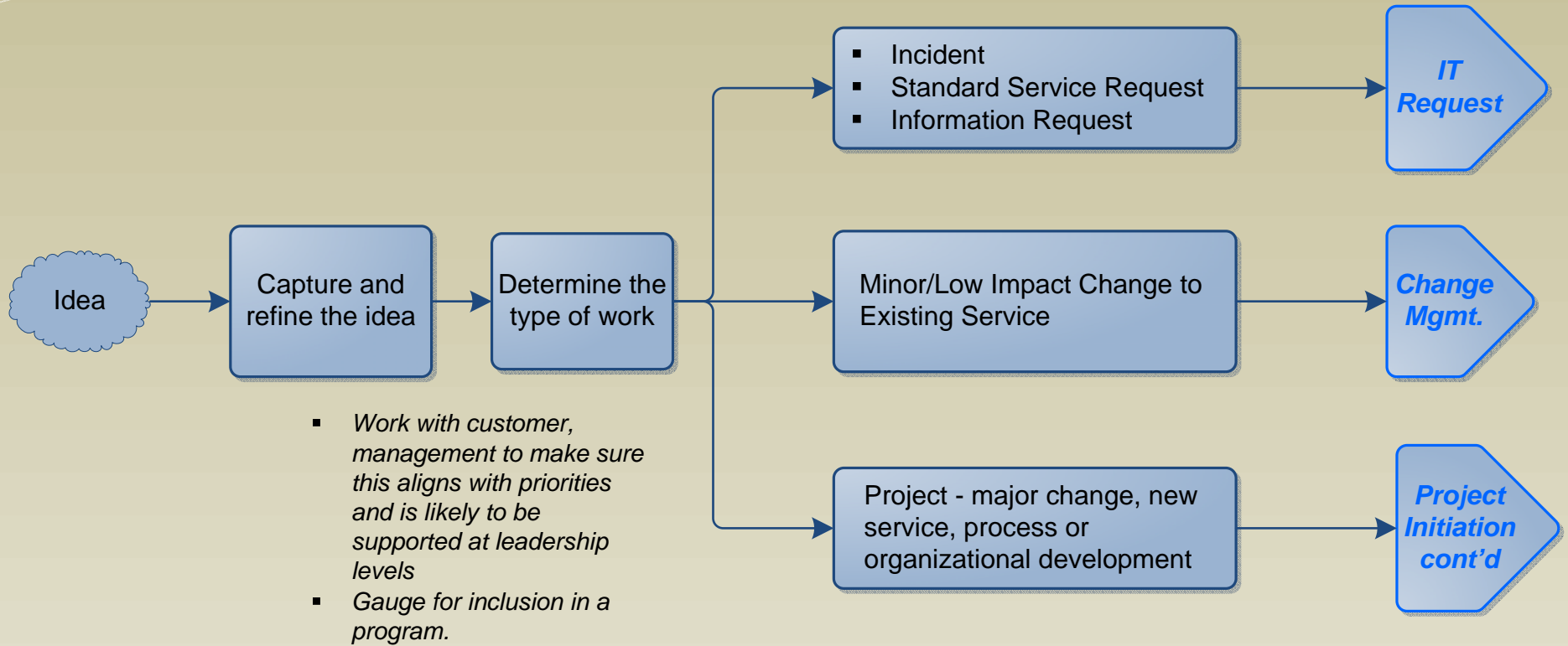


# ITS Project Process Flow



## Acronyms

- PM – Project Manager
- SME – Subject Matter Expert
- SDLC – Systems Development Lifecycle
- DRB – Design Review Board
- PMG – ITS Project Management Group
- BRM – ITS Budget & Resource Management
- SMT – ITS Senior Management Team
- VCIT – Vice-Chancellor Information Technology
- ACIT – Advisory Committee for IT

