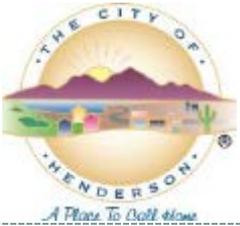


Prioritizing Projects



**CITY OF HENDERSON
DEPARTMENT OF INFORMATION TECHNOLOGY
(DOIT)**

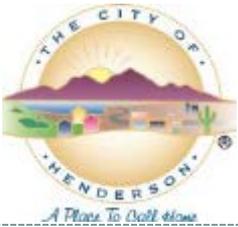
THE BUSINESS DECIDES PRIORITY



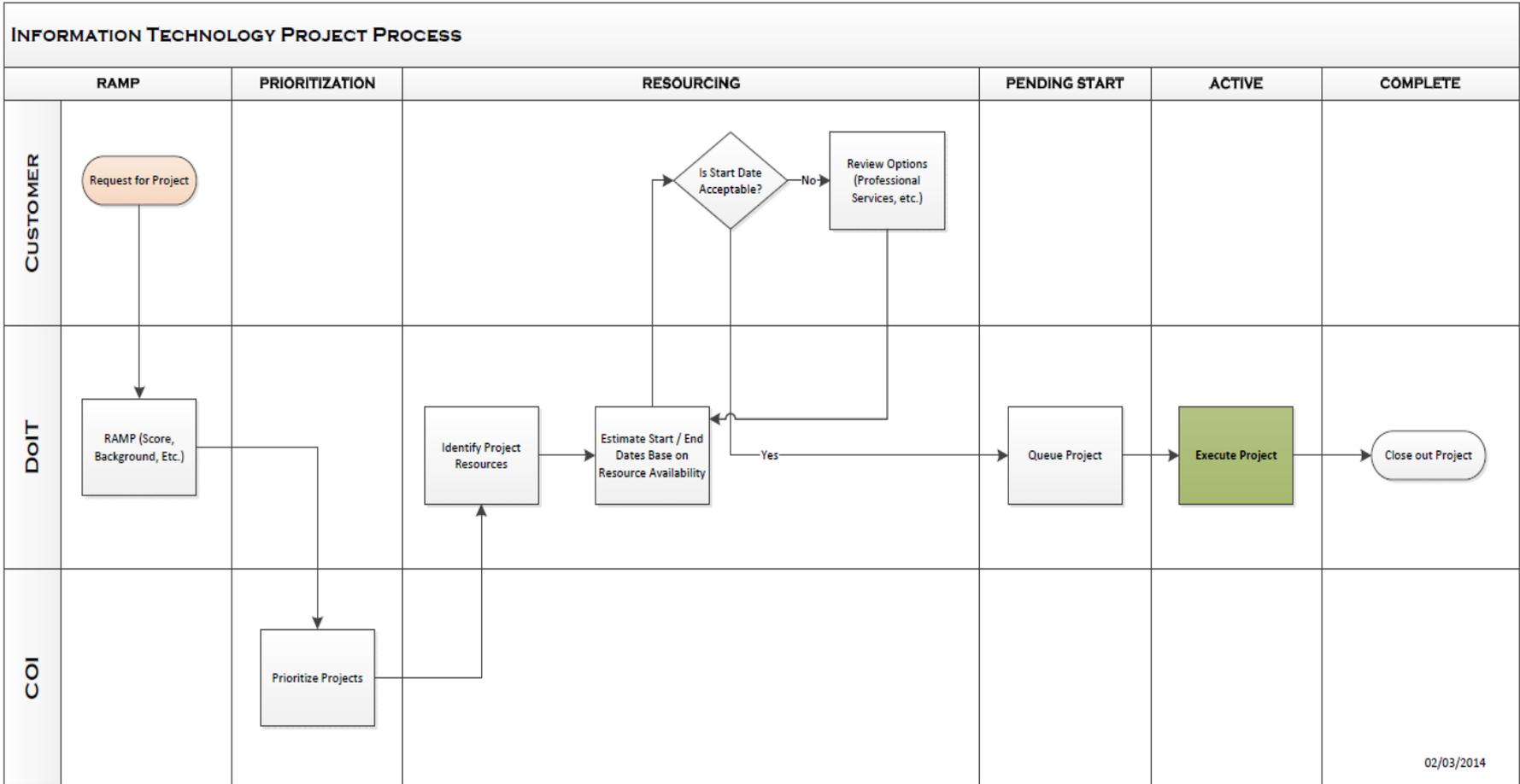
IT Governance Leveraged

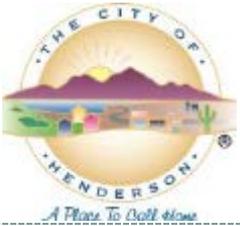


- **The City has refined its process for technology project prioritization**
- **This updated process ensures that the city departments work together to utilize the shared IT resources on the most important and impacting work for the City first**
- **The City's IT Governance model is leverage for this prioritization process**
 - This governance model includes five communities of interest (COIs), each of which include departments of similar interests or services
 - It also includes an IT Executive Steering Committee (IT ESC), which is comprised of the COI chairs, city management, and the CIO



Process Overview

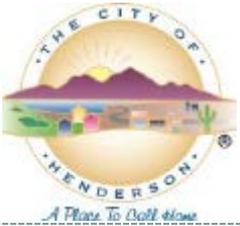




RAMPIng a Project



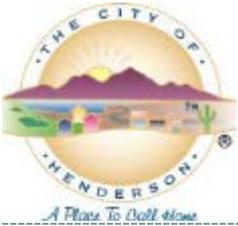
- If a city department request submitted to IT is determined to take more than two work weeks to complete, then it is considered a project
- IT staff works with the requestor to ramp the project. This includes identifying, at a high level, the cost, benefit, scope, etc., of the project.
- Part of the ramp process includes scoring the project
- When the ramp is completed, then the request is taken to the appropriate COI for prioritization



Scoring a Project



- **All requests receive scores for**
 - Strategic Alignment
 - Financial Return (ROI)
- **COI (business) requests receive scores for:**
 - Compliance
 - Business Impact
 - Project Risk
- **Enterprise Infrastructure requests receive scores for:**
 - Technology Currency & Compliance
 - Capacity



Prioritization



- The list of scored project requests are taken to the COIs
- The COIs will prioritize the list, using previously prioritized items, active projects, and scores as guides
- Should any resource contention arise, then priority conflicts are escalated to the IT ESC
- This method enables the business to drive the priorities for IT work
- The process also allows for professional services and staff augmentation should priorities outpace resource availability