

# SBCC Information Technology

## Project Request Form Instructions

### Step 1: Is your request a project?

A technology project is defined as an activity to acquire, replace, develop, enhance, or upgrade IT components (software, computers, mobile devices, etc.) requiring a significant level of effort to meet your objectives. A significant level of effort is defined as needing more than 5 hours of labor or cost more than \$5,000 to complete.

If you are not sure if your request meets the above criteria, please email the IT Management Team [it-managers-group@pipeline.sbcc.edu](mailto:it-managers-group@pipeline.sbcc.edu)

If your request does not meet the definition above or it fits into one of the following categories, then use the IT Helpdesk Work Order System at <http://helpdesk.sbcc.edu>.

Non-Project Related Requests:

- Routine technology issues
- Computer refresh/replacement

### Step 2: Discuss your project with your unit manager, program manager, or department chair.

Discuss your project with your manager (dean, director, VP, department chair, or President) and obtain his or her agreement to submit the request.

### Step 3 (Faculty): Discuss your project with the Faculty Resource Center.

For faculty, in order to help you plan for new classroom technologies, you will need to communicate with Laurie Vasquez in the Faculty Resource Center (FRC) in order to determine the need for piloting or training. It is essential for FRC and the instructor to evaluate and test the proposed technology before an official resource request is submitted. Departments that want to test or pilot educational technology should contact Laurie early in the process so that they have time to experiment with the technology before making a final decision about what request to submit.

### Program Review

Any technology requests through Program Review that may require infrastructure (such as: servers, data storage, data integration, programming, hardware installation, software implementation, electrical, networking, wireless, etc.) and/or IT support will require completion of the above form prior to Program Review submission, due by the date specified in the Program Review Resource Request Documentation. Requests that are not accompanied by the completed form will not be ranked.

### Non Program Review Projects

New projects must have both a **source of funding** and a **user project sponsor** before projects will be initiated. The user project sponsor is a person who has the authority and responsibility to make decisions about the project and represents the user perspective when multiple departments/users may be involved.

## Project Need and Scope

The Project Scope is an essential element of any project. We will use the Scope Statement as a written confirmation of the results your project will produce. Both the people who requested the project and the project team should agree to all terms in the Scope Statement before actual project work begins.

A good Scope Statement includes the following information:

- **Justification:** A brief statement regarding the business need your project addresses.
- **Project scope description:** The details of the project and/or results your project will produce. The clearer the better.
- **Acceptance criteria:** The conditions that must be met before project deliverables are accepted.
- **Deliverables:** The products, services, and/or results your project will produce (also referred to as objectives).
- **Assumptions:** Statements about how you will address uncertain information as you conceive, plan, and perform your project.

## Project Schedule

Non Program Review projects will be reviewed twice a year by the appropriate committee (ITC/DTC) for prioritization, scheduling and implementation. Results will be published and shared.

### Step 3: Complete the IT Project Request Form

Fill out the one page [IT Project Request Form](#)