Project Request Submission and Follow-through Process

To foster inclusion and progress within Day & Nite we encourage everyone in the company to bring their ideas forward. The process outlined here will help identify the most beneficial improvements and ensure that the entire company is in alignment on the improvements these projects will introduce.

Following this process will avoid disconnect from expected results and delivered products, ensure user utilization, and improve business processes.

Please follow the steps outline below to propose a new project.

Step 1: Write a Project Request

The initial step in the project submission process involves the creation of a detailed project request. This request must include a requirements document, a Return on Investment (ROI) analysis, and a risk assessment.

1.1 Requirements Document

Definition and Components:

A **Requirements Document** is a comprehensive description of the objectives, functionalities, and constraints of a project. Its primary components include:

- **Project Overview:** A brief description of the project's intent and scope.

- **Objectives:** Specific goals the project aims to achieve.

- **Functional Requirements:** Detailed specifications of the system's functionalities and user interactions.

- **Non-functional Requirements:** Standards for system performance, security, and reliability.

- **Constraints:** Any limitations such as budget, time, or resources.

1.2 Return on Investment (ROI)

Explanation and Formulation:

ROI is a financial metric used to estimate the profitability of an investment.

- **Formulation:** ROI is calculated by dividing the net benefit (or return) of an investment by the cost of the investment. The result is expressed as a percentage or a ratio.

$$\text{ROI} = \left(\frac{\text{Net Benefit of Investment}}{\text{Cost of Investment}} \right) \times 100\%$$

1.3 Risk Assessment

Explanation and Formulation:

A **Risk Assessment** involves identifying, analyzing, and evaluating potential risks that could negatively impact the project.

- **Formulation:** It generally includes:

  - **Identification of potential risks:** Listing possible events that could cause uncertainty.

  - **Risk Analysis:** Evaluating the likelihood and impact of these risks.

  - **Risk Mitigation Strategies:** Developing strategies to manage and mitigate risks.

Step 3: Project Review

3.1 Peer Review

The first phase of the review is a **Peer Review**, where the project proposal is evaluated by peers based on the area of impact.

- **Customer Impact:** Peers will include customers who will be affected by the project.

- **Internal Staff Impact:** Peers will comprise the departmental manager and a staff member of the impacted department.

- Peers assess proposed improvements and provide approval or rejection with reasons.

3.2 ELT Review

The second phase is a review by the **Executive Leadership Team (ELT)**, which includes a thorough evaluation of the requirement document, ROI, risk assessment, and the peer review findings. The ELT then makes a final decision to approve or reject the project.

Step 4: Statement of Work (SOW) by I.T. Team

If the project is approved, the IT team will construct a **Statement of Work (SOW)**, which will detail the following aspects:

- **Size of the Project:** The scale and reach of the project.

- **Responsibilities and Roles:** Clear definition of each party's responsibilities.

- **Needed Deliverables:** A list of all required deliverables.

- **Schedule/Performance Period:** Timeline and key milestones of the project.

- **Level of Service Expectations:** Quality and performance standards expected.

- **Criteria for Acceptance:** Conditions under which the project deliverables are considered acceptable.