

Enterprise Business Solutions Service Request Procedure
Office of Information Technology
Miami Dade College

A. Service Description

The Enterprise Business Solutions (EBS) Department provides programming services for the College, primarily for administrative/operational needs related to the institution's enterprise information systems. These services include database design and implementation, web programming, SQL scripting, programming, and report creation. Resources are allocated on the basis of timing, complexity, and priority of the request. In addition, the Enterprise Business Solutions Department also assist college departments in acquiring 3rd party software solutions by evaluating the technical feasibility and risks of proposed applications. The service provides consulting and application development services that leverage best practices as well as a defined software development life cycle (SDLC) methodology for building and maintaining software applications and integrations.

The following is a sampling of the types of services that can be provided to customers:

- Executive and management level consulting for defining and developing business and technology strategies
- Software solutions planning, design, development, testing, implementation, and maintenance services
- Application integration and custom interfaces between software applications and College's ERP system.
- Web-database integration
- Web-based user interface design for software applications
- Usability analysis, testing and recommendations including IITAA Web Accessibility and Section 508 (of the U.S. Workforce Rehabilitation Act) compliance
- Web content management and updates for customer websites
- Assist the RFP process for 3rd party applications from scope of work definition to product assessment and selection.
- Independent review and assessment of 3rd party packaged applications.

B. Hours of Availability

This service is available to customers during normal business hours. Site-specific and service-specific needs may be coordinated with customers outside of business hours.

C. Support

On-going support is provided for the applications developed and managed by the Enterprise Business Solutions Department. The tasks include:

- Application support for incidents and problems

- Management of application upgrades and patches
- Development of application enhancements and changes
- Application security management and administration
- Application performance planning.

D. Request of Service

Steps to request the service:

1. Identify a primary point of contact to work with EBS in coordinating the activities being performed by the service
2. Fill out *Part I of Request for Service* (RFS) form

All requests will be reviewed first by the EBS Change Management Committee in order to facilitate the appropriate scoping, design, development, testing, and implementation activities. Allow 5 working days for the initial assessment and review. Requests will be categorized based on the level of effort necessary to complete the work. The categories and their description are listed below.

Level 1 - Requests requires no new software/hardware acquisitions and involving less than 80 hours of effort.

The EBS Change Management Committee will notify the requestor of the decision. If approved, work will be prioritized based on the date of submission and the availability of appropriate resources. If, upon further analysis, it appears that the project proposal will exceed the Level 1 resource threshold, the requestor will be contacted and asked to fill out *Part II of Request for Service Form*.

Level 2 - Changes that meet any of the following criteria will be escalated and reviewed by the Enterprise Business Solutions Department prior to proceeding:

- The request requires two or more weeks of work OR
- The request results in the introduction of a new technology service OR
- The request requires acquisition of new hardware or software OR
- The request requires significant cross-functional coordination and support OR
- The request requires a significant technology architecture change.

Projects at this level requires additional business justifications and approval of appropriate senior administrators. The requestor must fill out the *Part II of Request for Service Form*. Allow up to two months for review and evaluation of the level 2 requests to validate the merits of these larger initiatives. Depending on the nature of the request, other functional groups in the College may become involved in the evaluation process. The EBS team will coordinate any reviews with these groups. The requestor will be notified once EBS has completed a final review of the proposal. Where requests are rejected, the EBS team will provide a rationale for the decision. If

approved, any new costs, such as software licenses and software maintenance, will be the responsibility of the requesting department.

The work will be scheduled based on several factors:

- The date of submission
- The availability of required hardware and/or software resources
- The deadline imposed by the local, state, or federal governments
- The staffing availability of all stakeholders (OIT, functional offices, 3rd party vendors/consultants, end users, etc.)
- If the work is a component of a larger project led by another organization, the dependencies with other components.

A project manager from the IT Project Management Office will be designated for each approved Level 2 project. The project manager will be responsible for the scheduling and coordination of the project. The project manager will generate a detailed quarterly project schedule and a high-level annual plan. These plans will be maintained for long range planning purposes and as a tool to inform clients of expectations regarding the scheduling of all approved Level 2 projects.