INITIATION PHASE

Purpose: The Initiation Phase makes the Information Technology (IT) group aware of a need from a customer so that it may be prioritized with other requests.

Life of the Phase: The phase begins when a customer communicates a request and ends when the request has been *prioritized*.

STEP 1: Obtain Request from Customer

A customer will submit a written request to IT using the *Service/Work Request* form.

STEP 2: Validate Request Need

Do an informal, preliminary investigation to ensure that the request requires resources from Information Services (i.e., maybe the request is for a report that already exists). This preliminary investigation also assists in prioritizing the request.

STEP 3: Assign Service Request (SR) number

STEP 4: Prioritize Customer Requests

Information Technology (IT) will prioritize all requests using their specified process. Projects will be worked on using the SDLC (software development life cycle) process based upon their priority and current available resources.