## Key People

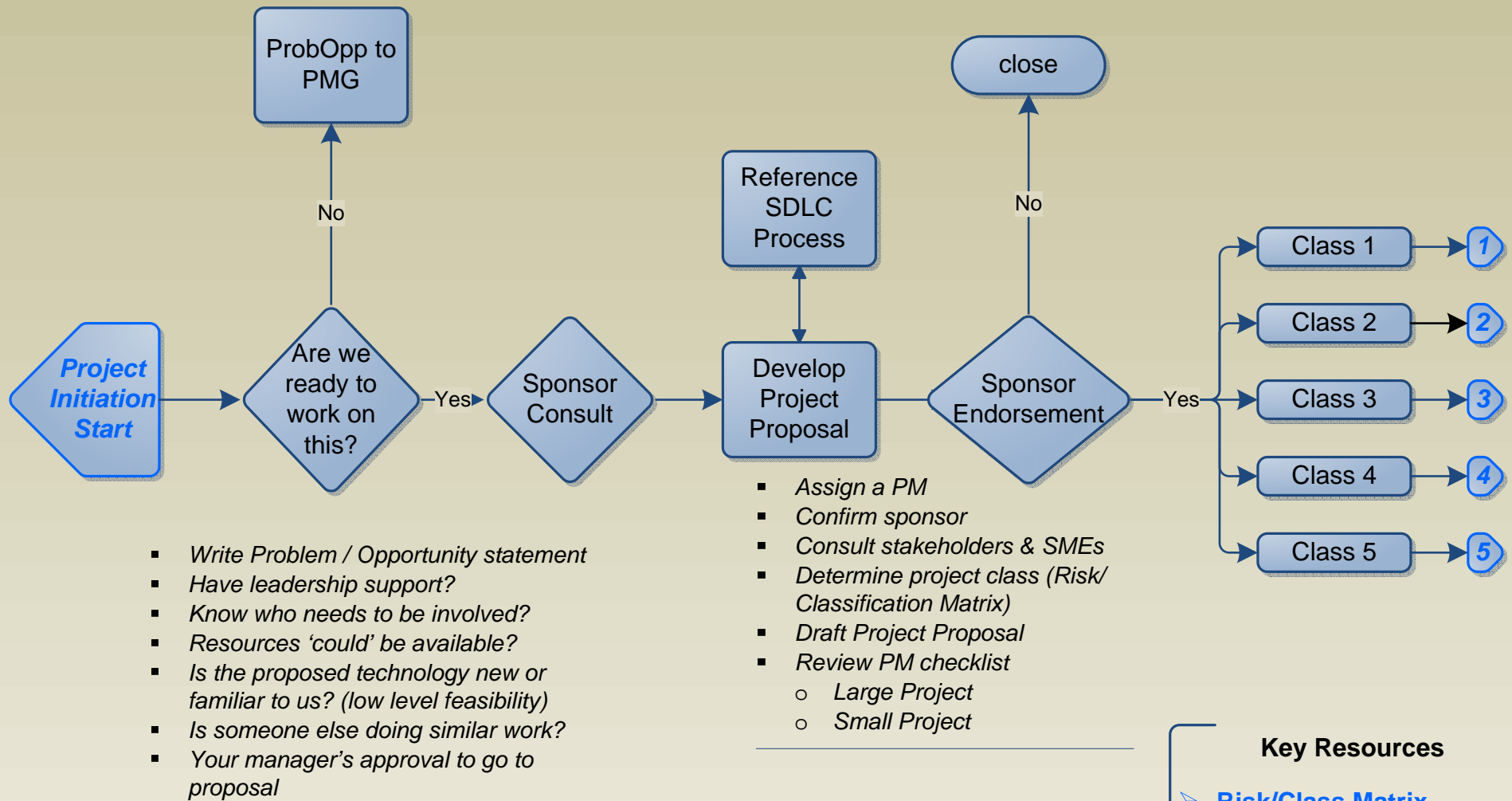
- My customer
- My manager
- My service providers
- My vendor

## Key Resources

- **ITS Project Library**
- Division priorities
- **Change Management Process**
- **IT Request**

# ITS Project Process Flow

cont'd



- Write Problem / Opportunity statement
- Have leadership support?
- Know who needs to be involved?
- Resources 'could' be available?
- Is the proposed technology new or familiar to us? (low level feasibility)
- Is someone else doing similar work?
- Your manager's approval to go to proposal

- Assign a PM
- Confirm sponsor
- Consult stakeholders & SMEs
- Determine project class (Risk/Classification Matrix)
- Draft Project Proposal
- Review PM checklist
  - Large Project
  - Small Project

## Key People

- My manager
- My customer
- Project sponsor
- Service Providers
- Other consultants as needed

