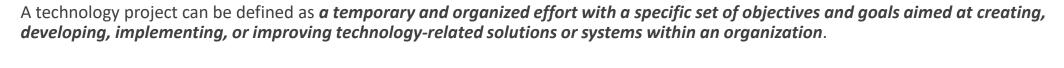


## What is an Information Technology project?



Projects have a defined scope, timeline, budget, and resources allocated to them. Technology projects can encompass a wide range of activities, such as:

- > **Software Development**: Creating new software applications, upgrading existing ones, or customizing software to meet specific needs.
- > Hardware Implementation: Installing, configuring, and maintaining computer hardware, servers, or network infrastructure.
- > System Integration: Integrating various technology components or systems to work together seamlessly.
- **Data Management**: Projects related to data storage, data analysis, data migration, or data security.
- > Infrastructure Enhancement: Expanding or improving IT infrastructure, including data centers, cloud environments, and telecommunications systems.
- **Website Development**: Designing, building, and maintaining websites or web applications.
- > Security Initiatives: Projects aimed at enhancing cybersecurity, protecting data, and ensuring the security of IT systems.
- > IT Upgrades and Migrations: Upgrading or migrating existing technology systems, such as operating systems or software platforms.
- > Business Process Automation: Implementing technology solutions to automate and streamline business processes.

## Project Intake Today

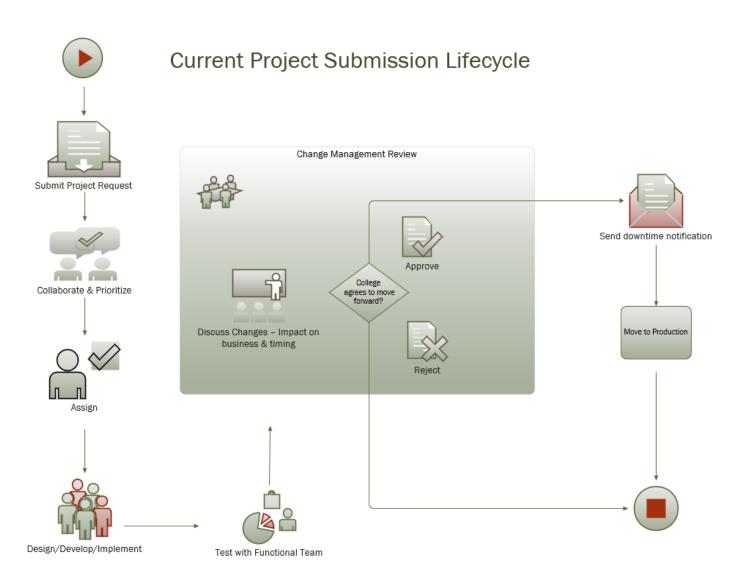


- Project intake form
- Direct emails to IT personnel
- Incident/Service Request submission
- > Telephone calls
- Meetings
- ➤ PIE/NRA
- > Departmental purchase



## Current Project Proposal Process





## Current Challenges



- Without clear priorities, resources such as time, money, and manpower are spread thin across numerous projects, leading to inefficiency.
- Proper selection of project team, without predefined roles and decision making authority.

#### **Scope Creep**

Project scope evolves in ways not initially intended, leading to delays, increased costs, project timeline extension, user acceptance, and ultimately potential project failure.

#### **Managing Expectations**

Conflict may arise among different stakeholders vying for resources for their preferred projects.

#### **Failure to Meet Deadlines**

> Lack of decision making, resources, and prioritization can lead to missed deadlines and project deliverables.

#### **Financial Consequences**

Investment in projects that do not meet customer needs and expectation, resulting in financial losses.

#### **Difficulty Monitoring and Evaluating**

Results from resource misallocation due to the nature and timing of the project; resulting in challenges to properly assess and monitor the success of the project.

