IT Projects – Customer Intake Process v3

Customer
- Start
  - Submit Request into SP Workflow
  - S1

Exec Sponsor
- Review Project Request
- Approve Request?
  - Yes
  - Communicate Status to Customer, Supervisor, and Exec Sponsor
  - S2
  - No
  - End

IT Leadership
- Review Project Request
- Approve Request?
  - Yes
  - S3
  - Determine Enterprise Project Attributes
  - No
  - Provide comments on decision or request additional info
  - Communicate Status to Customer, Supervisor, and Exec Sponsor

IT Analyst
- Meet with Customer as needed
- Complete project info; Rate Business Drivers
- Develop & input Scope Document
- Re-assessment required?
  - Yes
  - Review Scope Document
  - A
  - No
  - S4

Project Attributes include:
- Team or business analyst
- Project category
- Customer Executive Level
- Project Type
- Re-Assessment Required Flag

Status Change Points: Status Text
- S1: Project Request Rec’d, Pending Mgr Approval
- S2: Mgr Approval Denied. Request Add’l Info
- S2: Mgr Approval Denied. Request Closed
- S2: Mgr Approval Rec’d, Pending IT Acceptance for further review
- S3: IT Acceptance for further review denied, Request Add’l Info
- S3: IT Acceptance for further review denied, Request Closed.
- S3: IT Accepted for further review, Pending Requirements Analysis
- S3: Project Request Approved by ITL, Pending Est. Project Start
- S4: Req. Analysis Complete, Pending IT Leadership Routing
- S4: Req. Analysis Complete, Request Withdrawn