



# Technical Consulting Solution

## A Higher Education Business Solution Provider

PSS technical Consulting team provides a wide range of solutions to Higher Education IT departments. Services are offered on both a project basis and as staffing options. Every member of the PSS team has specific experience in the education environment. Our team includes system architects, analysts, programmers, system administrators, database administrators, ERP experts, quality assurance professionals, business intelligence developers, documentation specialists, and project management.

**PSS can deliver technical consulting solutions in a way that fits your project and budget**

### Project Bids:

PSS will assume responsibility for solving your Business or Technology need. PSS provides project management, development, and implementation. An outline of the PSS Project Management and Implementation Process follows on the next two pages.

### Staffing:

PSS will provide your team with the highest quality technical or project management resource. Each PSS team member brings with them access to the entire knowledge base and resources of the PSS Technical Consulting division. Staffing is billed on a time and materials basis

### The PSS advantage:

- Creative, Robust, Flexible, and Durable solutions to your business needs.
- Focus is always on your solution
- Each team member is a gateway to the resources of the entire company.
- Even if you have only one PSS expert on your project, the entire company takes ownership for providing you with the best solution.
- Proven expertise
- Our Programmer/Analysts are all Analyst/Programmers. Superior analysis is our specialty.
- Focused on Robust quality solutions.
- CMM SEI Software development lifecycle
- Affordable
- We listen and communicate with your staff
- We deliver honest and accurate estimates and timelines.

### PSS Technical Consulting Solution offerings:

- Development Requirements, Analysis, & Design
- Custom Programming
- System Administration and Database Administration services
- Project Management
- Implementation services
- Performance Tuning and configuration
- Technical Mentoring/Training
- Staffing



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### PSS Project Management and Implementation Process

<b>Phase 1: Assessment</b>	<b>Cost:</b> Free of charge
<b>Deliverable(s):</b> Quote for creation of Requirements and High Level Design Document.	
<b>Duration:</b> Usually one day.	
The process begins with a team of our expert analysts meeting with your team to gather requirements and create an estimate and quote for the creation of a Requirements Document and a High Level Design Document.	

<b>Phase 2: Requirements</b>	<b>Cost:</b> Time and Materials
<b>Deliverable(s):</b> Requirements Document	
<b>Duration:</b> Varies (Estimated from Assessment)	
The PSS Project lead will follow up on information gained during the assessment phase. They will continue to gather the appropriate technical and functional requirements of your project. PSS will deliver a completed Requirements document for approval and sign off.	

<b>Phase 3: Analysis</b>	<b>Cost:</b> Time and Materials
<b>Deliverable(s):</b> High Level Design Document and Development Quote.	
<b>Duration:</b> Varies (Estimated from Assessment)	
The PSS Technical project lead will work on creating the most robust, flexible, and durable design for your solution. We will deliver a High Level Design Document for your approval, as well as a quote and timeline for the completion of the Development phase.	

<b>Phase 4: Development</b>	<b>Cost:</b> Time and Materials or Fixed Price
<b>Deliverable(s):</b> Completed Product, User Documentation, Installation Instructions, Completed Quality Assurance Test Plan, and Acceptance Testing Form.	
<b>Duration:</b> Varies (Estimated from Analysis Phase)	
During this phase, our team will develop, test, document, and deliver your solution. Our development team will create a low level design document, and then develop and unit test the solution. PSS will create a quality assurance test plan and execute the testing to ensure a quality product before delivery. PSS will also create User Documentation and Installation Instructions. Once the solution is delivered, PSS will provide an Acceptance Testing Form along with a copy of the original requirements and high-level design document.	



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## PSS Project Management and Implementation Process (Continued)

<b>Phase 5: Acceptance Testing</b>	<b>Cost:</b> None (Performed by Client)
<b>Deliverable(s):</b> Acceptance sign-off or issues from Client.	
<b>Duration:</b> Within 30 days from Delivery	
<p>During this phase, You (the Client) will test the solution against your systems and processes to ensure that it matches the original approved requirements and design. If there are no issues within the original scope, then you (the client) will sign-off on the Acceptance test. If there are any issues, then PSS will ensure the solution is correct. There is a standard 30-day period for testing. After this time, the solution will be considered Approved.</p>	

<b>Phase 6: Training</b>	<b>Cost:</b> Time and Materials
<b>Deliverable(s):</b> Customized training. Remote, in-person, or written.	
<b>Duration:</b> Varies	
<p>At the client's request, PSS will provide additional training above and beyond the delivered user Documentation. Depending on the needs, this training can be provided in additional written materials, phone consulting, classroom, or any other format imaginable.</p>	

<b>Phase 7: Support and Maintenance</b>	<b>Cost:</b> Time and Materials
<b>Deliverable(s):</b> Support and Enhancements.	
<b>Duration:</b> As needed	
<p>After delivery and acceptance of the solution, PSS will gladly provide any additional support needed on a time and materials basis. Also, if there are any requests for changes to the software that is either out of the scope of the original requirements and design or has been requested after the Acceptance Testing form is approved, then PSS will work on this in a time and material basis.</p>	