

Information Resources Management (IRM)

Project Request Process

Modifications to the institutional computer systems fall into two broad categories: vendor software enhancements, and UK faculty and staff change requests.

Vendor Software Enhancements: Installation of vendor software enhancements should be coordinated directly between the Data Custodian and the respective Enterprise Computing Manager: Sarah Hall (sarah@email.uky.edu) for the financial systems (i.e. FRS, HRS, FES, facilities and equipment inventory), and Mike Cantrell (jmcant1@email.uky.edu) for the Student Systems (i.e. SIS, FAM, BRS). These managers will be responsible for coordinating such activities with Data Administration staff as needed.

UK Faculty and Staff Change Requests: The following steps should be completed to process UK faculty and staff requests for changes or additions to the official institutional online systems or data extracts (reporting databases) containing “enterprise” data. Enterprise data is that considered to be important to the administration, operations, or planning for a significant portion of or the entire institution; typically stored, fed into or received from one of the official institutional databases; used as part of an official university report or to evaluate the attainment of strategic goals; or whose existence and integrity must be guaranteed to comply with legal requirements and University needs. (For further clarification on “enterprise data”, see [Data Administration Policy](#).)

The process below should be followed for initiating requests to add, delete or modify data elements, changes to data formats or valid value ranges, changes in how an existing data element is used/defined, changes to or creation of online screens and batch jobs, and tasks to ensure data quality. It also includes requests to change other aspects of the reporting databases, such as changes to data summarization or aggregation rules, the volume of records extracted, the frequency of extracts, the frequency and volume of purges, the development of specialized reports, etc.

NOTE: The [Data Custodians](#) routinely add new records to the system tables containing the valid values for elements in the databases. For example, new values are added whenever a new major or degree is created by UK. Recommended table changes should be sent via email to the Director of Information Resources Management, Jayna Cheesman, (128 McVey Hall, 0045, fax at 323-1978, or email at jayna@email.uky.edu) for informational purposes, but will not require completion of the Project Request Form unless such changes require software or data modifications beyond the table maintenance.

Project Requests

1. All project requests must be properly documented and authorized. Consequently, users should complete the attached Information Resources Management (IRM) [Project Request Form \(PRF\)](#). In particular, the requestor needs to supply the statutory, regulatory and accreditation issues related to the project. The requestor should then forward the PRF document to their sector

[Data Stewards](#) for review and approval. The Data Stewards will obtain any other required sector approvals, and then forward the document via email to the Director of IRM. The required approvals may vary by sector, but at a minimum must include the Data Steward Committee members representing that sector. The Director of IRM will then distribute copies via email to all Data Stewards and Data Custodians for feedback on the project request. In particular, the recipients should determine if their unit/sector is affected by the request, if they have any input on the content of the project request, if they need to be involved in the project implementation, and to identify any other units/persons who should be involved in the project. This feedback should be given to the Director of IRM within 5 working days from receipt of the document. The Director will then revise the Project Request Form to reflect this new information and return it to the requesting Data Stewards, with a carbon to all other Data Stewards. The requesting Data Stewards will then decide whether to proceed with the project. The Director of IRM will notify the Data Stewards if a project request has been cancelled or put on hold until further research can be conducted.

Preliminary Analysis

2. The Director of IRM will review the request and meet with the Requestor to develop a “preliminary” analysis. This analysis will be used by Data Administration and the appropriate technical staff to develop a preliminary cost and time estimate based on a cursory review of the project request within four weeks of receipt of the Project Request Form.

