

# IT Services

## Project Intake Process

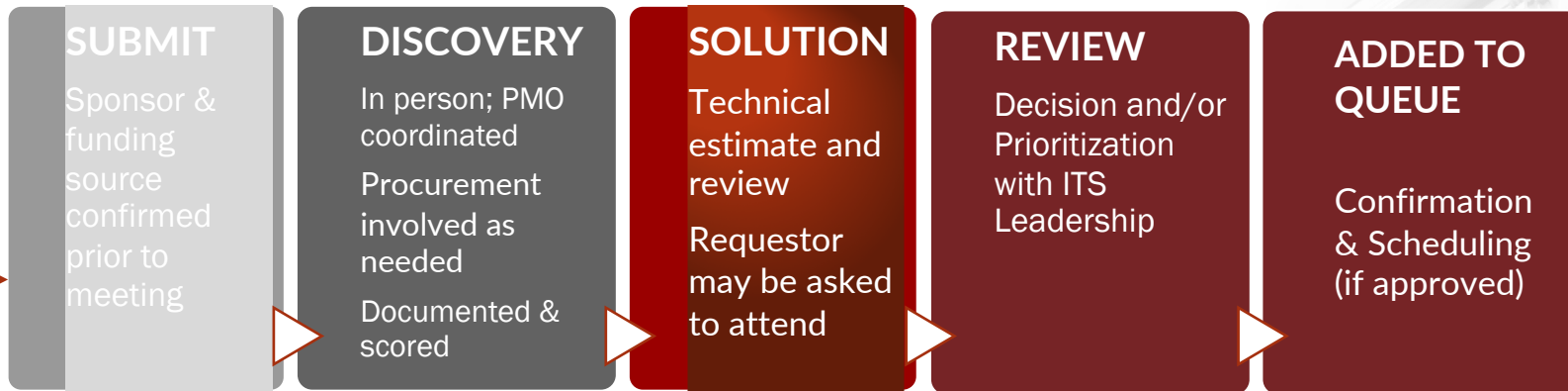
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# Definition of a Project

- ✓ Any unique or temporary initiative that creates or results in significant impact or change to business, systems or end users
- ✓ **An IT Project *IS*...**
  - Creating or replacing an IT service
  - Any planned or new IT procurement (hardware/software)
  - Effort resulting in a change or impact to our faculty, staff and/or students
- ✓ **An IT Project is *NOT*...**
  - Ongoing maintenance/operations of an existing IT Service
  - Consuming an existing IT service
  - Operational support and maintenance activities
  - Any other 'keep the lights on' work

# IT Services Project Intake Process – Phase 1



# Next Steps

- IT Services – effective immediately for all new projects
- All requests for project support to [ITSPMO@uark.edu](mailto:ITSPMO@uark.edu)
- IT Community - communication in progress
  - Central IT Services
  - Distributed IT Directors
  - IT All Hands – August (tba)



# CORE MESSAGING

- Benefits to our partners & stakeholders:
  - new process speeds completion of work in progress
  - provides requestor visibility and single point of contact
- Not 'backlog' - but 'queue'
- Not 'mine/yours' – but 'why/when'
- This is our MVP - we'll continue to iterate the process