

ADMINISTRATIVE PROCEDURE

ITP-9

TECHNOLOGY PROJECT MANAGEMENT

Number: ITP-9	Name: TECHNOLOGY PROJECT MANAGEMENT
Purpose: The purpose of this process is to identify and prioritize project-based work for Marshall University Information Technology (MUIT). This process will also set expectations for our university customers as it relates to the implementation and integration of technology services.	
Responsible Unit: Information Technology	
Approved by:	Approval Date:

1. General

- 1.1 Scope: The purpose of this process is to identify and prioritize project-based work for Marshall University Information Technology (MUIT). This process will also set expectations for our university customers as it relates to the implementation and integration of technology services.
- 1.2 Authority: Marshall University Chief Information Officer, as defined by ADMIN-20 Approval of Board of Governors Rules, University Policies and Administrative Procedures.
- 1.3 Passage Date: TBD
- 1.4 Controlling Over: Marshall University, Marshall University Research Corporation, Marshall University Foundation, Marshall University School of Medicine, and all Affiliates of Marshall University utilizing Marshall University Information Technology Services

2. Project Initiation

2.1 Definition of a Project

Marshall University Information Technology (MUIT) classifies any work that meets one or more of the following criteria as a **project**, requiring adherence to MUIT's project management approach and methodologies. A project is defined as work that:

- Has a defined or requested timeline from the project initiator.
- Requires more than two weeks of effort from a single MUIT internal team.

- Involves collaboration between two or more teams (internal or external to MUIT) or vendors.
- Introduce new technology, significant upgrades, or major process changes.

2.2 Technology Project Intake & Submission Process

All projects meeting the criteria in Section 2.1 must be submitted for review and prioritization using the MUIT Project Support Request Form located in the My Support tab of MyMU. The CIO (or designee) will review all incoming project requests and work with the appropriate internal MUIT team leader to review requirements and prioritization. The CIO (or designee) or internal IT project owner will follow up with the project requestor for initial project prioritization and timeline. The internal IT project owner will manage all project communications from that point forward.

2.3 Technology Project Prioritization

Anyone requesting technology project support will rate the project in the following categories using a Likert scale from 1 to 5 (using the MUIT Project Support Request form):

- **Strategic Alignment:** How well does the project support MU's mission, IT strategy, or institutional goals?
- **Urgency:** Is there a deadline, compliance requirement, or operational risk driving this project?
- **Impact:** What is the expected benefit to users, departments, or the university as a whole?
- **Feasibility:** Are the resources, skills, and time available to complete it successfully?
- **Stakeholder Demand:** Are key stakeholders actively requesting or relying on this project?

The total sum of category ratings will result in a total project value. The project value is used to determine the prioritization of the project, as follows:

- Total Value between 19 and 25: **Critical (1) – Start Immediately**
- Total Value between 13 and 18: **High (2) – Plan & Begin Soon**
- Total Value between 7 and 12: **Medium (3) – Schedule when Feasible**
- Total Value between 1 and 6: **Low (4) – Defer or reassess**

The prioritization value will be reviewed and validated by the CIO (or designee), and he/she reserves the right to update the scores to ensure alignment with University and MUIT priorities.

2.4 Technology Project Management Procedure

2.4.1 Project Planning

2.4.2 Creation of Project Plans

Once projects are prioritized, the CIO (or designee) will add a project plan in the MUIT Projects group, as well as add it to the MUIT Projects Portfolio. The internal MUIT Project Owner will be assigned at that time. Once the project plan

has been created, the Project Owner is responsible for updating the following for their assigned project plan.

2.4.2.1 Tasks:

Project owners should include tasks/milestones needed to complete a scope of work and associated key dates. Task information should include the following:

- **Start/End Date** (required)
- **Assigned To** (required)
- **% Complete** (required)
 - 0% – Not Started/Planning
 - 25% – Requirements Defined
 - 50% – Execution Underway
 - 75% – Testing/Validation
 - 100% – Closed/Completed
- **Issue/Risk** (required)
 - Yes/No – allows user to quickly identify potential blockers to project completion.
- **Comments** (not required)

2.5 Project Execution

All project plans should be updated before and during the All MUIT monthly project management meetings with the latest status update.

2.5.1 Scope Changes

All changes in scope must be communicated and approved by the CIO (or designee).

2.5.2 Communication, Training, & Change Management

It is the responsibility of the MUIT project owner to ensure that MUIT policies and procedures related to technology communication, training, and change management are followed during project planning and execution.

2.6 Project Monitoring/Controlling

During each All MUIT monthly project meeting, each project status will be updated on the MUIT Projects Portfolio. The following will be used for the overall project status:

- **Not Started:** The project has been approved but no work has begun. The start date is today or in the future.
- **On Track:** The project is progressing as planned, meeting scope, schedule, and budget expectations. No major risks have been identified.
- **Off Track:** The project is behind schedule or over budget, requiring corrective action. The project has missed key milestones and/or deliverables.
- **At Risk:** The project is currently on schedule but has emerging risks that could impact success if not addressed. Identified risks have a high probability or impact. Additionally, dependencies or resource constraints could cause delays.

- **Closed:** The project has been completed or formally terminated. All deliverables are accepted and documentation finalized.

After the All MUIT monthly project meeting, the “MUIT Project Management Dashboard” will be refreshed with updated project status and information. The source file for the Project Management dashboard will be kept in the MU Information Technology group for ease of access and business continuity. Anyone with a MUNet name and password can access the MUIT Project Dashboard from the Marshall University IT website: www.marshall.edu/it under “Resources.”

2.7 Project Closure

Projects will be marked as “closed” once all tasks are completed, and the approval has been given during the All MUIT monthly project meeting by the CIO (or designee). At that time, the plan will be marked as “Closed” on the MUIT Projects Portfolio. At the end of each fiscal year, all closed project plans will be exported to MS Excel and archived on SharePoint for record keeping. All closed projects will be removed from the MUIT Projects Portfolio and deleted as a “Plan” within MS Planner.

2.7.1 Project Lessons Learned

At the end of each fiscal year, MUIT will document project “lessons learned” at the final All MUIT monthly project meeting in June.

2.7.2 Project Feedback

At the closure of each project, the project owner and/or CIO (or designee) will reach out to project stakeholders.