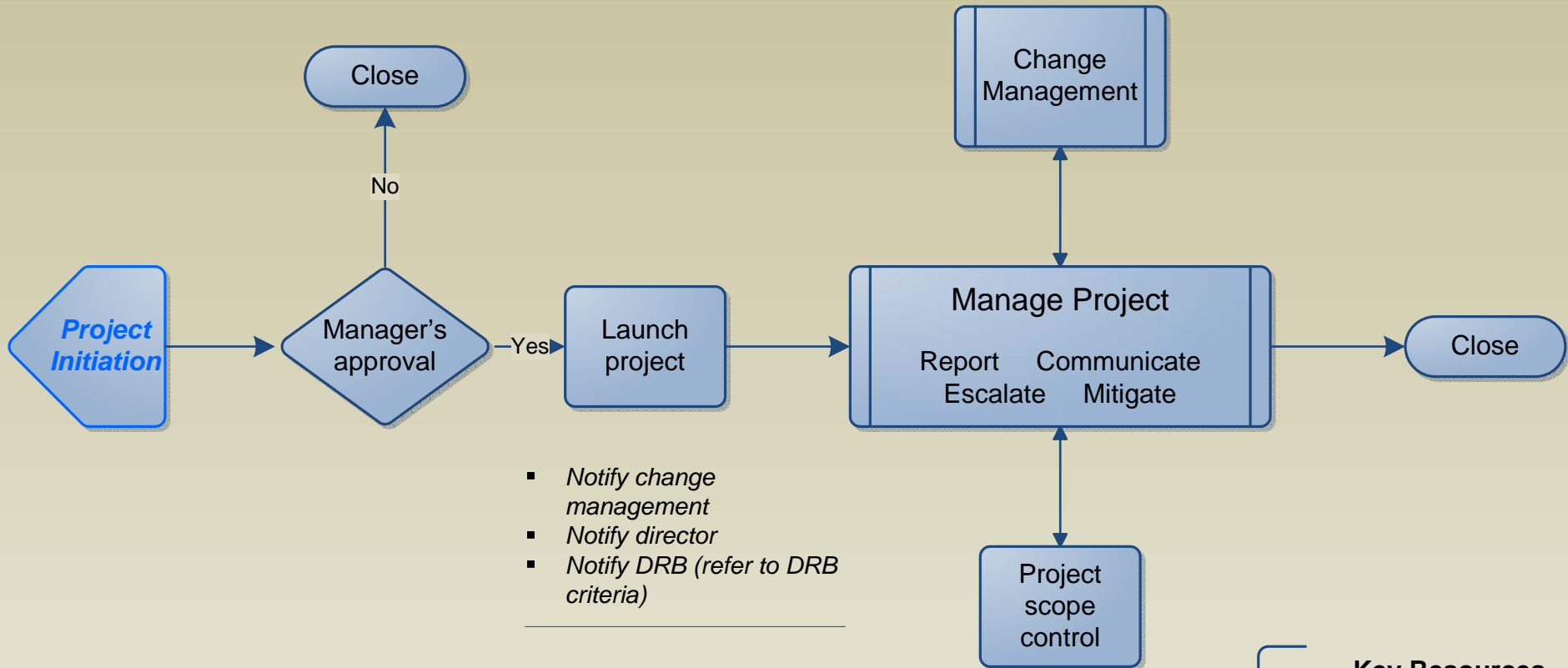
## Key Resources

- Risk/Class Matrix
- Project Proposal template
- SDLC Process (reference only)
- Work Breakdown Structure (MindMap or template)
- PM Checklists

Last Update - 2/28/2012

# ITS Project Process Flow

## Class 1 Project



- *Notify change management*
- *Notify director*
- *Notify DRB (refer to DRB criteria)*

\* **NOTE:** Class 1 & 2 projects are internal to ONE ITS unit (incidental service provision or operational support excepted). Multi-unit projects use Class 3.