## Proposed Changes



#### **New Intake and Evaluation Process**

- > NEW Project Proposal Intake Form
- Project team identified during the proposal phase; including functional and technical participants, project sponsor and project owner
- Prioritization Criteria
  - ✓ Strategic Alignment
  - ✓ Operational Alignment
  - ✓ Feasibility
  - ✓ Technology
- Quarterly review and rating
- Quarterly prioritization and approval by President's Cabinet

### Benefits of an Intake Process



### > Alignment with Strategic Goals

✓ Prioritization helps ensure that IT projects align with the overall strategic goals and objectives of the College. This ensures that resources are directed towards initiatives that contribute to the long-term success of our students, faculty, and administrative staff.

### > Resource Optimization

- ✓ By prioritizing projects, the College can allocate resources more efficiently. This includes not only financial resources, but also human resources and time. It helps prevent resource conflicts, knowledge gaps and ensures that the most critical projects receive the necessary attention.
- ✓ Establishing a proper resource allocation process will allow the Information Technology department to provide transparency to the campus on available resources and time spent on keeping the lights on, administrative work, informal and formal projects.

### Benefits of an Intake Process



#### > Improved Decision Making

✓ A prioritization process provides a framework for decision-making. It helps stakeholders evaluate the potential benefits, costs, and potential risks of each project in a systematic manner, leading to more informed and objective decisions.

#### > Enhanced Collaboration

- ✓ Stakeholder involvement is crucial in the prioritization process. Involving key stakeholders fosters collaboration and ensures that the perspectives of different departments and teams are considered. This can lead to more comprehensive decision-making and increased buy-in from end users.
- ✓ Project proposals will be more thought out and both internal/external factors will be considered when taking on such a large initiative.

#### > Customer Satisfaction

✓ Prioritizing projects based on customer needs and expectations enhances customer satisfaction. This helps ensure that the College focuses on projects that directly contribute to meeting customer demands and improving the overall customer experience.

### Benefits of an Intake Process



#### **➤** Measurable Success

✓ Carefully thought-out planning and establishing clear criteria for project success during the prioritization process will enable the College to measure the impact of completed projects. This data can be valuable for continuous improvement and for refining the prioritization process over time.

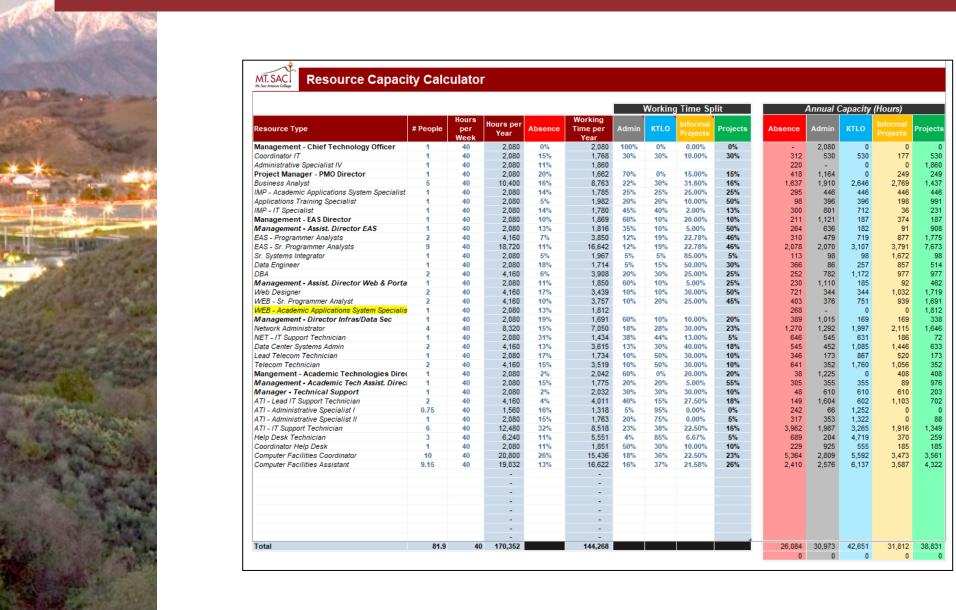
### > Financial Accountability

✓ Project prioritization helps to optimize the use of financial resources and justifying expenditures to stakeholders.

