

Memo to: All UH - Downtown/PS Holders  
From: Max Castillo, President  
Subject: Review of Information Systems Resources Requests

UH - Downtown/PS 08.A.01  
Issue No. 2  
Effective date: 3/23/94  
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## **1. PURPOSE**

The purpose of this PS is to ensure that all service requests which require significant resources from the Division of Information Systems are submitted through an established process and acted upon by the Information Systems Steering Committee.

## **2. DEFINITION**

The Chief Information Officer (CIO) refers to the individual in charge of the Division of Information Systems.

## **3. POLICY/PROCEDURES**

3.1 The Chief Information Officer, in coordination with the Information Systems Steering Committee (ISSC), is responsible for establishing standard procedures for users or user groups to submit proposals and requests to the Division of Information Systems. The requestor may also submit proposals directly to the ISSC. Based on the anticipated resource requirements, the Chief Information Officer may determine if a proposal or request is significant and subject to review under this process (Refer to *Exhibits A and B*).

3.2 The Chief Information Officer is responsible for maintaining the project priority list and project status, including tracking of responsibilities, as determined by the Information Systems Steering Committee.

3.3 Requests for using resources of the Division of Information Systems must be reviewed by the Information Systems Steering Committee. The committee will decide whether or not the project will be placed on the current project priority list. If the project is designated as a current project, the committee will assign its priority status.

3.4 Requests must be submitted in writing with sufficient lead time to allow for a review by the Information Systems Steering Committee prior to their next scheduled meeting. Responses will be forwarded to requestors within a reasonable time period.

## **4. REVIEW AND RESPONSIBILITIES**

Responsible Party (Reviewer): Chief Information Officer

Review: Biennial

Reprint of original policy statement. Signed original on file in the President's Office.

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**SERVICE REQUEST/PROPOSAL PROCEDURES**

There are several avenues that may be followed to request new service or allocation of resources from the Division of Information Systems.

1. A request may be addressed directly to the Information Systems Department, i.e., Academic Computing or Administrative Computing, or to the Information Systems Steering Committee.
2. To strengthen the proposal, the requestor may submit it for review and endorsement to another appropriate committee, i.e., the Academic Computing Committee or the Administrative Computing Committee, prior to review by Information Systems or the Information Systems Steering Committee. This is strongly recommended for proposals which may require significant resources.
3. The Information Systems Steering Committee may, in some cases, require review of a proposal by a specific committee or by Information Systems before responding to the request.
4. Based on anticipated resource requirements, Information Systems management may refer a project to a specific committee for review before assigning resources to the project.
5. Instructions for submitting a proposal or service request:
  - a. Complete Section One of the *Service Request/Proposal Form*. Attach additional pages as needed.  
  
Provide as much information as possible, including estimates of the resource requirements and the added value to the university in pursuing its mission. This information will enable the Information Systems Steering Committee to assess the importance of the request/proposal and determine if it needs to be placed in the current project priority list and what priority it will be assigned.
  - b. Submit the *Service Request/Proposal Form* to the appropriate user group(s) or committee(s).
  - c. Forward the form, along with any recommendations or comments from related groups or committees, to the Information Systems Steering Committee. Allow sufficient lead time to allow for a review by the Information Systems Steering Committee prior to their next scheduled meeting.

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**SERVICE REQUEST/PROPOSAL FORM**

Division of Information Systems

**(Complete Section One. Attach additional pages as needed.)**

**SECTION ONE**

Requested By: \_\_\_\_\_ Ext.: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_ Dept.: \_\_\_\_\_ Due Date: \_\_\_\_\_

Type of Request: \_\_\_\_\_ New  
\_\_\_\_\_ Change

Application: \_\_\_\_\_ System: \_\_\_\_\_

Description of the problem:

Description of action requested:

Impact statement including preliminary estimates of resource requirements (hardware, software, human resources) and added value to the university in pursuing its mission:

Source of funding (if known): \_\_\_\_\_

**SECTION TWO**

Resource requirements:

Human resources: \_\_\_\_\_

HW: \_\_\_\_\_

SW: \_\_\_\_\_

Other: \_\_\_\_\_

Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_

Recommendation:

**SECTION THREE**

Priority: \_\_\_\_\_ Assignment Date: \_\_\_\_\_

Approval: \_\_\_\_\_