### Key People

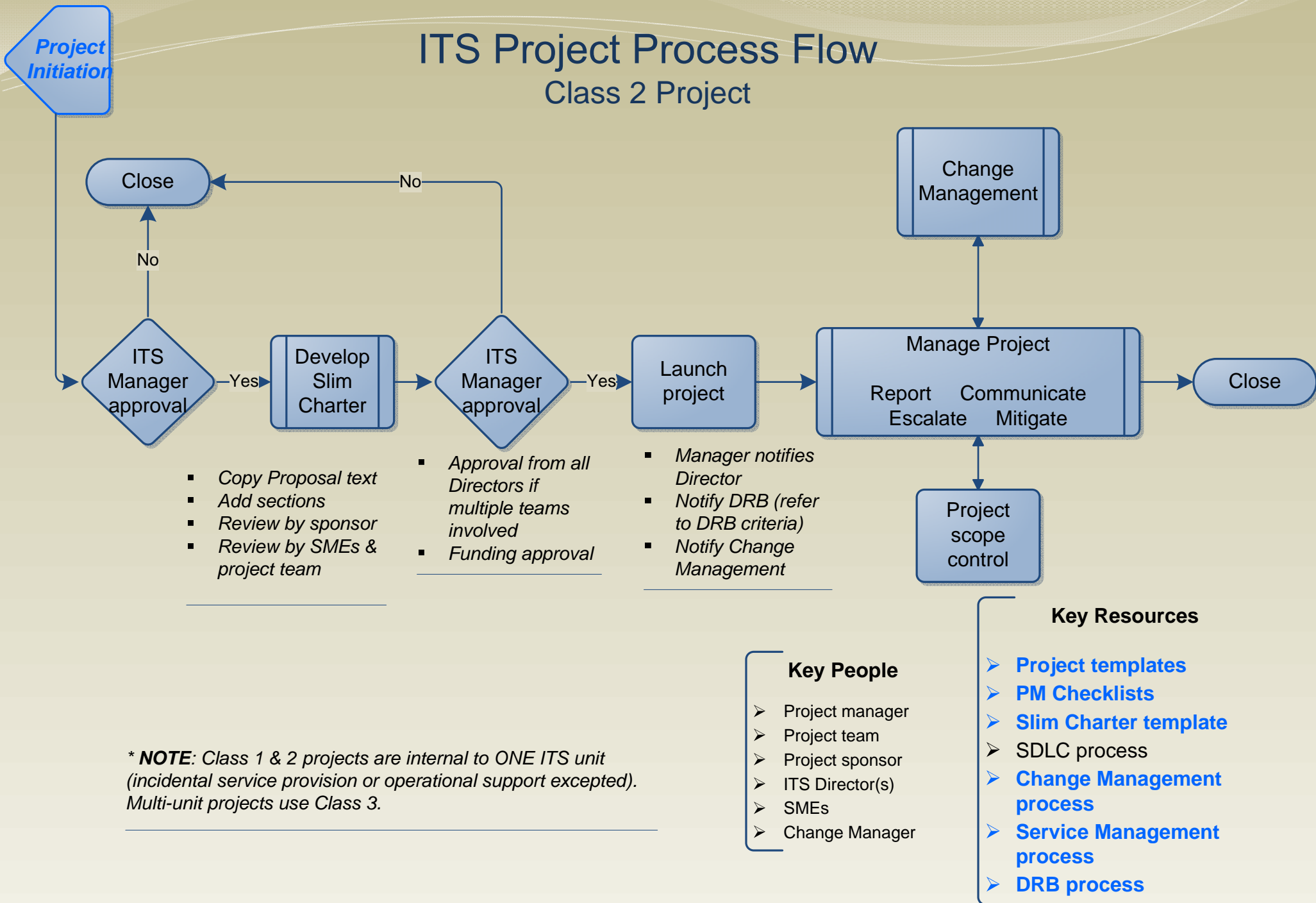
- Project manager
- Project team
- Project sponsor
- SMEs
- Change Manager

### Key Resources

- **Project templates**
- **PM Checklists**
- **SDLC Process**
- **Change Management process**
- **Service Management process**
- **DRB process**

