

The IT Project Management Office has established a mechanism to aid in the organizing and tracking of all IT provided services to the university community. The establishment of one common area within our Service Request software (FootPrints) has been developed in order to achieve a level of standardization needed to facilitate a more effective tracking mechanism. Due to the various types of services the IT organization provides, 2 different request types were established to gather specific requirements for each unique type of service that the IT organization provides.

1. **Operation** – An operation is defined as a service that provides some type of maintenance or issue diagnosis that may eventually lead to some type of repair. It may provide for the repair of functionality that has caused an application, system or hardware mal-function. Examples are: password resets, system down, telephone outage, non-functioning hardware, internet outage, virus cleanup, email or calendaring problems, or other types of needed assistance.
2. **Project** – A project is defined as a service that provides new or enhanced functionality to a system or application that either has not existed before or has been added to an existing system or application. It usually is temporary or a one time event that has a defined purpose and a beginning and ending. Included would be upgrades to new releases of software and hardware replacement rollouts. This type of service would require IT management approval and some level of project management. Examples are: new lab setup or newly developed or enhanced reports or applications, application upgrades, new hardware deployment, new software installations, training, etc.

At times there may be some question as to what request type a particular service may fall under. In those situations please confer with your manager or the Project Manager for their prospective.

Each request type will require the entry of specific information to be recorded within FootPrints to adequately provide the assignee with all the necessary information to deliver the requested services.

All services delivered by the IT department must be recorded in the IT Services area. IT agents should populate as much information as possible in their assigned service request tickets. When populating the description area please, be as concise and relevant as possible so as to capture the essence of the status in the most abbreviated form as possible. IT management reviews the status of all projects on a weekly basis while the status of operations may be reviewed more frequently. All IT agents are requested to update the status of all their service requests at least once a week by close of business Friday so that the most updated status may be reflected on the Monday morning Management reports.

Procedure to initiate a Project:

There should be no resources applied to a project until the project has been submitted for review and approval by IT Management. The following are the steps to be taken to initiate and activate a project:

1. A service request should be created with the Request Type of “Project” and all available information recorded. The Sponsor and Functional person information will be necessary to have in order for the Project Manager to contact the project requestors. Any previously submitted specifications or requirements that are lengthy may be attached to the request instead of imbedded into the description area. A Business Requirements form will be used to gather project specifics that will be referenced by IT assignees when working on the project. This form is imbedded in the project request.
2. The project will automatically be initially assigned to the Project Manager for a project information review. The Project Manager will then contact the stakeholders to obtain requirements and may schedule an initial meeting to gather any additional requirements.
3. The project will be reviewed by IT management for approval and the assignment of a Project Lead and other resources as required.
4. From this point forward the assigned Project Lead will be responsible for overseeing and recording the status of the project along with:
 - Coordinating meetings for project members
 - Communicating with Project Manager, IT Leadership and stakeholders as needed
 - Following change management procedures for project management.

The Project Manager will be available for project management assistance as needed and will monitor progress on all projects.