



# Project Intake Process v2

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# Request Types



## Streamlined IT Request Process Intake

- Submits [IT Request Intake Form](#) to [cto.gsa.gov/intake](https://cto.gsa.gov/intake) (which notifies Solutions Strategy); services identified on site
- Solutions Strategy creates JIRA request, gathers initial requirements, identifies solution for Agile Investment
- SS and GSA DS track workload through JIRA cards

### 1.) Skills Request

- Requester submits specific business request & budgetary information
- Solutions Strategy will walk Requester through task order (i.e. “acquisition consulting”); engages GSA DS as needed

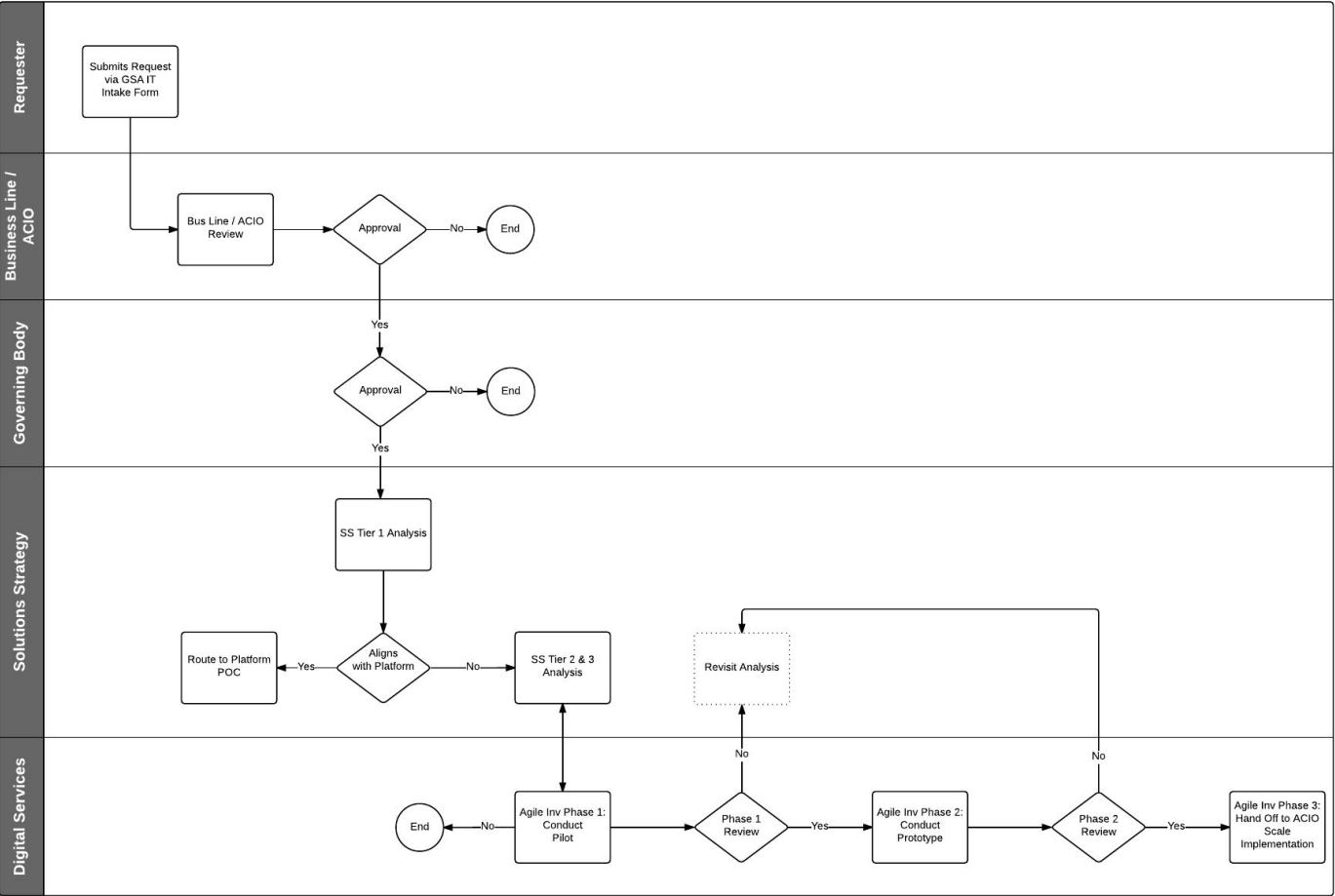
### 2.) Service Integration

- Requester submits problem; solution available, but needs for update are not clearly understood (e.g. likely in-house application in need of update/enhanced capability or service request for Agile expertise)
- GSA DS provides technical expertise needed to identify resources (e.g. NSA - MS Access expertise)

