

# **Frequently Asked Questions**

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## [Who can request a project?](#)

Anyone (staff, faculty or student) may request a project at any time.

## [How do I request a project?](#)

Anyone wishing to request a project with the Office of Information Technology must go to the [Portfolio Management Office Web Page](#) and follow instructions. A *Project Request Form (PRF)* is provided at that link to upload and attach to request.

## [Is my request considered a project?](#)

A project is defined as a request to OIT for significant work that will require analysis and ongoing effort. Currently, OIT is using an internal standard of 100 or more hours of effort for projects. Is your IT request a project? When in doubt, use the Project Request Form submission process described above. For small requests, contact the OIT Service Desk at 593-1222. Projects are typically requested when a compliance, education, research, or business opportunity needs to be created, developed, maintained or enhanced through the application of information technology.

## [What type of documentations should be included with the Project Request Form \(PRF\)?](#)

Completing all blanks in Part A and Part B of the PRF will document the major categories needed for a feasibility review. Including additional documentation to support the request will assist in vetting the request through OIT governance committees. Examples of additional documentation may include:

- Vendor quotes
- Industry standards or best practice materials from other education institutions
- Examples of how the solution may meet university-wide business problems or improve use of existing applications.

## [What happens to my PRF?](#)

The request flows into the Portfolio Management Office (PMO). The PMO:

- Reviews the request
- Meets with appropriate OIT staff to determine technical feasibility and approach
- Works with customer and OIT to determine an estimate of effort for the Project
- Presents the request to OIT governance for review and prioritization
- Informs the customer of the status of the project

Requests that do not meet standard project criteria are forwarded to the proper OIT department to handle the request.

## [What should not be requested through this process?](#)

- Desktop hardware and software support (troubleshooting, installation and repair)
- Answers to general support questions
- Immediate downtime or problem resolution
- Small requests for standard upgrades to existing technology

## [What if I don't submit my request through this process?](#)

Submission of your PRF through the use of this process is strongly advised for the quickest response to your need. Bypassing this procedure may result in delays. Requests that are submitted through the proper channels will be given higher priority than those arriving outside the process.