

# Information Technology Project Request Process

## Overview and General Instructions

*This process is part of a solution to the appropriate assignment and prioritization of limited resources to the many technology projects that Ferris has. This process will allow FSU to have more control over the number and types of projects we are doing, ensure we schedule projects to match our resource capacity, and reserve time to maintain our current systems.*

**Step 1:** The project sponsor, manager, or initiator will complete a Software Request Form which can be found on the Projects page of the MyTechSupport website and submit to ITprojects@ferris.edu. This step assumes that the RFP process, if required, has already been completed.

*If your project requires an RFP, please include an IT representative on the review committee.*

**Step 2:** An ITS representative will meet with the project sponsor to create a formal Project Charter.

*Revisions to the Project Charter may happen at any stage of process. The project lead will determine if the revisions must be reviewed with the project sponsor prior to moving to the next stage.*

**Step 3:** The project lead and project sponsor will meet with the Applications Technical Team to review technical requirements and internal standards. The Apps Tech Team will provide hardware and software quotes and time estimates.

*If the project requires integration with Banner or MyFSU (not just a hyper link or informational channel), the project must be reviewed by the Functional Area Coordinating Team (FACT).*

**Step 4:** The FACT will review the project and advise on appropriateness of integration, review standards, and recommend prioritization based on technical staff's workload and other projects timelines.

*The Portal Advisory Committee (PAC) or FerrisConnect Advisory Board (FAB) may need to be consulted depending on the scope of the project.*

**Step 5:** The Applications Steering Committee (ASC) is an executive oversight committee of enterprise and integrated software applications. Their responsibility is to review projects for fit with the University's mission and strategic planning goals and prioritize accordingly.

**Step 6:** Once the project is approved, the project lead will review the revised charter with the project sponsor and finalize all changes. If the charter is accepted, the project sponsor signs it.

**Step 7:** The scheduled start date is determined based on any required completion date and other projects in the queue ahead of it. Regular project team meetings will begin on the start date. Status reports should be submitted to FACT (if applicable) and ASC monthly.