#### > Risk Mitigation

✓ Prioritization will allow the College to identify and address high-risk projects early on. By assessing the potential risks and challenges associated with each project, decision-makers can take steps to mitigate these risks or reconsider the priority of certain initiatives.

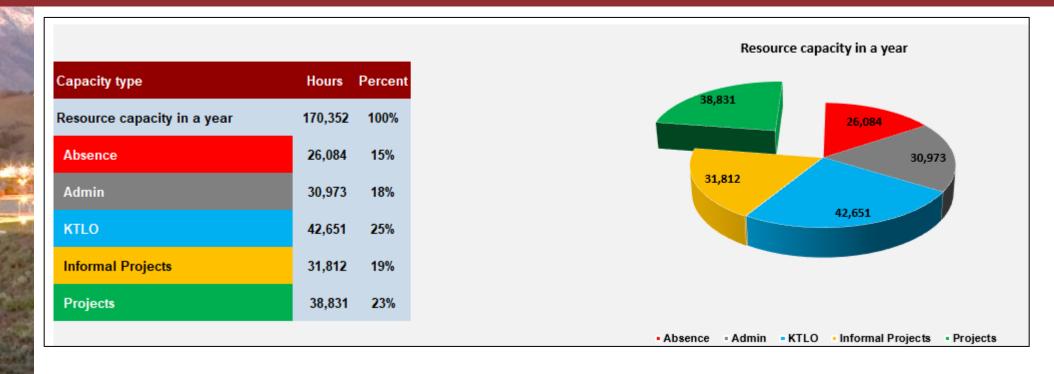
### Resource Capacity Calculator

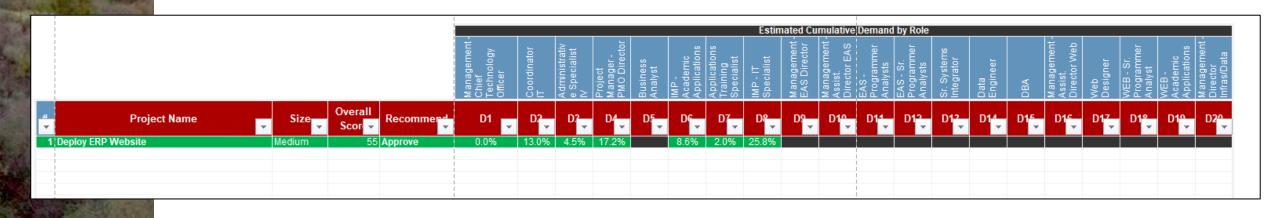


#### **Capacity Categories**

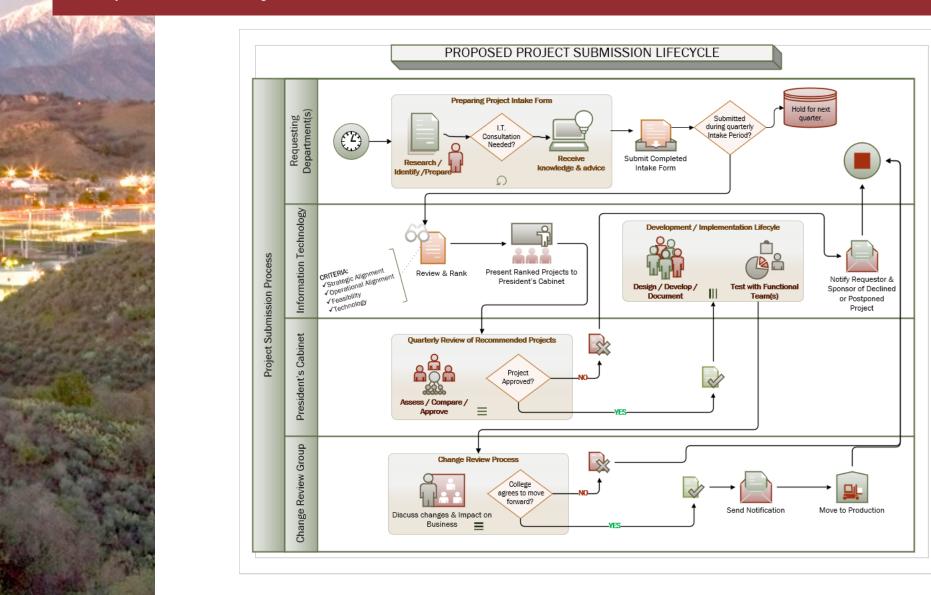
- ✓ Absences
- ✓ Keeping the Lights On (KTLO)
- ✓ Administrative Tasks
- ✓ Informal Projects
- Projects