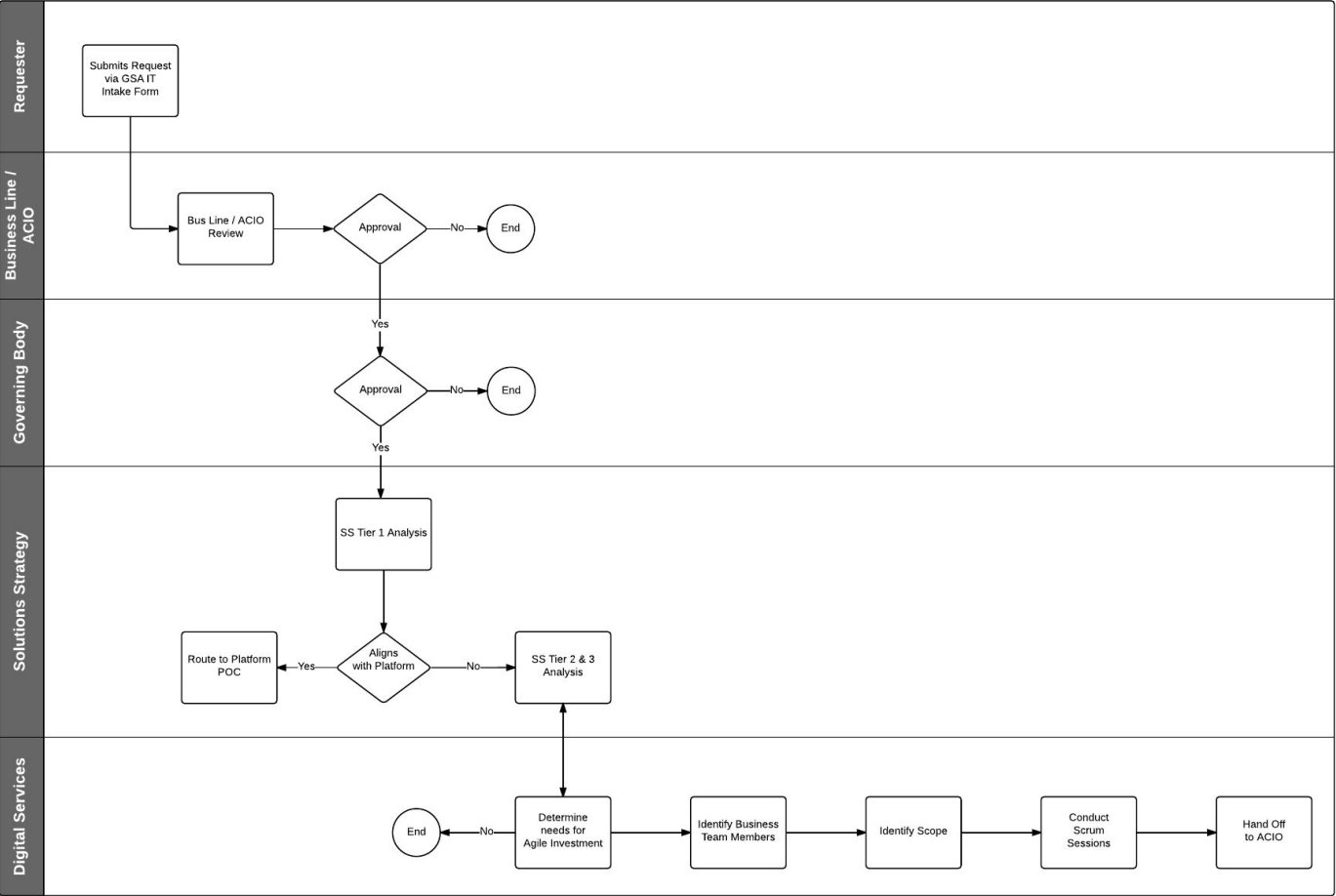
### 3.) Full Service

- Requester submits problem; Solutions Strategy manages platform evaluation and market research to identify solution (e.g. likely new solution or transformational capability)
- GSA DS provides agile project management during pilot, leads sprints, and hands off to business team (e.g. PBS Sensor - sensor application, mockups, and API development)

