



Customer wants new functionality to improve service. Customer has determined that a new IT 3rd party software or changing current process will be necessary to provide new or improved service.



Before a purchase of a new 3rd party software, especially if the product is to interwork with Banner, customer submits work order to ITS requesting review of proposed product. Receipt of work order starts review process. If ITS deems the work order a “project” then the work order will be processed using the below steps. If the work order is not deemed a “project” the work order will be assigned to appropriate technician for handling.



Step 1 – ITS performs initial product research. (Research includes: Product use; current system supportability including software version and operating system requirements; determination if other ChSCC organizations could be impacted, TCO if costs can be determined, costs of project implementation if new hardware/software will need to be purchased to support new product; etc.)

Step 2 - Product research is completed within 5 business days. There are three results possible after product research is completed.



Product evaluation determines product can work within current environment, requires no interaction with Banner, is under \$5K TCO, and dates requested for implementation are feasible.

If product could impact other ChSCC departments use of Banner processes, summary of product request will be presented at next standing Banner meeting for approval. This approval is required before product is purchased.

If product will require an expenditure of funds of more than \$5K for purchase and installation, or Banner Team could not agree to purchase, product will require ChSCC President’s Cabinet approval. This approval is required before product is purchased.



Step 3 - If approved, ITS will move project into ITS Project Process and project will be tracked from initial planning to implementation into production. Project will be added to ITS Project List for customer tracking.

If not approved or other action requested, work order will be closed or updated as necessary. Project will not be scheduled until approved.