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Projects are viewed as a temporary endeavor with a defined beginning and end, (usually time-constrained, and often constrained by funding or deliverables), undertaken to meet unique goals and objectives. Projects requiring Technology support are then further broken into two subcategories:

- Internal -projects normally driven by Technology Division and/or undertaken to ensure enterprise systems are up-to-date and functional.
- External - projects normally customer driven that will bring about beneficial change or added value for our customers.



2

The first step in asking for Technology Support for a project is to submit a Technology Service Request. A service request for new 3rd party applications, tools, process changes, etc., must be entered before the product is purchased.

3

For complete process information for requesting a project go to the Technology Division Web Site and click on the project link and review ChSCC 08:25:01 Technology Project Policy. Project requests must be submitted and/or approved by at least a Director level, or their designated representative, within the requesting organization.

4

A Technology Division project manager will be assigned to each project based on requirements of the project and an initial planning meeting will be set. The scope of a project will be determined as part of the initial planning meeting. If the scope of a project changes after the project has been started, this could impact the delivery date.

5

Projects will be reviewed to ensure they support a TBR and ChSCC strategic goal.

6

Projects will be reviewed on a bi-weekly schedule and the Technology Project Listing will be updated. Projects will be considered complete when customer accepts the project into production.

For full guidance on this and other Technology Division policies please go to the Technology Division web site.