# 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:*
	1. **Approve the project request**
		1. Allocate to a manager
		2. Manager discusses with developer and sets tasks
		3. Work commences
		4. Work complete
	2. **Request further information about the project request – back to 2**
	3. **Pass the project request to be reviewed by DSAG (Digital Strategy Advisory Group)**
		1. DSAG discuss project request in next DSAG meeting
		*One of the following actions is taken:*
			1. Approve the project request – back to 2.1.1
			2. Request further information about the project request – back to 2.3
			3. Decline the project request
	4. **Downgrade the project request to a change request**
	5. **Decline the project request**

## IT Change Request Process

1. Fill out the IT Change Request Form
2. Change requests reviewed by IS Review Group (Digital Transformation Managers & Head of IT Applications & Development team) WEEKLY
*One of the following actions is taken:*
	1. **Approve the change request**
		1. Allocate to a manager
		2. Manager discusses with developer and sets tasks
		3. Work commences
		4. Work complete
	2. **Request further information about the change request – back to 4**
	3. **Pass the project request to be reviewed by Change Board**
		1. Change Board discuss project request in next meeting
		*One of the following actions is taken:*
			1. Approve the change request – back to 4.1.1
			2. Request further information about the change request – back to 4.3
			3. Decline the project request
	4. **Downgrade the change request to a support ticket**
	5. **Decline the change request**