

Project Management

One of the outcomes of the external review of Information Technology Services (ITS) in the late fall of 2008 was the recommendation to improve the process by which IT projects are proposed, prioritized, approved, undertaken and managed. This section of the ITS website outlines the process that is now in place and serves as a reference for our clients on how to get a project proposal in the queue and ultimately approved for implementation.

There is also information on the Administrative Computing Advisory Group and a listing of the projects that have been completed, are currently in progress, and/or are in the "proposed stage".

For the purpose of our work, a project is defined as an activity with well-defined parameters, time-frames and objectives that are outside the scope of "everyday activity". Typically a "project" takes longer than three weeks to complete.

I welcome your comments and suggestions about this process and anything in this section of the ITS website.

[Jonathan Enos](#), Associate Provost and Chief Information Officer
January 2010

About the Project Management Process

ITS has introduced a new Project Management Process for taking on new projects and/or updating existing processes with the expressed goal of best allocating ITS resources (human and monetary) to align with fulfilling the Strategic Plan and supporting the Academic Mission of the College. This involves the help of the appropriate IT governance committees to prioritize existing programs and projects and evaluate future possibilities.

The Administrative Computing Advisory Group (ACAG) has vetted a Project Proposal Request Form that will be used for all new requests for IT projects. Members of the College Community who have an idea for a project or process improvement that involves ITS resources or another office should submit a Project Proposal Request. ITS staff will assist you with the proposal and submission process. It should be noted that one new aspect of this process is to require those submitting a proposal to obtain the endorsement of their Vice President to be the project sponsor.

Proposals will be reviewed quarterly by the ACAG. Once approved, ITS will manage the project with the project sponsor and requester using a web-based project management tool. This new approach is designed to give you access to ITS resources, ensure that your project will get a clear priority assigned, a schedule of due dates, and the entire process and progress of the project will be transparent to the entire Franklin & Marshall Community.

Administrative Computing Advisory Group (ACAG)

The Administrative Computing Advisory Group (ACAG) was formed in the spring of 2009. The intent of the group is to gather those across campus who are most involved with our current administrative systems to help prioritize projects and improve the capabilities of our systems and the services we provide. It currently meets monthly.

The formal charge is to promote an environment in which administrative systems are robust, well supported and best able to be leveraged to our advantage as operating practices of the College evolve. In this role, the group will advise the Chief Information Officer (CIO) on the challenging task of prioritizing projects for Information Technology Services. The group also serves as the formal means of communication among the principal users of the Administrative Systems. It reviews college policies relating to administrative information systems, and where it deems appropriate, suggests revisions. The CIO convenes the Committee.

Membership:

Designees of:

The Provost (2) (C. Yerkes and A. Gulati)

The Dean of the College (T. DeKay)

The Vice President of Advancement (B. Wile)

The Vice President of Administrative Affairs (B. Bosley)

The Vice President of College Communications (S. Dasgupta)

The Vice President of Enrollment Management (M. Lui)

The Vice President of Finance (K. Eliehausen-Slobozian)

ITS

The Director of Application Services, Ex-officio (P. Clark)

The Director of Networking and Systems, Ex-officio (A. Sutter)

The Director of Web Services, Ex-officio (open)

The Chief Information Officer, Ex-officio, Convener (J. Enos)

Appointed – two students

How to Submit a Project Proposal

The Administrative Computing Advisory Group (ACAG) Project Proposal form is designed to provide basic information about your proposed project. Please consult with the appropriate Director in ITS for assistance by calling the ITS Operations Coordinator at 717.291-4161 **before** completing the form.

The form itself is a word template document which you can download by clicking on the link at the bottom of this page. Please fill in the gray boxes and save as a new word document. Once it is filled out, please send it as an email attachment to Jon Enos at jon.enos@fandm.edu

Components of the Proposal

1. Sponsor and Requester
2. Type (New, Enhancement, Replacement, Fix, Upgrade, Other)
3. Benefits (Select the categories that best describe the benefits realized and what groups would be impacted through this proposed project.)
4. Description (When possible, provide the objective and deliverables that are expected as a result of this project. Distinguish between the "must haves" and the "nice to haves".)
5. Time-line (Provide a need by date and if there are any specific deadlines)
6. Support (What level of support will be provided by your department and how will it be tested and documented - talk with ITS to get help with this portion of the proposal)
7. Alternatives (Describe if there are any and what is the impact of doing nothing?)
8. Cost (Outline the resources and funding necessary to accomplish the proposed objectives)
9. Ratings (see chart for rating the Benefit, Cost, Visibility/Impact and Risk for this project)

Attachment	Size
ACAG Project Proposal.zip	13.93 KB
ACAG Project Ratings Guidelines.pdf	69.09 KB

Listing of Projects (completed, current and proposed)

For a full listing of Projects with description, status and proposed time-lines, click on the link below.

Projects Completed / Ongoing

Back Up Service for FPS clients
Emergency Notification System(e2campus)
Private Credit Card Information (PCI)
Disaster Recovery Site Management
Email: Limit FPS to official traffic
Preferred Name Default for LDAP
Calendar of Events Integration (phase one)
Content Management System (CMS) migration to new platform
On-line "Names and Numbers" Directory
Higher Education Act - compliance checklist
Internet Connection management

Projects In Progress

IT Advocate / Liaison Program
On-line Budgets year round
Identity Management - Windows Campus Clients
Identity Management - Single Sign On and External Authentication
Classroom IT Renewal
Implement project approval and priority forms for IT governance
Research Computing Support

Projects Proposed to ACAG

On-line time sheets and vacation reporting
Print vs. on-line Course Catalog
Password Change Management
Consolidate email blast messages to off-campus groups
Enterprise Resource Planning (ERP) Study

Projects In Planning

Data Classification and Encryption
Improve MySQL Database redundancy
Cloud Computing - options for F&M
Learning Management Systems - do we stay with Bb and if so, at what level?

Projects On Hold / Not Started

Options to current "F&M hosted" Email system (outsource student accounts; outsource all)
Cloud Computing - next steps

<u>Attachment</u>	<u>Size</u>
ProjectListforWebview7.pdf	61.84 KB