

Policy 1202
Information Systems Implementation & Project Management
Date of Current Revision: June 2024

Primary Responsible Officer: Associate Vice President for Information Technology and Chief Information Officer

1. PURPOSE

This policy provides direction and requirements related to management of information technology projects of varying size, scope, and cost.

2. AUTHORITY

The Board of Visitors has been authorized by the Commonwealth of Virginia to govern James Madison University. See Code of Virginia § 23.1-1600; § 23.1-1301. The board has delegated the authority to manage the university to the president.

The president gives the Associate Vice President for Information Technology and Chief Information Officer responsibility for university policies and procedures for acquisition, implementation, documentation, and use of information technology resources, and for meeting related compliance obligations.

3. DEFINITIONS

Technology project

A temporary effort undertaken by, or on behalf of, the university that: 1) establishes a new technology-based system or service; 2) facilitates a significant business process transformation using technology; or 3) includes a major change in technology architecture or a system migration beyond that considered as general maintenance, enhancement, or refresh (MER) activity.

4. APPLICABILITY

This policy applies to all departments and employees of the university. It applies to all information technology projects undertaken at the university.

5. POLICY

It is the policy of the university to ensure effective and efficient project management exists and adequate control reviews are included when acquiring, developing, and implementing information systems that include technology components.

Whether the objective is to acquire/develop a new system or service, or to maintain/modify an existing one, the university requires all employees to comply with university policies and standards for management of information technology projects.

6. PROCEDURES

Information Technology (IT) assists university departments in planning and managing information technology projects. Such projects generally include development or acquisition of new or enhanced computer systems including hardware, software, and services. IT has established processes for classifying and managing all projects in accordance with internal requirements and industry best practices. These include procedures for preparation and approval of project proposals, for determining project classification based on project size and complexity, and for meeting necessary documentation and oversight requirements.

6.1 Procedures for Initiating Information Technology Projects

- a. University departments (both academic and administrative) must contact IT and complete a Technology Solution Request (TSR) prior to the acquisition, development, or enhancement of a technology system. This requirement applies to third-party systems and services as well as those deployed using on-campus resources. Standards and procedures for TSR submission, project classification, and documentation requirements, can be found on the [IT Policies and Standards](#) website.
- b. Requests to acquire software that includes modules or components for recording and receipting of gifts, recognizing donors, or managing the solicitation of donations must be reviewed and approved by IT and University Advancement prior to purchase.
- c. Inquiries about project initiation and/or IT's involvement should be directed to the Associate Vice President for Information Technology and CIO.

6.2 Once the project is chartered (officially adopted as outlined in the [IT Project Management Standard](#)), the project manager, in consultation with the relevant vice president or other sponsoring authority as identified in the project charter, will provide project management, documentation, and oversight. Specific tasks include ensuring compliance with policies, standards, and guidelines issued by the university, and fulfillment of any external compliance obligations that may apply.

7. RESPONSIBILITIES

IT must be involved in project selection and planning whenever a technology solution is being considered, and will provide consulting and advisory assistance to university officials involved with implementing project management. IT will also provide technical input and other advice and/or assistance commensurate with the project classification.

The person/department proposing a technology project is responsible for project initiation. IT will work with the department on all administrative tasks associated with project selection, classification, and risk assessment necessary for compliance with both university and state requirements.

All departments, offices, and employees that generate, receive, or maintain public records under the terms of this policy, are also responsible for compliance with Policy [1109](#) – Records Management.

8. SANCTIONS

Sanctions will be commensurate with the severity and/or frequency of the offense and may include termination of employment.

9. EXCLUSIONS

None

10. INTERPRETATION

The authority to interpret this policy rests with the president, and is generally delegated to the Assistant Vice President for Information Technology and CIO.

Previous version: April 2022

Approved by president: December 2004

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