7/16/12	
Desired Date	AGIT Owner (AGIT Use Only)
ASAP	Daniel Ewart, CIO
ı	Desired Date

Short description of project / purchase (one sentence)

The University of Idaho Libraries will be replacing their previous library chat reference service, Meebo, with a next-generation, cloud-based, data-driven chat service provided by SpringShare, which provides other library services (LibGuides).

ALL requested and/or recommended technology projects must complete the checklist below.

Definition: A project is a temporary endeavor undertaken to create a unique product, service, change, or result. A project is different from "business as usual" activities (operational work) in that it has a number of distinguishing features: it brings about change, has unknown elements therefore create risk that must be managed, and has a defined start and end (is temporary). In contrast, "business as usual" activities are characterized by having known policies, processes, procedures or precedents which may be followed, virtually no risk is present, the activities are not new but repeated (albeit not necessarily very frequently) and therefore does not offer change.

CHECKLIST

YES	NO	CRITERIA
	Х	1. Requires new ITS and / or other departmental information technology resources (including new or increased
		support needs)
		2. List amount of initial plus five-year on-going information technology costs for the project (i.e. first time
		hardware/software acquisition, professional services, annual maintenance, staffing, etc)
		\$2,000/year (may be lower with negotiation = \$10,000 over five years
	Х	3. Requires new integration with existing information technology or electronic data systems such as Banner,
		FAMIS, R25, and ITS Identity/Access Management.
	Х	4. Affects information technology aspects of multiple organizational components of the university.
_	Х	5. Has information security aspects with respect to implementation of the information technology (privacy,
		confidentiality regulatory or compliance).

- IF checking 'NO' to all criteria above, submit the completed checklist to AGIT for final review and approval.
- IF checking 'YES' to <u>any</u> of the criteria above, the Proposal form (below) must be completed and submitted to AGIT for further review and assessment.

AGIT Findings

1. Criteria utilized in review process

Unit Priority (High), very little security or compliance risk, short implementation by Library staff, costs are already included in Library operating budget, minor integration with Library website, no known functional duplication within UI

2. Findings

<u>AGIT approves this project to go forward</u>. While there are products at UI that provide chat functionality, they only function for those that have UI network credentials. This system must work for the general public as well. Cost is in-line with

comparable products, it is hosted (eliminating all non-Library tech support needs) and it is necessary to replace another product.

3. Comments

This project was reviewed with Library personnel by Dan Ewart and was presented to AGIT by Ben Hunter at the 8/2/12 AGIT meeting.

Proposal

OVERVIEW

- 1. University Responsibility Identify the name, email and phone number for the following:
 - a. Sponsoring Department
 - **b. Executive Sponsor** (highest ranking person responsible for acquiring all required resources necessary to successfully complete this project as well as removal of barriers that would impede its progress).
 - c. Project Manager (individual responsible for the day-to-day coordination and management of this project)
- **2. Description** -- Include in the description the following: the need, opportunity and/or the problem to be solved; the project scope including the definition of success; as applicable, describe the existing process that needs to be automated or enhanced; and for medium to large requests, provide a short description of each feature comprised in the project.
- 3. Required Costs and Resources
 - **a. Budget estimate --** *Include both one-time and ongoing for hardware, software, staff hours (both ITS and non-ITS personnel -- including within the sponsoring department and others), consulting /professional services.*
 - b. Financial commitments /resources for above

PROJECT BACKGROUND

- **1. Context** -- Describe if it is a regulatory requirement, a mandate, supportive of a local tactical/operational plan, or supportive of a specific element of the University of Idaho strategic plan.
- **2. Value proposition** -- *Identify projected cost savings and/or efficiencies and/or profitability (if applicable) and the associated timeframe as well as related process or service improvements.*
- 3. Beneficiaries Identify who on campus or which off-campus constituent group will directly or indirectly benefit.
- **4. Risks** -- Describe all risks associated with doing as well as NOT doing this project.
- **5. Alternatives Considered** -- Document alternatives considered and why rejected. Changes in business processes to accommodate existing technology solutions should be considered and documented.

- **6. Timeframe and Urgency** -- Identify relevant timeframes or related timelines. Do we need to do this right now or can it wait? Define the level of urgency and priority compared to other work, both project and operational.
- 7. Constraints -- Identify constraints such as budget, schedule, staff, equipment, facilities and infrastructure, etc.

CONNECTIONS

- 1. System impacts / dependencies -- Identify any prerequisite projects as well as any related or connected processes or projects that will need modification or changes as a result of this project. Describe how existing systems and processes need to be modified or extended to accomplish this project.
- **2. Enterprise Systems Integration** -- Requirements for interfacing to all institutional IT/ ERP systems including but not limited to: ITS Authentication (LDAPS), Banner HR, Banner Finance, Banner Student, VandalCard, Document Imaging, Web Services, and Help Desk.
- **3. Stakeholders** -- **impact and/or buy-in** -- *Identify* various stakeholders (both from within ITS and outside) whose support is required to make this project successful. Has their buy-in been secured? If not, what conditions or constraints have they placed on their support?)