**Meeting:** IT Demand Intake Process

**Attendees:** IT PMO, IT Leadership, Accenture Project Team

**Time:** Tuesday 9:00am – 10:30am

**Meeting Notes**

Agenda:

* Team Introductions and Project Overview – Accenture Project Team
* Walkthrough of process – IT PMO
* Process analysis exercise – Accenture Project Lead

Output of Process Analysis Exercise:

|  |  |  |
| --- | --- | --- |
| What is going well with the current process? | What challenges exist with the current process? | What ideas have emerged to improve the current process? |
| * High interaction with business owners * PMO team members work well together | * Business owners become frustrated by the length of time to process requests. * Projects can get stuck being redesigned prior to approval. * Projects can be designed only to be denied approval. * The PMO does not have common information for each project which makes reporting progress difficult. * IT teams complain they cannot work on active projects due to working on designs of upcoming work. | * Create a form as a central intake for demand. * Create a repeatable review process for new projects. * Simplify the approval process. * Wait until a project is approved to begin design. * Avoid revisiting project requests that have been denied. |