
Service Manager	Michael Gerholdt
Department	Enterprise Reporting and Development
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Service Owner	AVP/CIO - Stephen Rieks
Description	<ul style="list-style-type: none"> • Design and develop applications to meet identified business needs • These applications can be one of the following <ul style="list-style-type: none"> • Web site or web application (ASP.NET) • Desktop Application (Windows) • MS Access Application • Integration Services Application (move data from data source to any data destination)
Service Users	As determined by project approval process; generally departmental responsible persons
User Services	Locally developed applications can be developed to meet a broad range of business needs. In most cases, the application will interact with an SQL Server database back end.
Business Services	Work with functional users to determine appropriate business needs.
Technical Services	<ul style="list-style-type: none"> • Business consultation and analysis • Application creation collaboratively with end users Agile approach • Improvement based on user testing • Publishing, deploying, scheduling as appropriate per application • Training of end users or train the trainers
Requirements	Time and user involvement
Rates / Cost of Use	No fees
Getting Started	Conversation with ITS and/or FredQuest ticket can be starters to recognize a need that may be met by development of an application.
Availability	
Getting Help	<p>How does a user request assistance for the service? Via FredQuest.</p> <p>Who can ask for certain aspects of assistance?</p> <ul style="list-style-type: none"> • Users of a developed application should initially turn to the owner/functional user in their department who was the liaison with ITS. That person can either answer their question or determine whether they need to turn to ITS for assistance. <p>Requests for assistance are typically completed using FredQuest: https://fredquest.fredonia.edu/</p>
SLA Notes	Generally, responses to problems are speedy.
Business Procedures	
Change Procedures	Requests for changes can be made via FredQuest and should allow adequate time for analysis, collaborative discussion and implementation.
Assigned Primary Support	
Assigned Secondary Support	

RACI Chart	<p>Who is responsible, accountable, consulted and informed for each function of your service?</p> <p>Function 1</p> <p>Name: Application Development</p> <p>Description:</p> <table border="1" data-bbox="332 342 940 495"> <thead> <tr> <th>Level</th> <th>Responsible</th> <th>Accountable</th> <th>Consulted</th> <th>Informed</th> </tr> </thead> <tbody> <tr> <td>Primary</td> <td>Service Team</td> <td>Service Manager</td> <td></td> <td>CIO</td> </tr> <tr> <td>Secondary</td> <td>Service Manager</td> <td>Service Manager</td> <td></td> <td>CIO</td> </tr> <tr> <td>Tertiary</td> <td>Service Manager</td> <td>CIO</td> <td></td> <td>Provost</td> </tr> </tbody> </table>	Level	Responsible	Accountable	Consulted	Informed	Primary	Service Team	Service Manager		CIO	Secondary	Service Manager	Service Manager		CIO	Tertiary	Service Manager	CIO		Provost
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Date Last Modified	Jun 26, 2019																				
Status	Active																				

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