Standard Information	
Approved by:	CNC ITS Leadership
Approval Date:	February 8 2023
Administrator Responsible	David Lampron, CIO
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CNC IT Project Request and Delivery Standard

Statement about this Standard

Nearly every aspect of a modern College's mission is enabled by technology. ITS's aim is that those technologies are fit for purpose. It is recognized that most CNC initiatives will have a technological enabler and that ITS will be asked to participate in projects towards selecting the most appropriate technologies to enable a targeted business outcome.

Purpose / Rationale

The purpose of this document is to define the standard approach for CNC stakeholders to use in engaging ITS in projects.

Scope / Limits

This standard shall apply to all departments at CNC. Policies, Standards, and Procedures may be expanded, or exceptions may be made as needed.

Definition

What constitutes a project?

- Broad effects (e.g. project affects many/all student/employees)
- More than one department(s) involved
- Cost is $10K+
- 20+ hours ITS Effort
- Involves significant process change
- Has strategic implications
- Is deemed to be of significant risk

Roles & Responsibilities

1. For most college projects a department other than IT is accountable and responsible for delivering on the overall business objective associated with a given project.
2. The department requesting IT help is responsible for:
    a. ownership for the overall project
    b. defining roles and responsibilities
    c. ensuring that business objective is defined and measurable
    d. coordination and project management

e. ensuring adequate resourcing
   f. change and communication
   g. establishing functional requirements
   h. designing business processes
3. Assuming the above is in place, ITS will act as a partner, in conjunction with the requesting department to assist in establishing the technical requirements, identification of candidate technology products, assistance with procurement and implementation of technological solutions.

Principles / Guidelines

1. Technology is a business enablement tool, by itself technology will not solve inadequacies in business process, every project should have a clear business target and measurable success objectives.
2. Key project management principles, projects should have:
   a. Formal project management structure
   b. Invested point of contact
   c. Clear goals and measurable outcomes
   d. Documented roles and responsibilities
   e. Risk recognition
   f. Strong change management
   g. Value delivery capabilities (project management tools, process, and procedures)
   h. Performance management baseline (costs, scheduling, and scope)
   i. Communication plan
   j. Transparency principle (reporting on the progress of the project to all stakeholders)
3. Projects should have a clear sponsor.
4. As a service unit, ITS cannot preside over project prioritization. The project requestor should seek clarity on where their proposed project fits into the overall institutional priority. That priority in turn would be used to inform what time and attention ITS can provide to a given request.
5. Technology product procurement must conform to the digital asset procurement policy.
6. The ITS department is currently resourced for operations exclusively and not for projects. During the conceptual initiation of a project, a level of effort should be established, ITS may require additional resources to assist in delivery of a project.

Legislative and Collective Agreement References

CNC & FANC 2014-2019 Collective Agreement
CNC & CUPE 2019-2022 Collective Agreement

Other related policies, documents and websites
Acceptable Use of CNC Information Technology
Identity and Access Management

[Information Cybersecurity](#)
[Information Technology Asset Procurement and Vendor Management](#)

Standard Amendment Log

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