Problems arrive at my office by many routes: usually, the problem is referred to me by the Help Desk, another consultant, or a client I’ve helped in the past...

“Consulting”, as I use the term, is a process of helping a user find a “solution” (usually consisting of hardware, software, and procedures) to solve some problem, simplify work, or improve the efficiency of an organization. Typically there is more than one possible solution, in which case the consultant must help select the best solution based on budget, manpower available, and various other limiting factors.

* a VERY frequent occurrence! ‘Colleagues’, in this context are other ACSS consultants, specialists from other departments or groups within Olemiss’ IT community. Why re-invent the wheel when you can draw on another’s experience.

** rarely neccessary: examples include Warranty Service claims, and Customer Service Technicians at Hardware and Software Manufacturing firms.