

Digital Projects and Changes

Digital Project Request Process

1. User fills out the Digital Project Request Form
2. Project requests reviewed by IS Review Group (Digital Transformation Managers & Head of IT Applications & Development team) WEEKLY

One of the following actions is taken:

2.1. Approve the project request

- 2.1.1. Allocate to a manager
- 2.1.2. Manager discusses with developer and sets tasks
- 2.1.3. Work commences
- 2.1.4. Work complete

2.2. Request further information about the project request – back to 2

2.3. Pass the project request to be reviewed by DSAG (Digital Strategy Advisory Group)

- 2.3.1. DSAG discuss project request in next DSAG meeting

One of the following actions is taken:

- 2.3.1.1. Approve the project request – back to 2.1.1
- 2.3.1.2. Request further information about the project request – back to 2.3
- 2.3.1.3. Decline the project request

2.4. Downgrade the project request to a change request

2.5. Decline the project request

IT Change Request Process

3. Fill out the IT Change Request Form
4. Change requests reviewed by IS Review Group (Digital Transformation Managers & Head of IT Applications & Development team) WEEKLY

One of the following actions is taken:

4.1. Approve the change request

- 4.1.1. Allocate to a manager
- 4.1.2. Manager discusses with developer and sets tasks
- 4.1.3. Work commences
- 4.1.4. Work complete

4.2. Request further information about the change request – back to 4

4.3. Pass the project request to be reviewed by Change Board

- 4.3.1. Change Board discuss project request in next meeting

One of the following actions is taken:

- 4.3.1.1. Approve the change request – back to 4.1.1
- 4.3.1.2. Request further information about the change request – back to 4.3
- 4.3.1.3. Decline the project request

4.4. Downgrade the change request to a support ticket

4.5. Decline the change request