Business Case/Project Process Overview

**Business Case Process**

- **BC submitted via SN/Customer Portal**
  - CES reviews BC and modifies as needed, CES submits BC for RB review
  - RB Reviews Business Case
  - RB requests additional information
  - CES/Submitter updates BC with additional information
  - BC approved
  - Approved BC transmitted to PPS
  - Submitter has option to update and resubmit declined BC

**Project Process**

- **Project auto-initiated in PPS**
  - DTI PM/PC manages project via PPS lifecycle
  - DTI resources needed?
  - Project put in the queue as per the projected timeline

- **Agency PM manages project outside of PPS**
  - Agency priority ranking established
  - Prioritization/Resource availability review
  - Resources available when needed?

- **Does agency need to sign contract with vendor?**
  - T&Cs/conceptual design must be approved by DTI prior to signing contract

- **May need to submit ASC override request in PPS**

- **Prior to Implementation**
  - Has DDR been approved by the ARB?

- **Submit DDR override request in PPS**

- **Implementation**
  - DDR not needed
  - Submit DDR request in ServiceNow

- **Project Closure**
  - DDR Approved?
  - DDR Override Approved?
  - Close project or find another vendor
  - OR
  - No, submit updated req

**Legend**

- BC – Business Case
- SN – ServiceNow
- CES – Customer Engagement Specialist
- RB – Review Board
- PPS – Project Portfolio System
- PM – Project Manager
- PC – Project Coordinator
- ASC – Approval to Sign a Contract
- DDR – Detailed Design Review
- T&Cs – Terms and Conditions

Updated 3/23/2022

**Expected process flow**

- Decision point
- Process stop points

**Updated submission steps**

**Updated submission steps**

- SN Submission Steps
- Expected process flow
- PPS submission steps

**Updated submission steps**

- SN Submission Steps
- Decision point
- Process stop points

**Updated submission steps**

- SN Submission Steps
- Expected process flow
- PPS submission steps
Detailed Project Flow

Planning

Project initiated in PPS via approved BC or manual project entry

PM assigned

PM/CES – if project billable, is planning contract needed?

Yes

CES creates contract and it goes through approval process

No

Does agency need to sign contract with vendor?

Yes

PM creates project charter – PM Manager and Project Sponsor to approve

No

Close project or find another vendor

PM creates planning docs (Steering, RACI, BRD, Communications, Procurement, Risk) Review with project team and sponsor -

PM builds project schedule in PPS

PM creates financial plan in PPS

Planning complete – baseline project in PPS via lifecycle step

Cloud T&Cs/conceptual design must be approved by DTI prior to signing contract. Submit ASC Request in SN/Customer Portal

ASC Approved?

No

Yes

Execution

Tasks to do while project is in Execution

Prior to Implementation – has DDR been approved by the ARB?

Yes

Submit DDR Override Request in PPS

No

DDR Not Needed

Yes, proceed with implementation

No

Submit DDR request in ServiceNow

DDR Override Approved?

Yes, proceed with implementation

No

Complete Pre-Go Live Tasks in PPS for sponsor to approve

Enter risks, issues and changes as required in PPS

Implementation

Implementation Successful/Complete?

Yes

Project Closure tasks in PPS

No/Incomplete

Submit Go-Live Change Request in ServiceNow NLT 2 weeks prior to Go-Live

Enter Service Desk requirements in PPS if applicable for Service Desk Manager to approve

Implementation

Implementation

Successful/Complete?