




WHO MAKES IT-RELATED DECISIONS?



WHAT & WHERE IT REQUESTS ARE FULFILLED?

Type of IT request	Where decisions are made	Examples
Strategic initiatives OR major projects that require both IT resources AND capital investment	 IT Steering and Advisory Committees	New lecture capture system
Additions to service catalogue that require IT resources but NOT capital investment	 IT Portfolio Teams (stakeholder + IT Relationship Manager)	New Blackboard integration module
Already in IT service catalogue OR requests that do not require IT resources	 IT customer support refers user to IT solution and/or facilitates purchase	New Tableau software license

HOW TO SUBMIT IT REQUESTS?

