
**Academic Technology Systems Priority-Setting Processes For Projects Requiring
Assistance by Information Technology Services
The University of North Carolina at Greensboro**

Approved by the Provost, September 7, 2006

Generally speaking, there are three different types of information technology projects within the Division of Academic Affairs – instructional, research, and administrative – and each type of request follows a different prioritization process involving different reviewing bodies.¹ Sometimes these project categories overlap. For example, a project may have both instructional and research applications, or both administrative and instructional elements. In these cases, a single request may be channeled toward multiple reviewing bodies for independent reviews. The priority-setting process for each project category differs slightly, as described below.²

Instructional Technology

Requests for instructional technology projects requiring ITS assistance must be forwarded to the Chair of the Academic Technology Coordination Committee (ATCC) for consideration by that body.¹ The ATCC Chair will forward to the Senior Associate Provost a recommendation as to the ranked priority of the requested project among all instructional technology projects already listed on the current priority list. The recommendation will include a justification statement which addresses the project in a cost/benefit context, with both time and financial/human resources considered as costs.³

Research Technology

Requests for technology projects supporting research must be forwarded to the Associate Provost for Research, who will share the requests with the Research Advisory Council (RAC).¹ Following deliberations of the RAC, the Associate Provost for Research will forward to the Senior Associate Provost a recommendation as to the ranked priority of the requested project among all research technology projects already listed on the current priority list. The recommendation will include a justification statement which addresses the project in a cost/benefit context, with both time and financial/human resources considered as costs.³

Administrative Systems

Requests for administrative technology projects requiring ITS assistance must be forwarded to the Chair of the Academic Administrative Systems Committee (AASC).¹ The AASC Chair will forward to the Senior Associate Provost a recommendation as to the ranked priority of the requested project among all academic administrative technology projects already listed on the current priority list. The recommendation will include a justification statement which addresses the project in a cost/benefit context, with both time and financial/human resources considered as costs.³

Working with the Provost, the Senior Associate Provost will develop a single priority list that incorporates instructional, research, and administrative projects in the Division of Academic Affairs. As additional projects are added and/or priorities change, the Senior Associate Provost will forward a new prioritized list of projects, differentiated by project type, to the appropriate ITS personnel and the chairs of the ATCC, RAC, and AASC.

Questions regarding the technology priority-setting process should be addressed to the Senior Associate Provost at 334-5494.

Notes:

¹The Chair of the Faculty Senate and the Chair of the Senate's Academic Computing Committee are welcome to send technology requests to any review committee or directly to the Provost. At the Provost's discretion, any requests received by the Provost may be forwarded to the appropriate reviewing body, as described above, with a request for the committee to recommend priority rankings for these requests.

²Requests that require a relatively small time commitment by Information Technology Services (typically 16 or fewer staff hours) do not require formal prioritization. Any individual or reviewing body that believes their request falls within this category should contact the ITS Service Desk (by calling 6-TECH or sending email to 6-TECH@uncg.edu) so that an estimate of the ITS time commitment may be developed. If the estimate exceeds 16 staff hours, the request will be forwarded to the appropriate reviewing body for prioritization. If fewer than 16 staff hours, ITS will contact the requester directly to provide guidance on how this request will be addressed.

³The ITS Project Management Office is available to help assess project costs, and should be consulted as needed during the prioritization process.