# Resource Capacity – Available Project Hours





# Proposed Project Intake Process



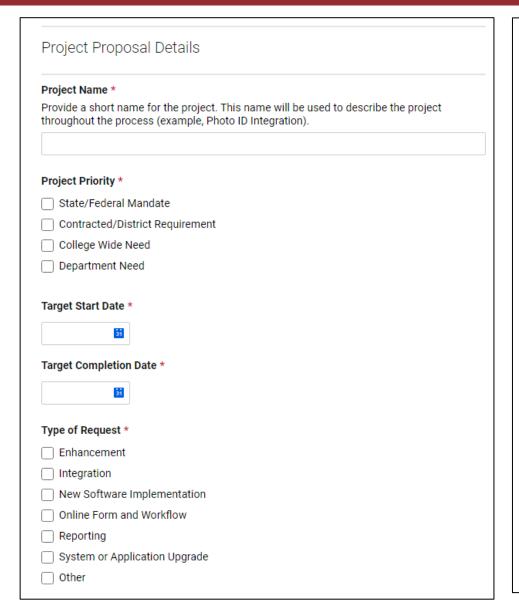
# Project Proposal Intake Form – Project Proposal Ownership



110	ect Proposal Ownership Details
Proje	ct Requester *
Pleas	e identify the requester of this project proposal.
Requ	ester Email *
Pleas	e provide your Mt. SAC email address.
Divis	ion Owner *
Pleas	e select all applicable division(s).
Sele	ct ·
and r	ct proposals <b>must</b> be approved by management. Please confirm you have discussed eceived approval to proceed with this Project Proposal submission.  The identify the manager(s) who have approved the project proposal.
and r	eceived approval to proceed with this Project Proposal submission. se identify the manager(s) who have approved the project proposal.
Pleas Proje Ident	eceived approval to proceed with this Project Proposal submission.
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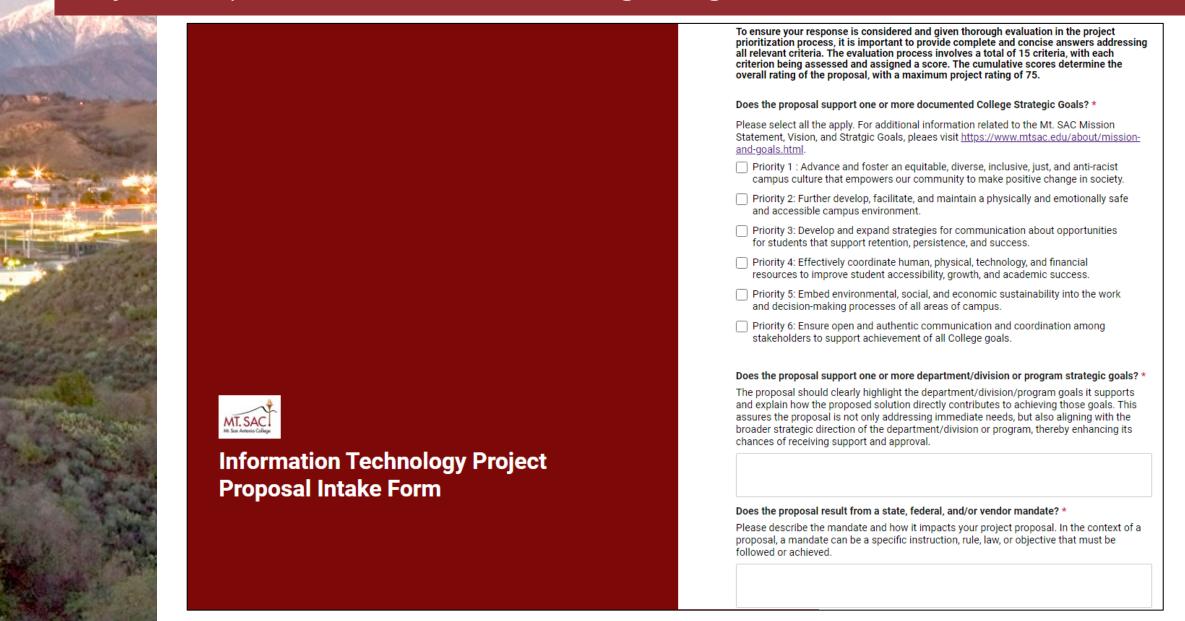
### Project Proposal Intake Form – Project Details





