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OAC: _____
CFSR: _____
Board: _____
Other: _____

Next Review Date: 6/24

Last Reviewed: 6/21

Review Responsibility: Director of Information Technology

FCCS PROCEDURE

NO.: 12B.03

**SUBJECT: REQUESTING IT PROJECTS –
FORMS, APPLICATIONS**

Approved by: Executive Council

Effective Date: February 25, 2010

Date(s) of Revision: Jul 16, 2012; Apr 1, 2013; Sep 2, 2014; Mar 21, 2017; Jun 16, 2021

Responsible for Implementation: All Staff

IT Work Request: Electronic Forms, Applications, Software, New Technology

Committees, work groups or department heads can request consideration for new or modified electronic forms, software applications or technologies (i.e. technologies not presently used by FCCS). All requests must both be authorized and prioritized. These requests will be classified according to whether it is a defect of existing technology or according to its risk. Requests will be classified in one of three ways:

- 1) Incidents – when an existing software tool does not work as it should. These do not require any additional authorization or prioritization because they were already authorized, approved, and delivered. Defects should be reported by email to ITServicedesk@fccs.us (See procedures 12A.01). Service Requests – changes to existing functionality that are deemed low risk to deliver. For example, a change to the content of a Services Locator page, a change to the text label of an existing form, a very small new electronic form that has no automated work flow behind it, likely would qualify as a ‘service request.’
- 2) Projects – new software or technologies, or significant enhancements to existing functionality that meet the definition for a project. For example, any pre-populated form with several data pulls from SACWIS, any form with automated workflow, any new dashboard report or major modification, changes that affect the normal duties of many agency staff, or any new application will likely be managed as a

project. Projects are authorized through the Project Management Office (PMO) and they are subsequently prioritized.

Procedures for Service Requests and Projects

- 1) To request a new form, application, technology, or enhancements to an existing one, email details of the request and any relevant approvals to ITServicedesk@fccs.us
- 2) The request will be evaluated to determine if it qualifies as a Service Request or a Project.
- 3) If the work was authorized for IT, it will then be prioritized as follows:
 - a) Defects
 - i) Generally speaking, these will be worked by IT staff in the order they were received, although consideration is also given to the number of people affected, whether there is a workaround, and the impact the defect/enhancement has on critical business operations.
 - b) Service Requests and Projects
 - i) The PMO will consult with the requestor and other stakeholders to develop a business case to help assess the value and priority of the request.
 - ii) When necessary, the business case will be presented to Executive Council for approval.
- 4) Once the scheduled start date has arrived for a piece of work, the PMO will notify the requestor and other stakeholders and keep them informed regularly regarding the work status, tasks, and expected delivery date(s).
 - a) Most project work will require much more detailed, formal requirements and planning, and will follow a pre-determined process for delivery. The sponsor and stakeholders will need to be closely involved with the project from the beginning to end.
 - b) Subsequent requests to change the scope of an approved project will be evaluated for cost and impact. Additional approvals may then be required by Department heads and/or Executive Council.
 - c) If the scope change request is approved, then the PMO will revise the project plan and notify all affected parties. If the scope change is not

approved, the project will continue according to plan or can be stopped if desired by requestor.