



## RUTGERS POLICY

**Section:** 70.2.17

**Section Title:** Legacy UMDNJ policies associated with Information Technology

**Policy Name:** Project Request and Evaluation

**Formerly Book:** 95-01-05-04:00

**Approval Authority:** Vice President for Information Technology & Chief Information Officer

**Responsible Executive:** Vice President for Information Technology & Chief Information Officer

**Responsible Office:** Office of Information Technology (OIT)

**Originally Issued:** 12/2/2009

**Revisions:** 11/15/2012; 7/1/2013

**Errors or changes? Contact:** [oitpolicy@rutgers.edu](mailto:oitpolicy@rutgers.edu)

1. **Policy Statement**

Requests for Rutgers, The State University of New Jersey, IT services / projects should be evaluated for feasibility, duration and cost and it must be determined if the work request meets the criteria of a small, medium or large project.

2. **Reason for Policy**

This policy defines the process for requesting an IT service be initiated and the evaluation of those service requests that may materialize into an IT project.

3. **Who Should Read This Policy**

This policy applies to any individual responsible for the management, operation, and/or maintenance of the legacy UMDNJ information technology services and/or environment. If you are uncertain whether this policy applies to you, please contact your direct supervisor.

4. **Related Documents**

5. **Contacts**

[oihelp@rutgers.edu](mailto:oihelp@rutgers.edu)

## 6. The Policy

### 70.2.17 PROJECT REQUEST AND EVALUATION

#### I. Requirements

The work being requested must meet the criteria of a small, medium or large project.

#### II. Responsibilities

Stakeholders (operational departments), as well as IT, submit a Project Service Request (PSR) to the appropriate IT Department or to the Project Management Office.

#### III. Procedures

The Project Service Request will be analyzed and must be completed before an IT project can be proposed.

The IT Representative:

- evaluates the PSR and determines the preliminary effort hours and costs required by IT to complete the request. The effort hours and costs are only an estimate and will be further defined after the PSR has been approved as a project.
- reviews the PSR, including preliminary effort hours and costs, with the requestor. The requestor determines if IT should proceed further with the approval process or close the request.
- reviews the PSR with the IT Management.

IT Management:

- approves the PSR or requests modifications prior to approval.
- logs the project. When required, all stakeholders (the requestor and IT representative) should be prepared to individually, or as a group, support the project request if a formal inquiry is requested.
- assigns a start date and communicates project initiation to the IT Representative.

The IT Representative will communicate the project initiation to the requestor and commence the project following the PMO project methodology.

#### IV. Exceptions

Exceptions to this policy must be approved by the Vice President for Information Technology & Chief Information Officer.