# ITS Project Process Flow

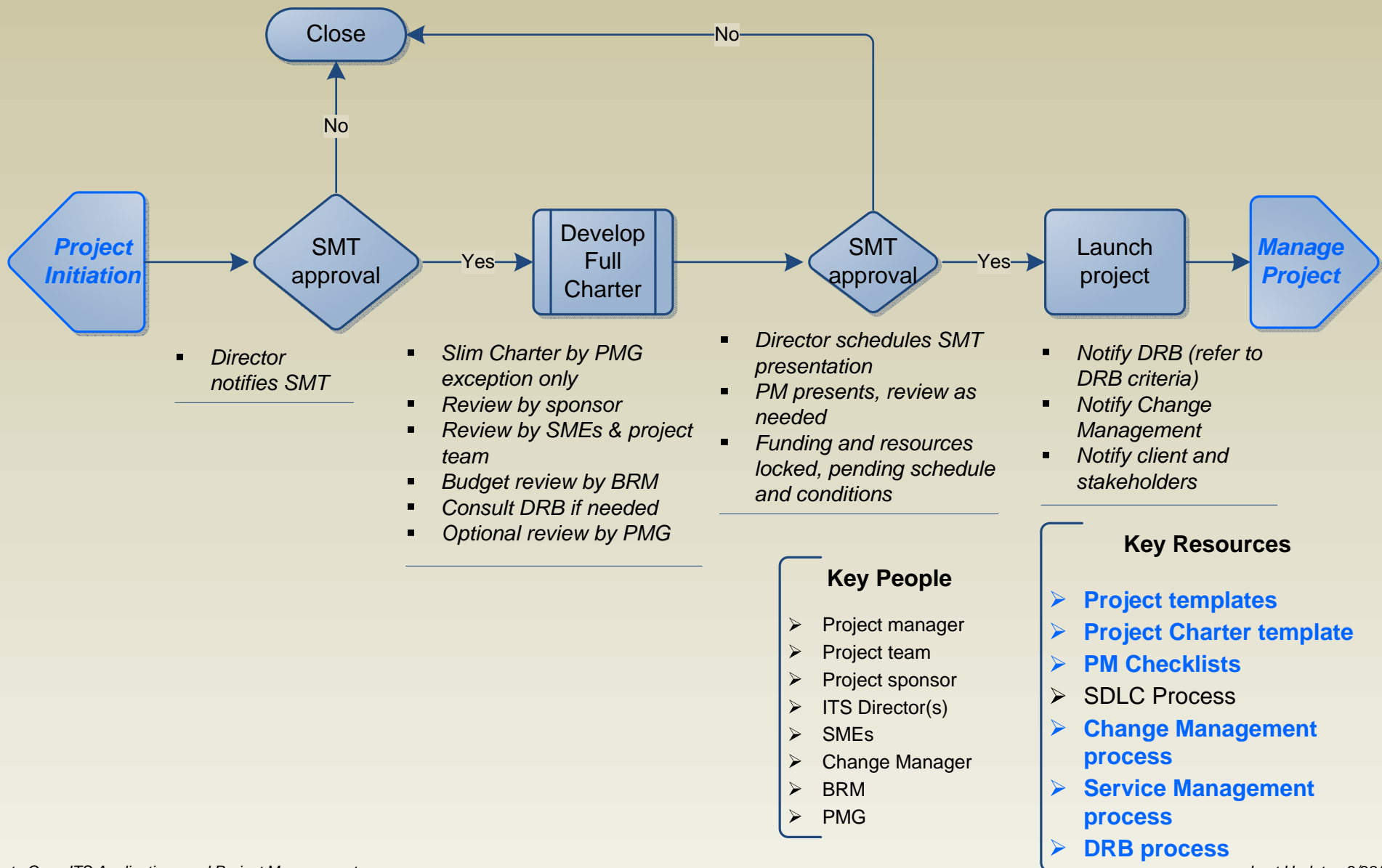
## Class 2 Project



\* **NOTE:** Class 1 & 2 projects are internal to ONE ITS unit (incidental service provision or operational support excepted). Multi-unit projects use Class 3.

