IT Services

Project Intake Process

June 2019

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

IT Services Project Request

Submit IT PMO mailbox

Discovery Meeting Technical **Solutioning**

Review

Added to Project Queue

SUBMIT

Sponsor & funding source confirmed prior to meeting

DISCOVERY

In person; PMO coordinated

Procurement involved as needed

Documented & scored

SOLUTION

Technical estimate and review

Requestor may be asked to attend

REVIEW

Decision and/or Prioritization with ITS Leadership

ADDED TO QUEUE

Confirmation & Scheduling (if approved)

Initiate & Plan



Next Steps

- IT Services effective immediately for all new projects
- All requests for project support to 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