# Description \* Briefly describe the purpose of this project, including the business need. If a report request, please identify data that should appear on the report, where this data appears in Banner (form and data label), data selection parameters (term, date range, payroll cycle), report sequence (student name, course id), data groupings (division/department, bargaining unit). If a system enhancement, please explain requested the enhancement. Benefit/Purpose \* Briefly describe what you hope to achieve by executing the project, including anticipated Deliverables Requested \* List or summarize all specific deliverables resulting from this project. What will the project produce or deliver? These should include items that are specific, measurable, achievable. realistic, and time bound. Please identify the funding source for your project proposal. Please note if funding has not been secured, this project proposal will be placed on hold.

### Project Proposal Intake Form – Strategic Alignment



# Project Proposal Intake Form – Operational Alignment



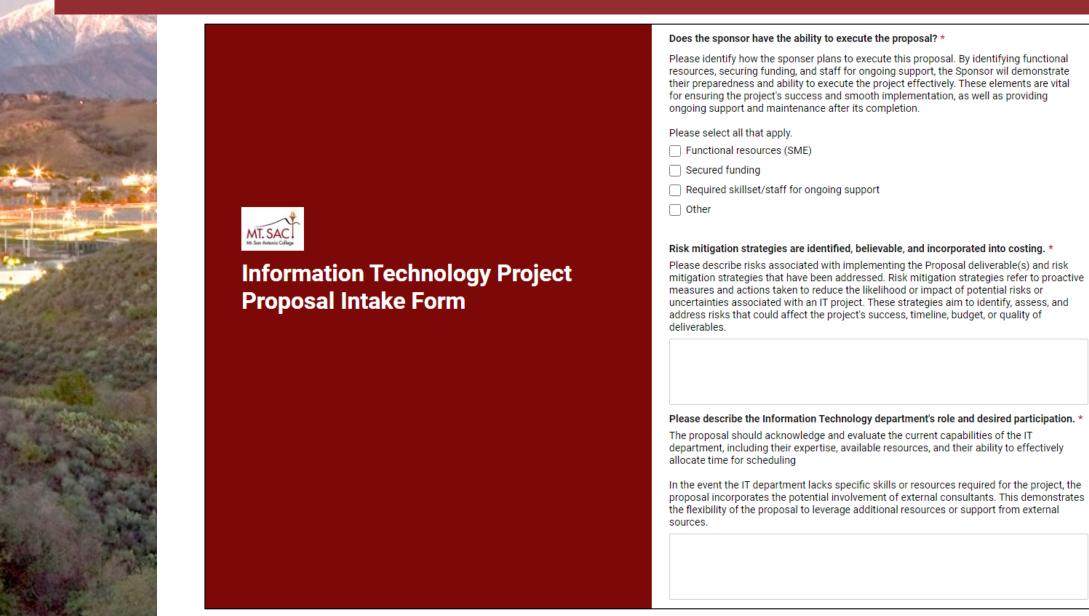
	describe how this proposal aims to enhance accessibility and usability for the
technol should	ed user community. Key strategies to consider include an inclusive design, assistive ogies and adapatability, and a clear and intuitive interace design. The proposal aim to create a system or service that is accessible, usable, and inclusive for all
membe	ers of the impacted community.
Does th	is proposal provide an improved user experience? *
objectiv reduced system	describe how this proposal aims to provide an improved user experience. Several yes to consider are optimizing performance, improved data quality (data integrity), d defects, etc. The description should clearly illustrate how users can expect a or service that operates efficiently, provides accurate and reliable data, and offers a yel of stability and usability.
Does th	e Proposal foster standardization? *
guidelir compoi standar	rdization refers to the process of establishing and promoting uniform practices, nes, and specifications to ensure consistency and interoperability among different nents, systems, or processes. Elements to consider include adhereance to industry ds, consistent methodologies and practives, integrations, etc. The Proposal should ze the importance of standardization and should actively work towards promoting
	select all that apply.
Please	dware/Cloud
	dware/Cloud
Har	tware

