IT Prioritization

Fall 2013

The term “IT Prioritization” is defined as the framework for decision rights and accountability to encourage desirable behavior in the use of IT. Given institutional growth, and heightened project demand related to an evolving technology landscape, the University wants to ensure that IT resources are appropriately aligned with broader institutional strategy, and delivered in an efficient and effective manner.

This document describes the updated IT Prioritization model at UW-Platteville, the responsibilities of which are to:

- Align IT investment with the strategic mission, direction, and initiatives of UW-Platteville
- Establish IT policies that support strategic, campus-wide IT priorities
- Oversee the overall funding model for IT expenditures on campus
- Define technical standards and ensure institution-wide IT infrastructure services align with constituent needs
- Establish best practices and tools for IT across campus

For more information on the overall model and each committee please refer to the IT Prioritization charters.

Structure, Roles and Responsibilities. ................................................................. 2

One IT Executive Committee and three Advisory Committees are created.

Process Overview. ......................................................................................... 4

Projects are requested, researched, rated, and ranked by going through the steps on this flow chart.

Project Request Form ................................................................................... 5

UW-Platteville community members use this request form to submit any IT project proposal to the IT Prioritization process.

Calendar ........................................................................................................ 8

Project Request Forms are reviewed in the order in which they are submitted, with the IT Executive Committee ranking them in March, June, and November.
Structure, Roles and Responsibilities

Structure
The IT Prioritization model is designed to be institutionally focused, while representative of all campus stakeholders. The model consists of one Executive IT Committee (Steering) and three Advisory Committees. All committees consist of 8-12 members, one of whom is named chair. Committees are supported by administrative staff and members of the Project Management Center of Excellence (PMCOE).

Members of IT Prioritization Advisory committees will serve two year renewable appointments. Membership may evolve as the IT Prioritization model matures. All meetings will provide opportunity to include others when projects and/or agenda are of interest/concern.

The following diagram illustrates the committee structure:

![Committee Structure Diagram]

**Executive IT Committee**
Has overall responsibility for ensuring IT alignment with the central mission of UW-Platteville.
- Provide cross functional input and ownership regarding the IT project portfolio
- Review and approve/reject recommendations from Administrative Systems/Educational Technology/Infrastructure Advisory committees related to project demand
- Approve overall IT funding model
- Monitor initiative milestones and benchmarks
- Resolve organizational issues

**Educational Technology Committee (Advisory)**
Provide oversight and set priorities for the use of educational technologies that support the teaching and learning environments at UW-Platteville.
- Identify opportunities for improvement or innovation in teaching and learning that can be enabled by educational technology
- Provide a forum where faculty and schools can collaborate in their use of educational technology

**Administrative Systems Committee (Advisory)**
Provide oversight and set priorities for the development and integration of UW-Platteville’s enterprise systems.

- Make recommendations to the Executive IT Committee regarding system development, funding, and policy
- Evaluate, recommend, and approve new projects/initiatives/enhancements
- Monitor in-process initiatives
- Resolve escalation of issues which span college/divisional boundaries
• Evaluate, recommend, and approve new projects/initiatives
• Monitor in-progress initiatives

Infrastructure Committee (Advisory)
Provide oversight and set priorities for the IT infrastructure at UW-Platteville.
• Ensure alignment of UW-Platteville’s IT infrastructure services with academic and administrative direction, goals, and priorities
• Evaluate, recommend, and approve new projects/initiatives/service solutions related to the University’s IT infrastructure and service offering
• Provide a forum for the discussion of new infrastructure requirements or emerging technologies

Individual Roles and Responsibilities

Committee Member (Voting)
• Attend committee meetings and participate actively in all discussions and decision-making processes
• Promote ongoing discussion of IT enhancement with the broader UW-Platteville community while supporting decisions and recommendations made by IT Prioritization committees
• Ensure the effective communication of relevant committee discussions and decisions, within members’ organizational areas of responsibility, and to other committees and forums
• Participate in ad-hoc working groups as necessary to identify, analyze, and resolve IT issues/projects

PMCOE Director/Project Manager
• Attend committee meetings
• Assist Committee Chairs in preparing for meetings
• Document action, risks, issues and decisions
• Provide project and portfolio updates
• Follow-up on action items

PMCOE Business Analyst
• Receive, categorize, and classify initial project requests
• Submit project requests to the relevant Committee/individual/unit for review
• Guide stakeholders on the use of IT Prioritization forms and processes

Administrative Support
• Attend all Committee meetings
• Assist the Chair with meeting scheduling/location
• Take meeting notes and assist the Chair with documenting decisions and action items
• Distribute and post meeting notes and materials

Committee Chair
Assume all responsibilities of Committee Members in addition to:
• Coordinate and lead meetings
• Ensure committee alignment with IT Prioritization processes, policies, and timelines
• Drive committee conversations to foster continuous University process improvement
• Work closely with PMCOE staff to assess capacity, monitor project progress, and relay relevant information
• Coordinate the activity of Administrative Support staff
Process Overview

1. Proposal
   A UW-Platteville community member uses the Project Request Form to submit a proposal to the Project Management Center of Excellence (PMCOE).

