

# Technology Governance and Project Request Process



CITY OF HENDERSON





# NEW GOVERNANCE CAPACITY



- To improve the overall efficiency of project and program management, new policies for project governance and the project request process have been implemented
- The IT Executive Steering Committee (IT ESC) – comprised of the City Manager and other senior management – now provides review, approval, and prioritization for project requests
- This measure of effectiveness yields significant time savings for IT and executive staff
- Now that the IT ESC is actively involved in this capacity, they can better align project activity with the City's goals and objectives



# NEW PROJECT REQUEST PROCESS



- We have instituted an open enrollment process for technology project requests with an optimized process for project intake during a two-month open enrollment period annually
- Project requests received in open enrollment then go to the IT ESC for review, approval, and prioritization
- This process provides for the submission of emergency project requests outside of the enrollment period, which are taken to the IT ESC for review
- We will also soon be using DocuSign, our electronic signature and routing system, to electronically facilitate the new open enrollment technology project request process



# BENEFITS



- **This new governance model and project request process:**
  - ensures IT's project portfolio is aligned with the City's mission, vision, and strategic plan
  - reduces inefficiencies caused by projects entering the pipeline at any time
  - ensures IT's valuable resources are being used to their full effectiveness
  - improves project success rates through increased executive support and alignment to clear business objectives
  - provides enhanced visibility for project activity in the City
  - allows for the alignment of the budget process with the project process