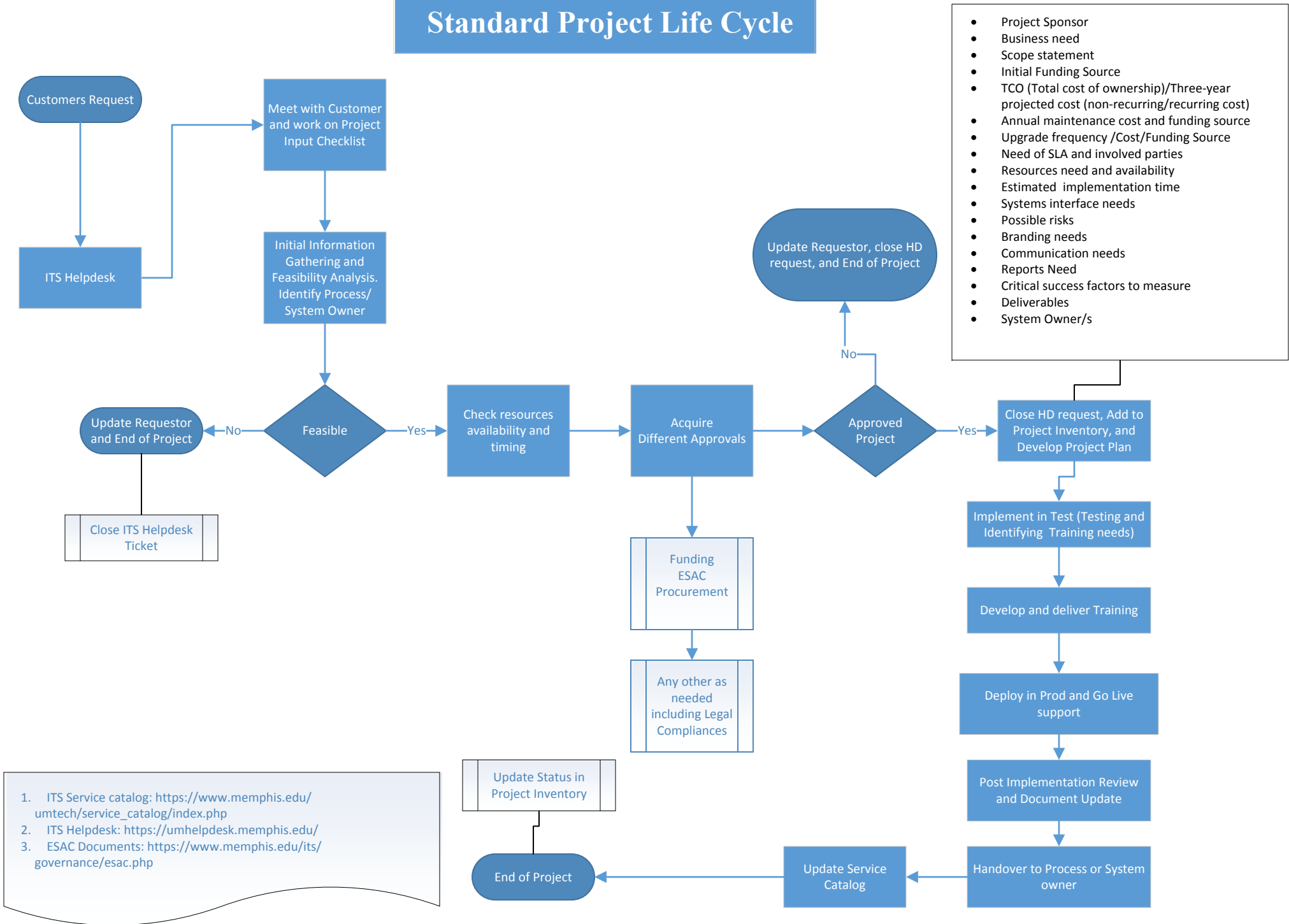


Standard Project Life Cycle



- 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>