



TEXAS TECH UNIVERSITY
HEALTH SCIENCES CENTER™
Information Technology Division

Information Technology Project Management Office

Background

The Information Technology Division has established the *Information Technology Project Management Office (ITPMO)*, to insure the effective governance of information resource (IR) projects at TTUHSC. Its major objectives are to maintain oversight and accountability of IR projects; and to assist the CIO with the effective allocation of information resources in support of departmental and institutional goals and priorities.

Consistent with these objectives, the ITPMO has:

- Created a governance framework for IR projects to manage their orderly progression from inception through closure.
- Developed processes and procedures for initiating, planning, executing and closing IR projects based on the internationally recognized Project Management Body of Knowledge (PMBOK).
- Developed templates, tools, and other resources for IR project management.
- Provided customer access to all necessary processes, procedures, templates, tools, forms and other resources through the Project Management area of the IT Website.

As part of its ongoing commitment to effective IR project management, the ITPMO:

- Offers orientation sessions regarding the IR project governance framework.
- Assists customers in initiating their projects and moving them through the governance process.
- Provides guidance and training in the use of project management templates, tools and other resources.
- Monitors, guides and oversees the progress of IR projects throughout the **ITPMO Project Lifecycle**, the major phases of which are listed below; reports issues and trends affecting successful completion to the CIO.

ITPMO Project Lifecycle

Information Resources projects at TTUHSC are governed in accordance with the following lifecycle phases:

- Initiation
- Governance
- Start
- Planning
- Execution
- Close

Initiation. IR projects begin with a *Project Request* completed by the customer, and a *Project Outline* completed by an IT staff member with the customer's assistance. The purpose of these documents is to initiate each project and start it through the *Governance* phase leading to *Start*.

Governance. IR projects are subjected to two levels of review – one technical and one administrative – before they can be scheduled to begin (*Start*). The technical review considers feasibility, complexity and risk; while the administrative review applies to business case, availability of project funds, and availability of IT staff resources to implement the project.

Governance reviews occur on a **quarterly basis**, with project submission deadlines set at **30 days in advance** of each review session. The current review schedule is posted on the IT website, and can be accessed at <http://www.ttuhs.edu/it/projectmanagement/schedule.aspx>.

While projects will be accepted for review up to 30 days in advance of a scheduled quarterly review, **customers are urged to submit their Project Requests at last six months ahead of the desired project start date.** IT resources are constrained the same as those in most other areas at TTUHSC, therefore it is essential that customers follow this practice as closely as possible to avoid delaying the implementation of their projects. This enables projects to complete the *Governance* phase, be assigned an implementation priority, and be scheduled for *Start* phase at the earliest possible time. Should IT resources not be available and the project completion date cannot be extended, the option exists for IT (with the customer's approval), to engage a professional services provider who can implement the project consistent with the requested completion date. This can be significantly more expensive than performing the work in-house, but may be acceptable when a project cannot wait for IT resource availability.

Start, Planning, Execution and Close. These four phases comprise the actual **project implementation process**. *Start* begins when a project has completed the *Governance* phase, been funded, and the customer has given written permission to proceed. During the *Planning* phase, IT works with the customer to design, develop, budget, and procure a technical and / or software solution that meets project goals and objectives. The *Execution* phase includes all processes, procedures and tasks necessary to implement and test the chosen technical and / or

software solution; while *Close* phase transfers project deliverables to the customer and formally ends the project.

Points of Contact

Customers may reach the ITPMO via e-mail at itpmo@ttuhsc.edu; or by telephone at the following numbers:

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