Approval Mechanisms

3. The project scope is defined as the concentrated effort (not elapsed time) required by the technical staff to complete a project. If the project scope determined by the “preliminary” analysis is **two weeks or less**, then the Director of IRM **may** approve the request (i.e. proceed to step 5) after informing the Associate Vice President of Institutional Planning, Budgeting and Effectiveness, OPBE), Dr. Connie Ray. (Her address is 205 Administration Building, 0032, fax at 323-1025 and email at connie@email.uky.edu.) The Director of IRM will also notify the Data Stewards of the status of such projects. However, if the project scope is two weeks or less, but the Director of IRM feels the request is not justifiable in light of limited resources (or pending ERP implementation), or if the project scope is **larger than two weeks**, further approval from Dr. Ray and the Committee of Data Stewards is required. If the project requires resources beyond those existing within Information Systems and within the desired timeframe, the Director of IRM shall make the Requestor aware of the required funding, and the Requestor should attempt to obtain these funds from his/her sector budget.

Data Stewards Review

4. The Director of IRM will forward the Project Request Form for larger projects to the Associate Vice President of Institutional Planning, Budgeting and Effectiveness and the Committee of Data Stewards for project priority recommendations. Projects will be presented for consideration within one month following completion of the preliminary project analysis. The Data Stewards from the Requestors’ sector should serve as an advocate for the project during the Committee meetings. Projects that are required to adhere to regulatory or

statutory issues, fulfill accreditation requirements, address Strategic Indicators, have the greatest benefits for the costs, and/or address university-wide needs will be given the highest priorities. A secondary criterion for determining project priority will be the sector's ability to fund requested projects. If the project requires additional funding and it is not provided by the Requestor's sector, then the Committee of Data Stewards will make recommendations on how the funding should be obtained.

Project Requirements Document

5. Once the project has been approved and any necessary funding is available, [Data Administration](#) and the technical staff will do a thorough analysis and complete the Project Requirements Document to be signed by the Requestor, technical staff and the Director of IRM. An important part of this document will be the identification of both the technical and user resources and decisions required to complete the project within the proposed timeframe. The Director of IRM will distribute an electronic copy of the Project Requirements Document to the sector Data Stewards via electronic mail. At this time a more concrete cost and time estimate will be developed, and if it appears significantly different than the original estimate, or if the analysis uncovers an issue that needs to be addressed, then the requesting Data Stewards will be notified, and the Associate Vice President of Institutional Planning, Budgeting and Effectiveness will determine if the project needs to be returned to the Committee of Data Stewards for further review and approval.

Project Status Reports

6. The Director of IRM will serve as the Project Manager, and will update all parties (Requestor, Committee of Data Stewards, etc.) on the project status. The Director of IRM will provide written notification to the Requestor and his/her Data Stewards when the project has been approved within one week following the approval. **NOTE:** The same technical resources used to complete the projects approved and given a high priority by the Committee of Data Stewards are the same as those used to install vendor enhancements and maintain the production systems. Consequently, the projects requested by UK faculty and staff will have to be reviewed in light of these other competing priorities before they can be initiated. Just because the Committee of Data Stewards have approved and given a project top priority does not mean it can begin immediately.

Disapproval and Appeals

7. If a project is not approved, the Director of IRM will provide written notification of the decision and reasons for disapproval to the Requestor and his/her Data Stewards within one week following the decision. Appeals on disapproval can be made to the Associate Vice President of Institutional Planning, Budgeting and Effectiveness.

Changes to Project Specifications

8. If at any point during the project implementation the requestor asks for changes to the specifications in the signed Project Requirements Document, the user must complete a [Project Change Request Form](#) , and send it to their sector Data Stewards for review and approval. The Data Stewards will then send the form to the Director of IRM and any others who initially approved the project within their sector. The Director of IRM will evaluate the impact of the suggested changes to determine if they significantly alter the project scope. Based on this evaluation, the Associate Vice President of Institutional Planning, Budgeting and Effectiveness will determine if the project needs to be returned to the Committee of Data Stewards for further review and approval.

Emergency Requests

9. If the Requestor feels the project requires immediate attention, he/she should notify their sector Data Stewards, and request the project be forwarded to the Director of IRM to request an emergency consideration from the Associate Vice President of Institutional Planning, Budgeting and Effectiveness. The Associate Vice President will inform the Committee of Data Stewards of any “emergency” projects that are approved.