2. Triage
   Within two days, a PMCOE representative reviews and logs the proposal, and contacts the project proposer(s) to confirm status. Within two days of PMCOE classification, the proposal will be sent to the appropriate Advisory Committee.

   *Proposals identified as urgent by the PMCOE/OIT will be expedited and addressed on a customized basis.*
   *Smaller projects may be routed to OIT for implementation.*

3. Research and Business Case
   Throughout the year, Advisory Committee members review project proposals and engage with stakeholders as necessary. Certain proposals will require more detailed business cases and/or task force initiation. Once received, Advisory Committees will make an initial assessment of a proposal within 2-4 weeks.

4. Advisory Committee Rating/Approval
   Once the Advisory Committee has enough information to make an informed decision, a project will be rated and either approved for prioritization or rejected. Rejected projects may be resubmitted after one year or at the discretion of the Advisory Committees.

5. Advisory Committee Ranking
   Based on ratings, projects are ranked in order of priority. A final review of the ranked list will occur prior to Advisory Committee submission to the Executive IT Committee.

6. CIO/PMCOE
   From the recommended project proposals on the ranked lists, the Chief Information Officer works with the PMCOE to determine which projects can be completed with existing resources.

7. Executive IT Committee
   The Executive IT Committee, engaging with others as necessary, prioritizes recommendations from all of the Advisory Committees. This activity occurs three times per year.

8. Funding and Implementation
   Funded, highly ranked projects are scheduled for implementation during the subsequent work period. Resources are sought for projects without existing funds. Projects for which resources cannot be found may be deferred to a future work period.
Project Request Form

This form is to be completed by the project requester, and should be used for all technology-related projects regardless of funding source. Please refer to the ‘IT Prioritization Calendar’ for submission deadlines and associated timelines.

To be considered an IT project, requests must meet one or more of the following criteria:

- Work requiring more than 24 hours (3 days of IT time)
- Cost greater than $5,000
- An existing project cost adjustment greater than 25 percent
- Work/impact broader than one campus department or equivalent unit
- Requires coordination across IT
- Involves standing up a new technology or expanding functionality of an existing solution

Routine upgrades to systems/software/technology are considered standard operating procedure and do not need to be submitted as an IT project.

Please complete all fields unless otherwise indicated, and then submit an electronic, editable copy of this form to the Project Manager Center of Excellence with “IT Project Request” in the message subject.

Request Overview

<table>
<thead>
<tr>
<th>Request Name</th>
<th>Request Submission Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Should be descriptive of problem or solution.</td>
<td>MM/DD/YY</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Request Contact</th>
<th>Supervisor Approved By</th>
</tr>
</thead>
<tbody>
<tr>
<td>List name, email and phone number of a person who will be available to respond to questions regarding this request.</td>
<td>Requests must be reviewed by an immediate supervisor before submitting.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Funding Request</th>
<th>Project Sponsor(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify if a funding source is available for this request and the amount of funding available. If this request requires funding, state ‘funding needed’.</td>
<td>List name of person(s) who will champion the effort (e.g. Dean, Director, etc.). If sponsors are not currently identified, state ‘no sponsors’.</td>
</tr>
</tbody>
</table>

Request Background

<table>
<thead>
<tr>
<th>Problem/Opportunity Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe the problem this project is intended to resolve. Limit response to 100 words or less.</td>
</tr>
<tr>
<td>Proposed Solution Description</td>
</tr>
<tr>
<td>-------------------------------</td>
</tr>
<tr>
<td>Provide a high-level description of the project, objectives, and desired results.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Alternatives Considered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe at least one alternative that could also address the problem or opportunity. The alternatives should be described in comparison to the proposed solution (e.g. advantages/disadvantages).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Who or What is Impacted?</th>
</tr>
</thead>
<tbody>
<tr>
<td>List the individuals or University areas (i.e. the who) impacted by the proposed solution. List also the University processes (i.e. the what) that will be impacted by the proposed solution. Indicate how often the impact will be felt (e.g. daily, weekly).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Known Dependencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>List other projects that are contingent upon the completion of this project or other projects that must be completed before this project.</td>
</tr>
</tbody>
</table>

**Request Analysis**

If necessary, consult with Mike Sherer in OIT to fully complete the request analysis section prior to submission.