# GSA DS Request Intake Path



# GSA DS Agile Investment Path



# Roles & Responsibilities



## Solutions Strategy

- Intake
- Tiered Analysis
- Market Research
- Vendor Analysis
- Solutioning
- Acquisition
- Billing

## Digital Services

- Agile Expertise
- DevOps Expertise
- Technical Expertise
- UI / UX Expertise
- Data Management
- Graphic Design
- Development

# Next Steps



## Automation

- Create [cto.gsa.gov/dashboard](https://cto.gsa.gov/dashboard) site (dashboard) similar to 18F for project visibility
- Automate the creation of project requests and the process flow between GSA IT Intake Form (Google Form), [cto.gsa.gov/intake](https://cto.gsa.gov/intake) (request submission creates item on dashboard and triggers email for issue creation), and JIRA
- Ex. User submits Intake Request Form >> item populated on [cto.gsa.gov](https://cto.gsa.gov) >> triggers email to create JIRA card

## Chargeback Model

- Chargeback for Digital Services and not Solutions Strategy work
- Work with Lesley to determine approach (similar to Salesforce team)

## Considerations

- Governance process to ensure a streamlined intake process
  - Will an approval be required for the automated process flow?
  - How will accepted vs non-accepted “concept” cards be tracked (i.e. separate JIRA dashboard ?)
- Direct requests and subjectivity for prioritization (e.g. Dave Shive request)

# Backup Slides

# GSA DS Roadmap



## Path 1: Solutions Strategy Agile Investment Request

- Requester works with ACIO in identify need and resource(s)
- SS conducts analysis of proposed need and potential resources
- GSA DS assists business sponsor through Agile investment process, determine team members, scope iterations
- Combined team walks through Scrum session(s) to deliver pilot, complete pilot and hand-off to ACIO

## Path 2: GSA DS Direct Request

- Requester identifies a technical need and contacts GSA DS
- Requester determines resources; identifies team (end users, product owner, executive sponsor, etc.)
- GSA DS assists business sponsor through Agile investment process, scope iterations
- Combined team walks through Scrum session(s) to deliver pilot, complete pilot and hand-off to ACIO

## Path 3: Public Data/Design Event Request

- Business sponsor defines project for event; participant develops MVP during event
- Business sponsor decides to take to pilot and determines resources
- Business sponsor and GSA DS consider team (end users, product owner, executive sponsor, etc.)
- GSA DS assists business sponsor through Agile investment process, scope iterations
- Combined team walks through Scrum session(s) to deliver pilot, complete pilot and hand-off to ACIO



# Request Intake Process



## Path 1: Via the Solutions Strategy Agile Investment Process

- Came EBC or SS process
- Should come with researched solution for consideration for implementation
- Highest priority as identified through GSA governance