# Project Proposal Intake Form – Operational Alignment



	oes the proposal improve efficiency? *
	lease define how this proposal aims to improve efficiency. These improvements should ollectively contribute to improved productivity and a more efficient user experience.
P	lease select all that apply.
	Time savings
C	Streamline / simplify processes
C	Improve self-service options
	Other
D	oes the proposal increase productivity and automation? *
С	lease describe how the proposal will enhance automation. The proposal should ontribute to streamlined operations, faster decision-making, and enhanced efficiency cross different functions.
Р	lease select all that apply.
	Automates manual business processes
C	Improves access to data /reports / analytics
C	Supports mobile or field workforce
C	Eliminates paper process
C	Enables data driven decisions
	Other
D	oes the proposal addresses a key compliance or end-of-life issue? *
С	lease describe how this proposal will address compliance or end-of-life issues. Compliance issues refer to the adherence to legal, regulatory, or industry-specific standards Thile end-of-life issues typically involve the retirement or replacement of outdated systems, echnologies, or processes.

## Project Proposal Intake Form – Feasibility



# Project Proposal Intake Form – Technology



more of the requirements stated in the proposal? *
For a list of contracted service providers, please see (ADD LINK HERE TO SERVICE PROVIDER REPORT).
☐ Yes
□ No
I don't know
Does the proposal satisfy lifecycle management and technology currency needs? *
Please identify how the proposal demonstrates a comprehensive approach to maintaining a strong IT ecosystem.
Lifecycle management refers to the process of managing a system, application, or other technology throughout its entire lifecycle, from inception to retirement. It involves various activities such as planning, development, deployment, operation, maintenance, and decommissioning.
Technology currency needs refer to the requirements and considerations related to keeping the technology environment current, up-to-date, and in line with the industry standards. It involves assessing and addressing factors such as software versions, hardware capabilities, security updates, and compatibility with newer technologies.
Please select all that apply.
Minimizes ongoing maintenance
Upgrade lifecycle version interval
☐ Platform compatibility / aligns with existing tech

Does the proposal drive technology modernization? *
Please identify how the proposal drives technology modernization.
Technology modernization refers to the process of updating and upgrading existing technology systems, applications, infrastructure, and processes to align with current industry standards, best practices, and emerging technologies. It involves adopting new tools, platforms, and methodologies that enhance efficiency, scalability, security, and overall performance.
Key aspects of technology modernization may include upgrading hardware and software components, migrating to cloud-based solutions, implementing automation and artificial intelligence, enhancing data analytics capabilities, improving cybersecurity measures, and streamlining IT operations.
Please select all that apply.
Security improvement / reduce risk
Align w/strategic architecture
Cloud based solution
☐ Improves Disaster Recovery
Future proof / forward compatibility
Other
ella traland
File Upload  Please attach any additional documentation that will help us understand the scope of work
required for this project request. Please include the Statement of Work (SOW), systems/software/hardware requirements, SSO requirements, HECVAT, etc.
Drag and drop files here or browse files
Submit