Summary: Policy describes how IT Services manages their scheduled work flow

1.0 Purpose

Describes the guidelines followed to ensure that projects and service requests are addressed and completed in a timely manner.

2.0 Scope

Policy covers service requests and smaller projects that may not go through the service request process.

3.0 Policy

Service Requests and projects that involve IT Services staff or resources are assigned to a project owner, added to the Master Schedule, monitored for progress and customers kept informed.

4.0 Practice

4.1 Scheduled Work Management Flow for Service Requests

A. ITS Application Program Manager

1. Verifies service request process is appropriate for work requested
2. Determines which ITS area is responsible for work requested and assigns request to appropriate ITS manager.

B. ITS Manager
   1. Accepts request as project owner or reassigns to appropriate staff member as such
   2. Assures entry of project into ITS Master Schedule
   3. Monitors progress of service request
   4. Verifies service request process is followed

C. Project Owner
   1. Creates formal plan for major projects
   2. Makes formal request to functional managers for needed resources
   3. Oversees project from start to finish
   4. Keeps customer and manager apprized of progress

4.2 Scheduled Work Flow for Smaller Projects
   A. ITS Manager
      1. Has track entered for project and assigned to appropriate group or person
      2. Assures entry of project into ITS Master Schedule
      3. Monitors progress through Heat reports or weekly Project meeting

5.0 Responsibilities

5.1 ITS Application Program Manager reviews service requests received for appropriate process and assignment.

5.2 ITS manager responsibilities include:
   1. Assigning request or project appropriately
   2. Ensuring request or project is entered into ITS Master Schedule
   3. Monitoring progress of request or project

5.3 Project owner responsibilities include:
   1. Formal plan for major projects
   2. Formal request to functional managers for needed resources
   3. Oversees project
   4. Keeps customer and manager informed of project status.

6.0 Record Maintenance

6.1 ITS Manager updates ITS Master Schedule.

6.2 ITS staff keep project track updated and assigned appropriately.