The University Of

T A M P A

Project Management Policy

Version: 4.3   Effective date: 12/12/2017

Last review date: 4/5/2023

Policy Summary:

This policy institutes the application of project management best practices in the management of Information Technology & Security (ITS) projects and provides a structure for ITS project managers to execute projects and provide direction.

The ITS organization partners with campus academic and administrative areas to assist them in ensuring they have the technology resources needed to enhance their missions at The University of Tampa (UT). ITS is responsible for ensuring that technology resources and solutions are consistent with the University's requirements for data security, reliability, and integration with enterprise solutions and that they are in clear alignment with the strategic goals of the University.

The ITS project manager facilitates the processes around the intake, prioritization, and monitoring of ITS projects. The project management foundation and framework by which ITS projects will be managed is based on the Project Management Body of Knowledge (PMBOK), appropriately tailored to UT's unique requirements while remaining in continued compliance with ISO 27001:2013 Information Security Management Systems requirements.

ITS, Enterprise Solutions, will update the contents of this policy as needed. Questions about this policy should be directed to an ITS Project Manager at ITS.PM@ut.edu.

Applicability/Eligibility:	**Exceptions:**
This policy applies to Faculty & Staff within all UT organizations and departments.	Non-technology related projects/internal improvements to infrastructure/break/fix issues

Policy Administration -
mandating authority:
(check all that apply)

☐ Federal Law   ☐ State Law or Regulation

☑ University President   ☐ Accrediting Body

☐ Other: (specify)

Responsible Office/Dept/Committee:

Name	Campus Address	Phone Number/Email
ITS, Enterprise Solutions	Technology Building, 3rd floor	its.pm@ut.edu

Responsible Executive(s):

Name	Campus Address	Phone Number/Email
Tammy L. Loper	Vice President, Information Technology & Security	tloper@ut.edu

<u>Policy Management:</u>

Policy History:

Date	Version	Reason for Change
3/11/15	1.0	Initial policy draft
6/4/15	2.0	Update based on Senior Staff recommendations
3/8/16	3.0	Update based on InfoSec and Senior Staff recommendations
12/1/17	4.0	Update based on incorporating current PMO requirements
12/11/18	4.1	Update email addresses and titles
2/1/22	4.2	Update email addresses and titles
9/2/22	4.3	Updated building location and grammar
4/5/23	4.3	Updated reviewed date, no changes

Policy Approvals and Reviews:

Date	Organizational Group
12/12/17	President
12/12/17	Senior Staff
2/1/21	Senior Staff – reviewed; no changes
2/1/22	Senior Staff – reviewed; no changes

<u>Full Policy Text:</u>

ITS Project Management Office Requirements

1. **Objective**: The goal of this policy is to ensure that the appropriate project management processes, systems, and controls are in place throughout the project life cycle.

2. **Operational procedures**: The ITS project manager will develop processes and procedures related to project management methodology, addressing the five phases – initiating, planning, executing, monitoring & controlling, and closing. Procedures will also be developed for change management and risk management.

3. **Definitions**:

   3.1. *Technology Project* - A project for the implementation of a technology product or service with focused, non-repetitive tasks beyond the scope of operational activities (i.e., standard operating procedures, break-fixes, or patches). Examples include: computer lab build-out; new/ replacements to administrative or educational software; server implementations and/or system integrations. In the case of system integrations, if a vendor has an existing relationship with the university, then the TPR will consist of a new integration requirements document.

   3.2. *Software as a Service Project* - A project for the implementation of new software or a new version of a software solution, where the vendor is the primary driver of tasks. ITS resources are utilized at certain points of the implementation for various purposes. Examples include: records management system software used in multiple departments on campus that require integrations with the institution's Student Information System;

software managed by third-party service providers 'in the cloud,' commonly referred to as Software as a Service (SaaS) that requires configurations and security settings; software provisioned to computers by ITS.

3.3. *Internal Enhancement Requests* - A change or upgrade which increases software/hardware capabilities beyond original specifications. Examples include: adding functionality to properly functioning forms; upgrading software versions; configuring new features in software programs to add additional capabilities.

4. **Policy Requirements**:

4.1. *Leadership* - Top management shall demonstrate leadership and commitment with respect to Project Management methodology and prioritization efforts of strategic University project requests.

4.2. *Annual Budget Cycle* - Senior Staff members will submit Technology Project Requests (TPR) for *new* technology solutions ***during the annual budget cycle*** unless the project is of a clearly urgent and critical nature. All Technology Project Requests must be submitted by the final date provided by Financial Management and ITS during budget cycles each year with **no exceptions granted**. UT departments wishing to submit a TPR for new technology solutions during the next budget cycle are encouraged to do so in advance and obtain preliminary Senior Staff and ITS approvals to ensure they meet associated deadlines.

Following receipt of a TPR, ITS leadership will review to evaluate whether the vendor meets information security and contract language requirements and can integrate successfully (if applicable) with the university's identity management system for access and authentication.

As needed, Enterprise Solutions and the VP of ITS will review preliminary approved TPRs with the President, CFO, and AVP Administration and Finance prior to the final budget submission date(s). TPRs will then be considered for final approvals. Requestors will need to notify ITS, Enterprise Solutions promptly once they learn whether their TPR has gained final approval through the annual budget submission process so that projects can be scheduled.

Approved TPRs will be processed and managed based on factors such as target dates for implementation needed by the customer and/or availability of vendor and ITS staff needed to perform work on the project. The ITS project manager will manage the TPR process in accordance with ITS project management standards and procedures.

4.3. *Technology Solution Replacements and/or Enhancements* - Departments wishing to replace existing technology solutions or make enhancements to them that would require ITS assistance may submit a Senior Staff member-approved TPR to ITS for review and evaluation (both during and after the annual budget season). Departments must have full funding for these TPRs available prior to submission. If funding exceeds $10,000, it will also be subject to the review and approval of the CFO and President.

4.4. *Senior Staff Review* - TPRs will be presented to the affected Senior Staff for awareness, review, and discussion.

4.5. *Project Intake* - The TPR is required when a department is seeking to enhance, replace, or purchase any new application, service, or platform regardless of the source of funds or availability of resources. The technology project request intake process is meant to provide departments with a consistent, trackable

process for initiating a technology project request. It is expected that all departments, including ITS, will adhere to these procedures.

The primary purpose of submitting a TPR is to initiate the process. It is a narrative description that briefly explains:

➢ Problem, opportunity, or need being addressed and why the project should be considered.
➢ High-level requirements that are critical to meet a business or academic need.
➢ Potential vendor solutions that are being considered.
➢ Explanation of existing UT solutions that can or cannot address requirements.

Instructions for submitting TPRs may be found by visiting the [How Do I Request a Technology Project?](#) knowledge base article.

4.6. *Project Classification* - The ITS project manager shall review all project requests using a Project Classification Matrix to determine the level of effort necessary to adequately manage the project. The classification will weigh the effort based on scope, capital investment, duration, and impact of the solution.

4.7. *Inclusion of Information Security* - Information Security staff shall consistently be engaged at regular intervals for all projects within the scope of ITS project management.

4.8. *Resource Allocation* - ITS, Enterprise Solutions shall assign project managers as needed who are capable of managing a team, communicating with internal/external stakeholders, and have the technical expertise required for the project.

4.9. *Training* - ITS project managers shall provide project management overviews and high-level training on the methodology for project participants and stakeholders when requested.

4.10. *Continuous Improvement* - ITS project managers shall conduct post-project reviews and actively use "Lessons Learned" to improve project experience and outcomes.