Outputs:
- Project Submission Form
- Project Scoring Tool
- Risk Assessment Model

**ITS PMO Project Proposal Process**

1. **Project Sponsor(s)**
   - Meet with Client Relationship Manager to discuss concept

2. **Client Relationship Manager**
   - Is this an enhancement?
     - Yes: Determine where project fits in enhancement queue
     - No: Complete and submit the Project Submission Form and scoring tool in ServiceNow

3. **ITS PMO**
   - Review the Project Submission Form for completeness.
   - Has the required information been submitted?
     - Yes: End process
     - No: Provide requested information
   - Does the capability already exist?
     - Yes: End process
     - No: Educate Project Sponsor on existing products or services
   - Is a steering committee needed?
     - Yes: Form a Steering Committee, update Score Report, complete RAM
     - No: Communicate decision and reason(s) to Project Sponsor(s) and CRMs
   - Should requirements be gathered?
     - Yes: Assign PM/BA to oversee Planning Phase
     - No: Continue to Planning Phase

4. **Project Review Board**
   - Review the Project Submission Form, Score Report, and RAM

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Form a Steering Committee, update Score Report, complete RAM

Communicate decision and reason(s) to Project Sponsor(s) and CRMs

Assign PM/BA to oversee Planning Phase

End Process

Communicate decision and reason(s) to Project Sponsor(s) and CRMs

Assign PM/BA to oversee Planning Phase

End Process

Review the Project Submission Form, Score Report and RAM

Communicate decision and reason(s) to Project Sponsor(s) and CRMs

Assign PM/BA to oversee Planning Phase

End Process
ITS PMO Project Planning Process

Outputs:
- Project Statement
- Process Diagrams
- Requirements Document
- Cost/Benefit Analysis
- Work Breakdown Structure/Resource Plan

[Flowchart diagram with steps and decision points]

Project Sponsor/Team
- Sign off on requirements
- Determine selection
- Augment changes to resources, scope, or effort
- Proceed with Procurement process if needed

Business Analyst
- Create current process flow; work with technical team
to create future state process diagrams
- Collect and validate business requirements
- Research potential solutions (build vs. buy); review with Gartner if applicable
- Present options on solution
- Draft requirements traceability document

Project Manager
- Draft Project Statement and obtain sponsor approval
- Work with team leads to conduct architecture review
- Work with team to determine tasks, effort and resources
- Finalize assignment of PM
- Continue to Execution Phase

ITS PMO
- Review WBS, determine project cost/benefit; review with Gartner if applicable
- Add project to PMO portfolio
- Finalize assignment of PM

Project Review Board
- Review the project; determine viability and potential start dates
- Are changes needed?
- Project has approval to proceed to Execution
ITS PMO Project Execution Process

Outputs:
- Weekly Status Updates
- Change Management Plan
- Communications Plan
- Testing Plan
- Training Plan

Business Analyst

Create Test Plan

Create Training Plan

Project Team

Create technical documentation

Begin execution

Conduct testing and resolve issues

Conduct training and resolve critical issues

Track tasks and issues; update WBS

Begin Weekly Status Updates

Verify project is on time & budget; all required templates complete

Report to PRB and project sponsor

Update portfolio

Sign off from Project Sponsor that project is ready for production

Complete Final draft of project outputs; submit to PMO

Complete Change Management and Communication Plan

Review WBS and make assignments; identify critical path

Review portfolio and adjust the priorities of other projects as needed

Proceed to closeout phase

Project Manager

ITS PMO

Project Review Board/ Project Sponsor
ITS PMO Project Closeout Process

Outputs:
- Standard Operating Procedure document
- Post-Implementation Evaluation Report