Work Type Definitions/Guidelines

OIT work categories have four types: Projects, Maintenance, Customer Care, and Administration. The OIT Relationship Manager (ORM) works with the customer to determine the applicable work category.

1. Project – A temporary endeavor undertaken to create a unique product, service, or result (PMI Global Standard). The purpose is to attain its objective to enhance/grow existing or provide new capability. It concludes when its specific objective has been met.
   a. OIT Projects are further distinguished as any concerted project effort requiring greater than 100 hours of OIT time (project, support, MOB, and shared resources). These projects require approval from the applicable approval body.
   b. The Solution Advisory Board evaluates the specific project track based on risk.

2. Maintenance – Ongoing, repetitive work that sustains the business. When objectives complete, a new set of objectives are adopted, and work continues; keeping the lights on.

3. Customer Care - Initiatives that enhance a product or service which are low in cost/resources (<=100 OIT hours) and are typically related to an existing system; might be considered a "mini-project."

4. Administrative – Activities that are part of the daily operations of the University.
   a. Professional Development includes training and activities related to training, job/career related conferences, or webinars, certification/exams, and continuing education activities.
   b. General includes time entry, computer-related tasks, HR-related tasks, calendar management, non-project related correspondence/meetings, social events including team building, and daily manager activities.
   c. Paid Time Off includes jury duty, doctor appointments, sick (family or self), vacation, holiday, personal time/appointments, and University closures.

Outlined below, are the work types and if they are involved in aspects of the project process:

<table>
<thead>
<tr>
<th>Work Category</th>
<th>Formal Request /Project</th>
<th>Approval</th>
<th>Solution Advisory Framework Boards</th>
<th>Project Governance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Projects</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>High Risk Track</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Steering Committee</td>
</tr>
<tr>
<td>Low Risk Track</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Sponsor</td>
</tr>
<tr>
<td>Limited Governance</td>
<td>Yes</td>
<td>ORM/Guidance Council Chair discretion</td>
<td>No or Divisional Architect</td>
<td>Sponsor</td>
</tr>
<tr>
<td>Support</td>
<td>Yes</td>
<td>OIT Director’s discretion</td>
<td>Yes</td>
<td>Sponsor</td>
</tr>
<tr>
<td>Maintenance</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>n/a</td>
</tr>
<tr>
<td>Customer Care Track</td>
<td>No</td>
<td>No</td>
<td>If new/changing technology</td>
<td>n/a</td>
</tr>
<tr>
<td>Administrative</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>n/a</td>
</tr>
</tbody>
</table>

I. Projects

A. Low Risk Track

Low to medium risk as indicated on the Project Request in the Project Portfolio Management tool (PPM) - e.g., in terms of the image of University, data sensitivity & security, service availability, stability/maturity of the vendor, etc.

- Low impact - e.g., single or few departmental processes impacted, low user impact
- Does not meet Customer Care or High Risk Track guidelines
- Uses Notre Dame’s standard architecture or hosted Software as a Service
- Approximately < 500 OIT hours
- < $50,000 software/hardware/consulting/services (exception for some infrastructure projects)
- Generally able to complete in < 100 days from start
Work Type Definitions/Guidelines

- Some exceptions to above criteria for repetitive projects (e.g. Back to School)
- Support projects that require resources outside the owning group (low impact upgrades and annual processes)
- Can include support projects requiring resources inside the owning group

1. **Low Risk Track Governance**
   - Project Sponsor/Customer

2. **Examples of Low Risk Track Projects**
   - Small Network upgrades
   - Minor Web Applications
   - Cemetery software implementation
   - 403(b) Roth implementation
   - RecSports Business Objects reporting
   - Minor Banner Releases
   - LaFortune Computer Cluster Upgrades
   - Pharos upgrade

B. **High Risk Track**

High risk as indicated on the Project Request in the PPM tool - e.g. in terms of image of University, data sensitivity & security, service availability, stability/maturity of vendor, etc.

- Does not meet Customer Care or Low Risk Track guidelines
- A temporary endeavor involving significant cost / resources (> 100 OIT hours) undertaken to create a unique product, service or result to enhance/grow existing, or provide new capability.
- These initiatives require approval from the applicable approval body.
- High impact
- Uses Notre Dame’s standard architecture or hosted Software as a Service
- Approximately > 500 OIT hours
- > $50,000 software/hardware/consulting/services (exception for some infrastructure projects)
- Generally able to complete in 100+ days from start

1. **High Risk Track Governance**
   - Steering Committee

2. **Examples of High Risk Track projects**
   - Travel & Expense Reimbursement System Implementation
   - Oracle 11g Upgrade
   - iModules implementation
   - Employee Data Warehouse
   - Performing Arts Center New Ticketing System
   - Effort Certification
   - Faculty Jobs Implementation
   - Course Instructor Feedback Replacement

II. **Maintenance**

**Operational day-to-day work**

- Ongoing activities to maintain services offered to both external and internal customers
- Incidents, production or service down, user assistance, break-fixes, routine support
- Does not meet criteria of any of the other work types
III. Customer Care

Customer Care

Low risk - e.g., in terms of the image of University, data sensitivity & security, service availability, etc.

- Low impact - e.g., single or few departmental processes impacted, low number of users impacted
- Generally uses Notre Dame’s standard architecture and/or service pipeline. If not, obtain a variance or go to the Solution Advisory Board.
- <100 hours of OIT effort needed to complete
- Generally worked on a first in first out basis or prioritized with customers
- Adjustments or corrections to an existing OIT service though the adjustment may be new for the customer
- No service level agreement required or falls under existing service agreements
- No approvals are needed

1. Customer Care Governance
   - No formal governance.

2. Examples of Customer Care efforts
   - Medicat bug fixes
   - Small new reports through Decision Support
   - Minor InfoSec consultations
   - Departmental computer cluster upgrades
   - Virtual Machine slices for minor efforts not part of a larger project
   - Build special kiosk configuration for NDSP which required an InfoSec variance
   - Custom software application enhancements
   - Interface automation

IV. Administrative

Administrative tasks

- Paid Time Off
- Professional Development
- Internal Process Improvement/Research & Development
- Meetings and other general correspondence
- Performance reviews
- Daily manager activities