<table>
<thead>
<tr>
<th>Estimated Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide a ballpark estimate of the total costs for this project. This is intended to be an initial high-level estimate and is expected to be revised during formal definition and planning phases.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Estimated People Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>List the types of internal staff that will be required to complete the project and the amount of hours each will be expected to provide to the project.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Potential Vendor(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indicate if a vendor has been identified to potentially provide the software, hardware, or other</td>
</tr>
<tr>
<td><strong>Desired Timing</strong></td>
</tr>
</tbody>
</table>
| Identify the preferred start and end dates for the project. Enter dates in fiscal year and quarter format (e.g. FY13, Q3)  
This information will be used to analyze the availability of resources for the project and is not a guarantee these dates can be met. |  
| Desired Start Date: |  
| Desired Go-Live Date: |  
| Timing Rationale: |

### Benefits and Value

In the following section, complete only the fields that are applicable to your request. Some requests will have benefits in multiple areas.

| **Advances Mission** |  
| How will this project enhance teaching, learning, or research at UW-Platteville? |
| **Regulatory and Compliance** |  
| Is this project needed in order to maintain compliance with Federal, State or local laws and/or regulations imposed by government agencies? |
| **Financial Benefits** |  
| Describe any hard savings/cost reduction expected to be realized or revenue increase for the University. |  
| Cost Reduction: |  
| Revenue Increase: |
| **Improved Services/Productivity** |  
| Describe how the requested project improves student, faculty, or staff activities. If applicable, please estimate the amount of time that implementation of the project will save per constituent group. |
| **Risk Avoidance and Impact** |  
| Describe how this project will reduce or avoid the likelihood of risks and describe the risk impact. |
Project Request Forms are reviewed in the order in which they are submitted. Advisory Committees review, rank and make recommendations on projects throughout the year. The Executive IT Committee ranks them in March, June, and November for implementation during the subsequent corresponding work periods of Summer, Fall, and Spring.

Project Request Forms submitted between September 16 and January 15, for example, are guaranteed to be considered by the Executive IT Committee by the middle of March. By the middle of February, all research and analysis has been conducted on the project proposals by the Advisory Committees, who then review, rank, and provide recommendations by the end of February. The Executive IT Committee ranks recommended projects from all Advisory Committees by the middle of March. Projects approved by the middle of March are candidates for implementation in the next work period, which in this case would be the Summer period. In some cases, approved projects may need to be delayed until subsequent work periods.

If it seems likely that a proposed project will require new resources and/or a detailed business case, the Project Request Form should be submitted as early as possible in the consideration period. Projects submitted after the submission deadlines will not be candidates for implementation until the subsequent work period.

### Submission Deadlines
- **January**: Projects submitted by January 15 are reviewed by the middle of March.
- **February**: Projects submitted by February 15 are reviewed by the middle of March.
- **March**: Projects submitted by March 15 are reviewed by the middle of April.

### Project Request Form Submission Deadlines
- **For Summer Work Period**
  - January: By January 15
  - February: By February 15
  - March: By March 15

- **For Fall Work Period**
  - April: By April 15
  - May: By May 15
  - June: By June 15

- **For Spring Work Period**
  - September: By September 15
  - October: By October 15
  - November: By November 15

### Executive IT Committee Ranks
- The Executive IT Committee ranks projects in March, June, and November.
- Projects approved by the middle of March are candidates for implementation in the next work period.
- In some cases, approved projects may need to be delayed until subsequent work periods.

### Advisory Committee Review
- By the middle of February, all research and analysis has been conducted on project proposals.
- By the end of February, Advisory Committee Members rank projects and send forward for the Executive IT Committee.
- By the middle of March, the Executive IT Committee ranks all proposed projects.

### Calendar Overview
- **January**: Projects reviewed by the middle of March.
- **February**: Projects reviewed by the middle of March.
- **March**: Projects reviewed by the middle of April.
- **April**: Projects reviewed by the middle of May.
- **May**: Projects reviewed by the middle of June.
- **June**: Projects reviewed by the middle of July.
- **September**: Projects reviewed by the middle of October.
- **October**: Projects reviewed by the middle of November.
- **November**: Projects reviewed by the middle of December.

The calendar provides a visual representation of the project review and ranking processes throughout the year.