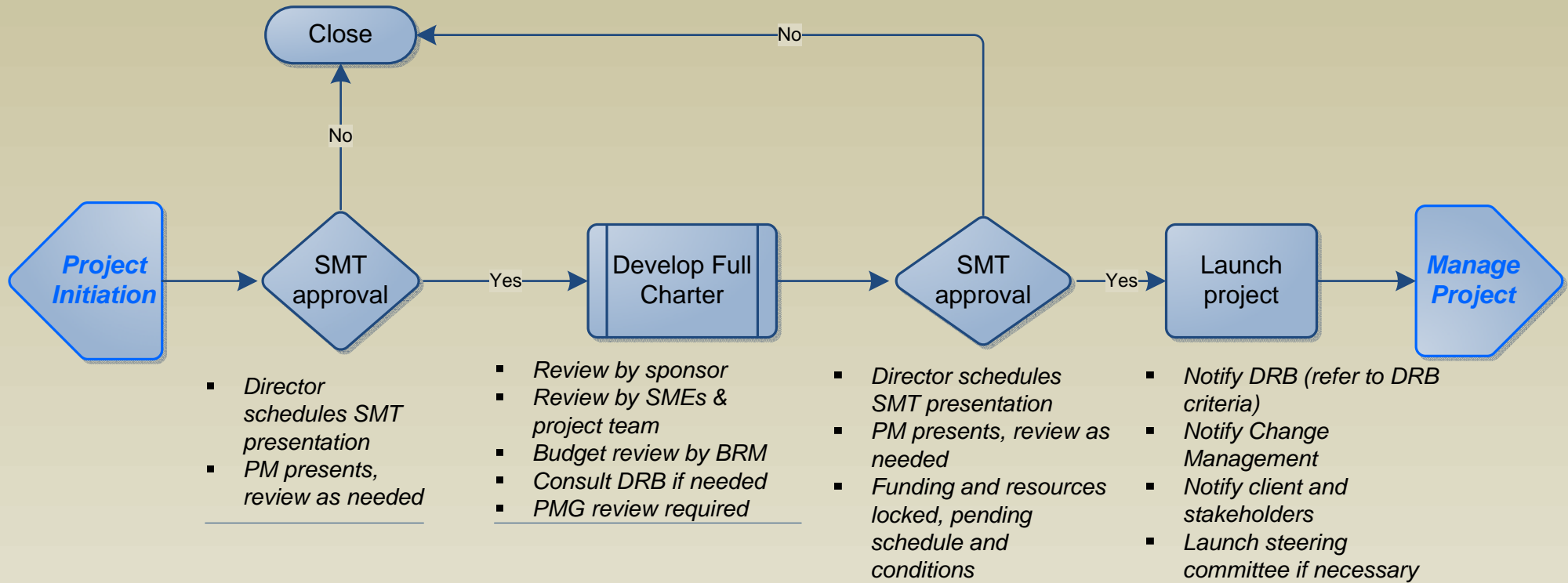
# ITS Project Process Flow

## Class 3 Project



# ITS Project Process Flow

## Class 4 Project



### Key People

- Project manager
- Project team
- Project sponsor
- ITS Director(s)
- SMEs
- Change Manager
- BRM
- PMG

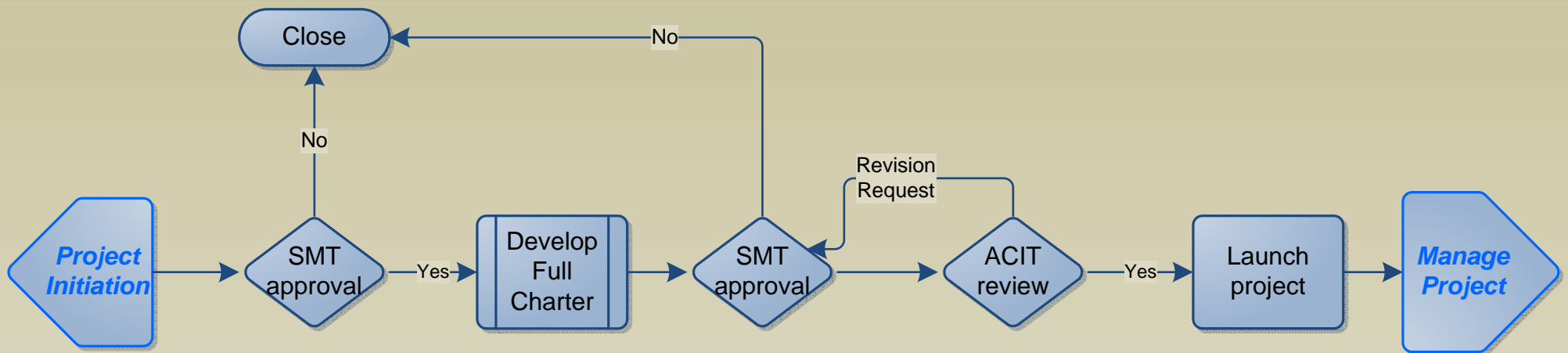
### Key Resources

- Project templates
- Project Charter template
- PM Checklists
- SDLC Process
- Change Management process
- Service Management process
- DRB process
- Steering Committee templates



# ITS Project Process Flow

## Class 5 Project



- Director schedules SMT presentation
- PM presents, review as needed

- Consider Program approach
- Identify executive sponsors if necessary
- Review by sponsor
- Review by SMEs & project team
- Budget review by BRM
- Consult DRB if needed
- PMG review required

