IT Planning and Policy Intake and Governance Criteria

It is often the case (80% of the time) that the IT needs of students, faculty and staff can be met by IT Services with planned service and support. For the remaining 20% of the time when planned service and support will not meet needs, the College employs a structured process called Intake and Governance. The following criteria are used to delineate the need to launch the Intake and Governance:

Will or might a project resulting from your need...

...create a need for funding not currently identified for planning and/or implementation?

...require more than 1/2 IT Services staff person/week (20 hours) in planning and/or implementation?

...have a likely impact beyond the intended beneficiaries?

...create a need for new or significant additional IT service and/or support?

...create a need for change(s) in existing IT infrastructure configuration beyond what is routine?

...create a need for integration with existing SMC systems beyond what is routine?

...create a requirement for review according to federal or state law or guidelines?