## Path 2: Via Direct Request

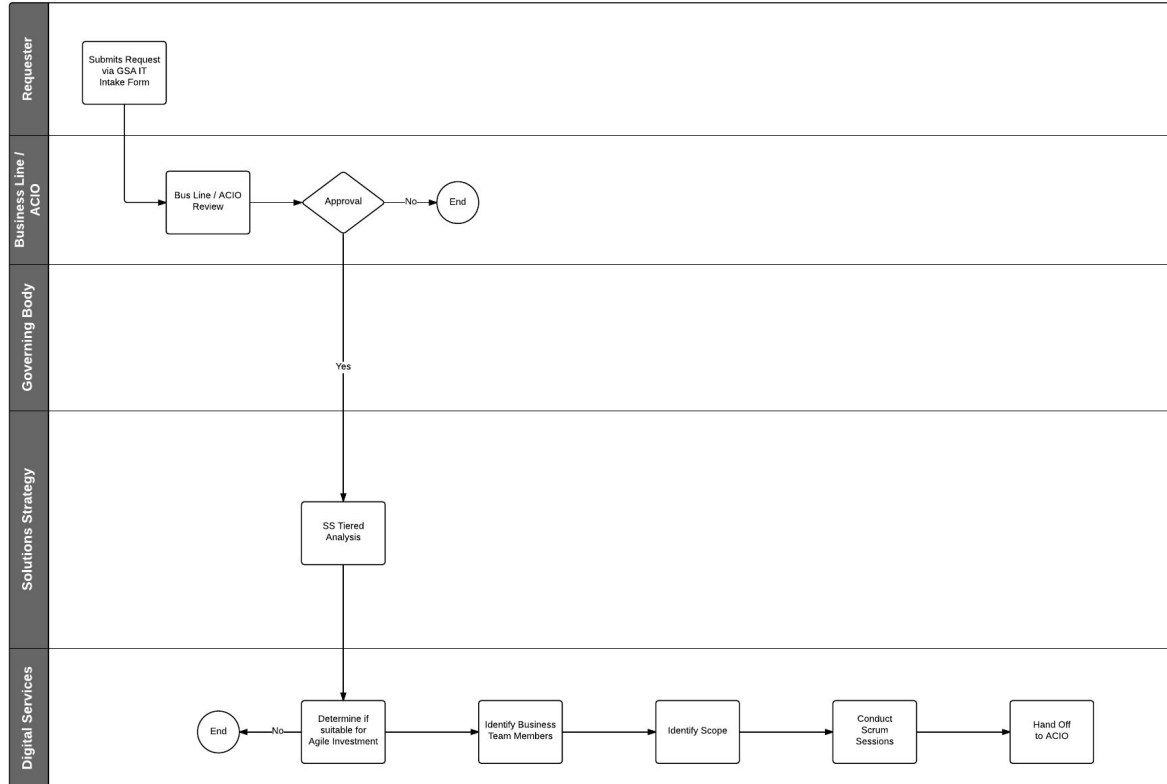
- Direct request by an individual or an organization, still needs to go through Agile Investment process
- Needs to be scoped, possibly through Solutions Strategy
- Moderately high priority depending on GSA governance

## Path 3: Public Data/Design Event

- Utilize MVP development through a public event (Hackathon, Code-Along, Design Challenge, etc.)
- Needs to be scoped, consider Agile Investment process
- Lowest priority based on GSA governance

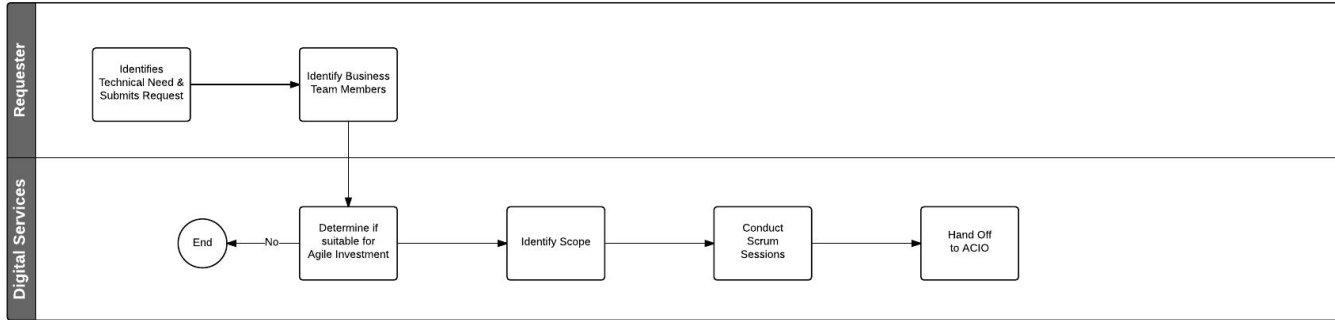
# SS Agile Investment Request Path

## GSA DS Agile Investment Path



# GSA DS Direct Request Path

## GSA DS Direct Request Path



# Public Data/Design Event Request Path

## GSA DS Public Data/Design Event Path