- Director schedules SMT presentation
- PM presents, review as needed
- Funding and resources locked, pending schedule and conditions

- VCIT Office schedules
- Director(s) present, support from PM
- Other campus reviews as necessary

- Notify DRB (refer to DRB criteria)
- Notify Change Management
- Notify client and stakeholders
- Launch steering committees

### Key People

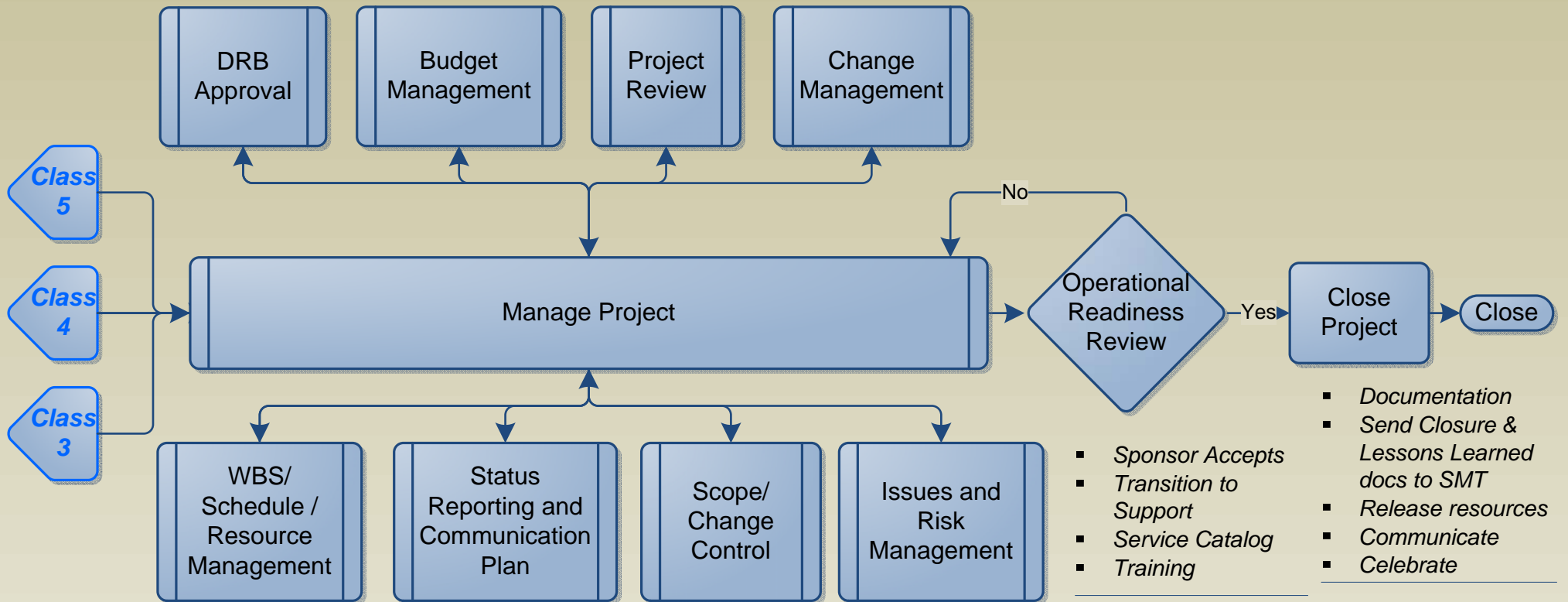
- Project manager
- Project team
- Project sponsor
- ITS Director(s)
- SMEs
- Change Manager
- BRM
- PMG

### Key Resources

- Project templates
- Project Charter template
- PM Checklists
- Program resources
- SDLC Process
- Change Management process
- Service Management process
- DRB process
- Steering Committee templates

# ITS Project Process Flow

## Manage Class 3, 4 and 5 Projects



- Sponsor Accepts
- Transition to Support
- Service Catalog
- Training
- Documentation
- Send Closure & Lessons Learned docs to SMT
- Release resources
- Communicate
- Celebrate

- SMT liaison initiates mid-point report to SMT

### Key People

- Project manager
- Project team
- Project sponsor
- ITS Director(s)
- SMEs
- Change Manager
- BRM
- PMG

### Key Resources

- Project templates
- Project Charter template
- PM Checklists
- Program resources
- SDLC Process
- Change Management process
- Service Management process
- DRB process