



Project Type	Description	Prioritization	Examples (not meant to be inclusive)
Regulatory or mandated activities	<ul style="list-style-type: none"> Regulatory items, which are predictable and schedulable Items that are mandated Items that could incur a penalty (fines, jail time) 	<p>Has an implied priority, but not subject to regular prioritization process.</p> <p>Metric: Measured in hours of effort (may be other incidental costs to include)</p>	<ul style="list-style-type: none"> RIAA requests and reporting Subpoena/legal requests Financial Aid Banner upgrades PCI requirements implementation (annual) OCR request BOG Cybersecurity audit (annual) Annual compliance training (PCI, Red Flag Rules, etc.) Compliance review (annual) Open Records Request support State and federal reporting support
Operational investment: Business as Usual (BAU) activities	<ul style="list-style-type: none"> Day-to-day activities Should never include changes or creation of new services Activities that recur, and/or restore existing services to normal operation 	<p>Not subject to regular prioritization process, but may be reported on.</p> <p>Metric: Measured in hours of effort</p>	<ul style="list-style-type: none"> System and service monitoring Classroom support: 4911 response Respond to security incident Help Desk/ walk-in support DNS maintenance Malware containment Firewall rule requests Security awareness events Learning Technologies workshop series Learning Technologies faculty consulting & support Annual contract review ITS Annual Report Social media support Network port moves, adds and changes Telephone moves, adds and changes

<p>Operational investment: activities that address maintenance needs</p>	<ul style="list-style-type: none"> • Work done to keep an existing service operational • Break/fix • Changes needed to maintain an existing service • Infrastructure maintenance • Preventive maintenance 	<p>Not part of regular prioritization process</p> <p>May be planned and scheduled via agreements</p> <p><i>Metrics: Measured in hours of effort (may be other implementation costs to include); May include Activity/Impact statement.</i></p>	<ul style="list-style-type: none"> • Banner point upgrade • Update/patches to an operating system • Database update: Oracle & SQL Server • Problem troubleshooting • Software bug fixes • Bandwidth management • Install new network distribution switch • Load balancing • Faculty and staff primary desktop system inventory • Classroom console and computer system inventory • Classroom preventative maintenance (winter break and summer) • Server replacement inventory, planning, and routine upgrades • Disk space planning and routine upgrades • Computer lab software application planning and updates • Faculty/staff image updates • ECAR Survey distribution and analysis
<p>Operational investment: productivity - or - Strategic investments: growth or innovation</p>	<ul style="list-style-type: none"> • Requires less than \$5K in funding and less than 40 hours of effort • Client/partner requests for enhancements or improvements so that they can do something new • Does not create a new service 	<p>Prioritization determined by IT Services Directors</p> <p><i>Oversight seeks to reduce or prevent duplication, or to gain efficiencies.</i></p> <p><i>Metrics: Measured in hours of effort and implementation costs; Activity/Impact statement</i></p>	<ul style="list-style-type: none"> • Software/application upgrades • Small Blackboard improvement • Classroom update planning & prioritization • Classroom improvements – small scope • Small software upgrades to support new features • New cloud service with minimal IT involvement and includes non-core university data • LTT new course technologies (small scope)
<p>MAJOR PROJECTS</p> <p>Operational investment: productivity - or - Strategic investments: growth or innovation</p>	<p>NOTE: ITS normally has around 190 active major projects in queue per year.</p> <ul style="list-style-type: none"> • Requires more than \$5K in funding or more than 40 hours of effort • Considered a VIP effort • Large scale, big impact • Results in a new service or major enhancement to existing services 	<p>Goes through a full feasibility study and prioritization ranking process – reviewed by the following:</p> <ol style="list-style-type: none"> 1.IT Application and Information Steering Committee - Information management and application system improvements (this includes projects discussed by the Web Advisory Team, iTeam and the Blackboard Team) 2.Provost and Academic Deans - Classroom improvements 3.Web Advisory Team or President - Video requests <p><i>Oversight seeks to ensure strategic advantage.</i></p> <p><i>Metrics: Measured in hours of effort and implementation costs; Activity/Impact statements; Cost/benefit analysis</i></p>	<ul style="list-style-type: none"> • Pilot projects (Why? Who?) • Email migration/upgrade • Major software upgrades to support new features • Major Banner upgrade • Large system implementation (i.e., Constituent Relationship Management) • Install new core network switch • Major database update • Major server or disk space upgrade • Implement new academic term • Institutional Analytics (BI) • Classroom console and computer system replacement • Faculty and staff primary desktop system replacement • Classroom upgrades/updates • New cloud service that includes core university data • Major Blackboard upgrade • LTT new course technologies (large scope) • Video production