**ACPAC Recommendations/Endorsements That Generate IT Services Projects**

*Updated 12/03/2009 to reflect discussions from 11/11/09 ACPAC meeting*

**Background:**

IT Services completes projects based upon its request for service governance document. It states in part:

“Project requests are defined as requests for services where the estimated completion time for a successful resolution exceeds 15 hours.  All project requests are placed into one of seven project queues (Academic Affairs, Administration and Finance, Chief Information Officer, Council of Deans, Office of the President, Student Affairs and University Relations).   The four divisional queues are reviewed and projects prioritized by the respective Vice President on a quarterly basis.   The Council of Deans queue is prioritized once per academic year by the Provost.  The Chief Information Officer and Office of the President queues are reviewed by the CIO and Executive Assistant to the President, respectively, as-needed not to exceed a quarterly basis.

A university community member can request that a project be prioritized immediately.  In such a case, the request will be escalated to the entity responsible for approving project priorities for that queue and can delay a previously prioritized project in order to accommodate the request.”

**ACPAC Implications:**

When an ACPAC recommendation/endorsement results in the creation of an IT Services project request, the project is first reviewed via the standard IT Services triage process. This process is used to:

1. Confirm that the project request does reside within the mission of IT Services
2. Confirm that the amount of time projected to complete the request is high enough to constitute the creation of a project (more than 15 person hours)
3. Assign the request to the appropriate project queue

The vast majority of APCAC-related projects are placed into the Council of Deans queue since the projects usually benefit faculty/students from all colleges. This project queue is first reviewed by the Provost Staff each year in late September and it divides projects into primary priorities and secondary priorities. This proposed list is then placed before the Council in early October for final feedback. The Provost ultimately determines the final priorities in cases where consensus cannot be reached.

Primary priorities are those in which the Council determines significant work must be completed prior to the start of the following fall term, with every reasonable effort being made to complete the project in total. Secondary priorities have “best fit” status – meaning that IT Services devotes resources from the list based upon what expertise is available through the year and what amount of resources will generate the best outcome. There is no assurance that secondary priorities will be addressed, but many often do receive attention – if not full completion – prior to the start of the ensuing fall term.

**Recommendation:**

During the spring of each year (March/April timeframe), ACPAC members will be provided an electronic list of each ACPAC project that is currently in the queue that can be informally ranked by each member. At its May meeting each year, ACPAC will finalize a tentative list of these open projects in priority order. ACPAC will then refine the list at its September re-organizational meeting each year and formally present it to the Provost for consideration as part of the Council of Deans project prioritization process. This is similar to what some divisional technology committees do for their Vice Presidents and it has been quite successful.