Standard Project Life Cycle

1. Customers Request
   - Meet with Customer and work on Project Input Checklist
   - Initial Information Gathering and Feasibility Analysis, Identify Process/System Owner
2. Update Requestor, close HD request, and End of Project
3. Update Status in Project Inventory
4. Update Service Catalog
5. Close ITS Helpdesk Ticket

Feasible:
- Check resources availability and timing
- Acquire Different Approvals
- Approved Project

Close HD request, Add to Project Inventory, and Develop Project Plan:
- Implement in Test (Testing and Identifying Training needs)
- Develop and deliver Training
- Deploy in Prod and Go Live support
- Post Implementation Review and Document Update
- Handover to Process or System owner

End of Project:
- Project Sponsor
- Business need
- Scope statement
- Initial Funding Source
- TCO (Total cost of ownership)/Three-year projected cost (non-recurring/recurring cost)
- Annual maintenance cost and funding source
- Upgrade frequency /Cost/Funding Source
- Need of SLA and involved parties
- Resources need and availability
- Estimated implementation time
- Systems interface needs
- Possible risks
- Branding needs
- Communication needs
- Reports Need
- Critical success factors to measure
- Deliverables
- System Owner/s

1. ITS Service catalog: https://www.memphis.edu/umtech/service_catalog/index.php
2. ITS Helpdesk: https://umhelpdesk.memphis.edu/
3. ESAC Documents: https://www.memphis.edu/its/governance/esac.php