



CHECKLIST – TECHNOLOGY PROJECT REQUEST

1. Process Steps

- Review the technology project criteria located here: <https://www.cocc.edu/its/technology-services/>
- Yes, this is a project – [complete the Initial IT Assessment Form](#). Email complete form to ITS Director.
- No, this is not a project – complete an [ITS helpdesk ticket](#) – end of project request process.
- ITS Director reviews all project requests and submits assessment forms to NPET with any notes.
- NPET team reviews project request and provides feedback to requestor; if recommended sent to TAC Review Team (TRT)
- TRT reviews project request and provides feedback to requestor, FIAT (if budget required) and NPET

2. Final Project Approval

- FIAT (if budget required) or NPET sends all review information to President for final project review and communication about outcome.
- Approved, requestor to create helpdesk ticket for “kickoff” meeting via [ITS helpdesk ticket](#) – include ITS and functional reps.
- Not approved – end of process

** Optional: see below for additional process details, definitions and workflow **

How to Request a Technology Project

Summary: This document is intended to aid COCC campus in understanding the process to request a Technology project at COCC. See the supporting workflow document on the last page.

1. Determine if your project meets the “PROJECT” criteria as found on the ITS technology services website under the heading “ITS Project Requests” located at <http://www.cocc.edu/its/technology-services/>.
2. If your project does meet this criteria, then you will need to complete the **Initial IT Assessment Form**. This form is located on the ITS technology services website under the heading “IT Project Requests” located at <http://www.cocc.edu/its/technology-services/>. If the project does not meet the criteria, then please initiate an ITS help desk ticket via <https://vm-ithelpdesk.ad.cocc.edu/EndUserPortal.jsp> for assistance. If you are unsure if it meets the criteria for a project, then start with a help desk ticket and ITS will help you to evaluate further.
3. Once you complete the Initial IT Assessment form, please submit via email to the CIO or an ITS Director for review or submit as part of the annual budget process with your budget request and the budget team will forward the form for ITS review.
4. ITS will do an initial review and then submit to the New Project Evaluation Team (NPET) to determine if the project, as presented, has a viable business case for the college. If the NPET has questions, they will communicate with the requestor. The NPET will also communicate with the requestor regarding the outcome of the NPET review.
5. If the project business case is determined as viable, the NPET will forward the initial assessment form to the TAC (Technology Advisory Committee) Review Team (TRT) for further evaluation and prioritization. The TRT will communicate with the requestor to determine the project scope, project costs, required project resources and the overall technical complexity. The TRT will evaluate the project and supporting information and provide its feedback to the FIAT (during the budget cycle) or directly to the CIO (outside of budget cycle) who will then take this information to the President.
6. If the project is recommended to go forward by the FIAT or the President, then ITS will communicate with the requestor to initiate a help desk ticket specific to the project in order to initiate the project and begin to schedule resources.

Technology Project Process Terms:

New Project Evaluation Team (NPET): Established by the COCC President in 2015 at the recommendation of the IT Governance Task Force, the NPET is a team of individuals from the CFO’s Office, Instruction, Student Services, and IT, charged with evaluating the viability of new technology projects at COCC. NPET is one of the initial reviewers in the technology project review process that aims to: 1) enhance COCC’s ability to implement or enhance new technologies; and 2) ensure that proposed projects fit into an understood strategy for the College.

Technology Review Team (TRT): Established by the COCC President in 2015 at the recommendation of the IT Governance Task Force, the TRT is a subcommittee of the Technology Advisory Committee (TAC) and is comprised of representatives from the College’s functional business areas (Instruction, Student Services, Continuing Education, HR/CFO, IT). TRT is provided feedback from the NPET on the viability of a requested technology project and is then charged with reviewing the technical scope, resource requirements and costs for requested technology projects. TRT will report its recommendations to either the FIAT for projects requesting budget funds or to the CIO and NPET if the project does not require budget funding.

