**Governance and Prioritization of OIT Administrative Projects**

OIT Administrative Projects are initiated in response to business unit requests, compliance requirements, strategic initiatives or production problems.

Following is the decision flow for requests made Administrative Systems (definitions for category and status are defined below):

**Helpdesk ticket** submitted with the following action**:**

* + **Production incident** is resolved by production support. If modification is required to resolve the root cause, a project is created, ranked ***priority 1*** with category of ***break/fix*** and status ***pending***.
  + **Task or question** is resolved by production support.
  + **Regulatory or Compliance request** will have a project created,ranked ***priority 1*** with category of ***regulatory compliance*** and status ***pending***.
  + **Other project requests** will have a project created with an appropriate category and status of ***not reviewed*.**

***Pending*** projects move to ***in progress*** based on priority and the availability of required resources.

The Administrative Advisory Council evaluates project ***not reviewed.*** If approved, a project is assigned a priority and a status of ***pending***. If not approved, a project is assigned a status of *r****ejected***.

***Pending*** projects move to ***in progress*** based on priority and the availability of required resources.

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| **Category** | **Definitions** |
| **Break/Fix** | Identify and resolve the root cause of critical or recurring production incidents |
| **Efficiency** | Automate processes, streamline data entry, and provide additional data controls |
| **Quality of Service** | Service improvement by realigning IT services to changing business needs and developing new processes to leverage current ERP tables and data |
| **Strategic** | University Strategic Goal to invest in administrative systems that enhance the level of information sharing and streamline business processes within the institution |
| **Regulatory Compliance** | Conform to Federal, State, and University rules, policies, standards, or laws |

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| **Status** | **Definitions** |
| **Cancelled** | Cancelled by requestor |
| **Completed** | Signed off by requestor |
| **In Progress** | OIT/AS working on project |
| **Not Reviewed** | Administrative Advisory Council will evaluate |
| **On Hold** | Started but placed on hold |
| **Pending** | Approved by Admin Advisory Council  and waiting for available resources |
| **Rejected** | Not approved by Admin Advisory Council |