

HAYWOOD COMMUNITY COLLEGE	INFORMATION TECHNOLOGY INFORMATION TECHNOLOGY SERVICES REQUEST	Procedure 7.1.7
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- A. All project requests should be made in writing (email) by a member of the Administrative Council to the Director of IT/Network Administrator. Examples of requests include a document archive system, online registration, HR/ business operations applications; any services or applications that will be offered electronically over the College's infrastructure.
- B. The request should include a description of service needs, who will use the service, and the resources that have already been previewed. The requester may wish to meet with the Director prior to writing the request.
- C. The Director will contact the requestor with any questions or points of clarification.
- D. The Director will meet with the IT staff to discuss the project and to determine a time line for completing the project and/or for further researching and evaluating possible solutions. A cost estimate will be made. In cases where the estimated cost is greater than \$1,000, the requester will need approval from the Administrative Council prior to IT further pursuing a solution.
- E. The Director will meet with the requestor in order to determine an implementation plan (including a timeline), determine a research and evaluation plan (including a timeline), or to withdraw the project request.
- F. The Director or other IT staff will keep the requestor up-to-date on project developments and on any time line changes.

Adopted: 03-24-2017