

Ferris State University

Information Technology Project Requests

This document describes the definition and criteria faculty and administration should use to determine if a project should be submitted to ITS at ITprojects@ferris.edu. If the project does not meet the criteria, the department/program can go through normal communication channels with TAC at TAC@ferris.edu to request technical assistance.

Establishing a project definition is necessary to ensure that executive leadership, customers and Information Technology (IT) staff have a base understanding for placing project work into the IT queue. For this reason Ferris State University (FSU) has developed a project definition for IT projects as having to meet two or more of the following criteria:

- The work to make the project operational requires more than 80 hours of total work effort from ITS including but not limited to installation, testing, documentation, communications, training, etc¹
- The work requires effort from more than one department internal or external to ITS². (This includes work by vendors, departments across campus or a department internal to ITS needing to request work from another ITS department³.)
- Any part of the project requires any form of institutional funds, exclusive of salaries.
- The project has a large university impact⁴. This includes software version upgrades to major systems such as Banner, Ferris Connect, MyFSU, Lotus Notes, Network Infrastructure, etc.

Institutional divisions, colleges, and departments wanting work accomplished that meets two or more of the criteria above must complete a Software Request Form and email it to ITprojects@ferris.edu. The charter defines the customer's needs, the project scope, general resource requirements, strategic alignment, project sponsor and initiates the project evaluation process for the University.

¹ If you are unsure how many hours may be required for the project, contact the Manager of Applications to set up a technical review to provide this information for you.

² If the work needed by another department is minimal (less than 8 hours), this line item does not apply.

³ This includes all ITS departments: APP, CTS, ETS, STS, TAC, TTS.

⁴ Tier 1 - High Priority Production Resources:

- Generally affect the whole university
- Must be maintained and in working order at all times
- If a Tier 1 device should fail, it must be responded to as soon as possible.