

Requests for UMIT services are subject to governance, a process that handles requests consistently and ensures alignment with the strategic objectives, fiscal policies, and enterprise architecture of the University. See Appendix “A” for an overview of UMIT’s governance procedure and for useful guidelines to complete this RFS form. Learn more by clicking on [UMIT Governance](#)

Section 1A — Core Request Information.

Requestor should complete Section 1 prior to emailing the form to: umitgovernance@miami.edu. Please refer to Appendix "A" to learn more about the important roles in UMIT's Governance Process.

| | | | |
|--|---|-----------------|----------------|
| Date: | <Date submitted> | | |
| Contact Information: | <Requestor Name and Title> | <Email Address> | <Phone Number> |
| | <Executive Sponsor Name> | <Email Address> | <Phone Number> |
| | <Business Unit Lead Name and Title> | <Email Address> | <Phone Number> |
| Primary Application / System: | <Primary existing application or system name (If new, specify “NEW” and the name of the application)> | | |
| Description of Service requested: | <Describe the service being requested or issue to be addressed> | | |

<Describe the optimum proposed solution. Include description of required integration with existing Enterprise Applications / Systems or large-scaled impact to University operations.>

Proposed / Requested Solution:

<Provide a Business Justification in terms of dollar savings, improved service, prevention of loss, or other tangible benefit, etc. Helpful guidelines are provided in Appendix “A”>

Business Justification:

Requested Priority:

Emergency/Critical (1) High (2) Medium (3) Low (4) Undefined (5)

Requested Completion Date:

<Requested completion date>

Is Date Mandatory?

Yes No

Type of Mandate / Requirement:

Please check all that apply.
See guidelines in Appendix “A”.

| | | | |
|----|--|----|---|
| 1a | <input type="checkbox"/> Production Issue | 5 | <input type="checkbox"/> Cost Savings |
| 1b | <input type="checkbox"/> Annual Process | 6 | <input type="checkbox"/> Business Process Improvement |
| 2 | <input type="checkbox"/> Federal Mandate/Audit | 7 | <input type="checkbox"/> System Upgrade |
| 3a | <input type="checkbox"/> Executive Mandate (BOT) | 7a | <input type="checkbox"/> End of Support |
| 3b | <input type="checkbox"/> Executive Mandate (President) | 8 | <input type="checkbox"/> New System/Functionality |
| 3c | <input type="checkbox"/> Executive Mandate (other) | 9 | <input type="checkbox"/> Additional Functionality |
| 4 | <input type="checkbox"/> Security/Audit/Compliance | | |
| 4a | <input type="checkbox"/> Accreditation | | |

Has funding been secured for this project?

Yes No

Funding Source:

<Funding Source>

Section 1B—Data Security / Applications / Infrastructure Concerns.
Complete the Sections below.

Data Security and Regulatory Environment

Will this initiative use a unique or proprietary method for user sign-on/authentication (i.e. – will not leverage University single sign-on) No Yes

Is the application or support infrastructure considered high criticality? (Life/safety is at risk, severe financial consequences or severe reputational damage to UM if the app is down for minutes to hours.) No Yes

Will the application house data covered under:

HIPAA PCI FERPA GLBA SSN/PII FDA FISMA

Applications Environment

Will this initiative require interfacing, integration or other data transmission to and/or from any existing University or third party applications? No Yes

Will this initiative require continuing support from UMIT? No Yes

Infrastructure Environment

Will this initiative involve new hardware to be configured with an Operating System (OS)? No Yes

If "Yes", indicate all OS configurations required:

- Windows Server (Standard & Data Center Editions)
- RedHat Enterprise Linux (RHEL)
- Linux CentOS
- Other: _____

Section 1C—Scope of Organizational Change / Readiness.
Complete the questions below.

Stakeholder Impact

Stakeholders affected:

- Single department or business unit
- Multiple departments or business units
- Part of the student body
- Entire student body
- Faculty
- Entire University
- External audience (alumni, agencies, etc.)

Will this initiative introduce significant change to standard work methods, service platforms and/ or skillsets? If "Yes", describe the change: No Yes

APPENDIX A

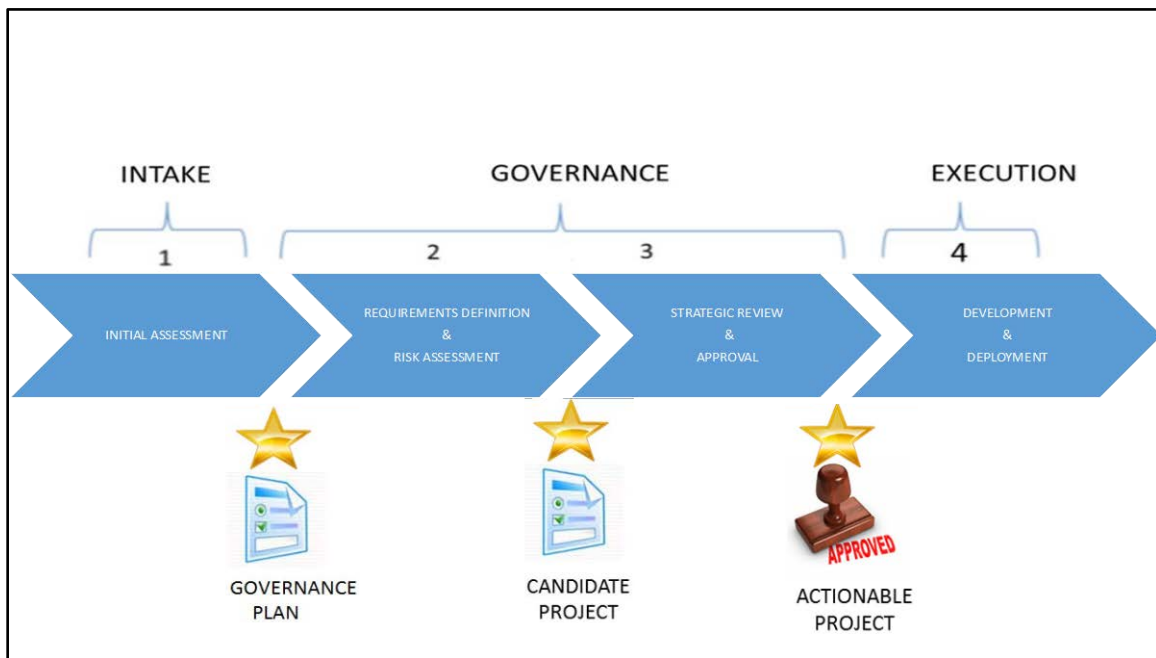
UMIT SERVICE REQUEST GOVERNANCE

MISSION

UMIT Governance aims to ensure that requests for UMIT services are processed consistently and in alignment with the strategic objectives, fiscal policies, and enterprise architecture of the University of Miami.

PHASES

The UMIT Governance Team uses a phased approach to manage the intake, assessment and approval of an RFS as depicted in the Intake and Governance phases of the diagram below.



- An initial assessment determines if a **RFS** is subject to governance and what governance tasks are necessary
- An assessment of the **RFS** business case, requirements and risks defines the **RFS** as a **Candidate Project**
- A **Candidate Project** is reviewed, approved and prioritized as an **Actionable Project**
- An **Actionable Project** is scheduled, developed and implemented according to available resources and UMIT standards of due diligence and quality

To learn more about UMIT Governance, [click here](#).

Appendix “A” Continued

Guidelines for Completing the Request for Service

These guidelines describe important Roles & Responsibilities

Requestor

- Is familiar with UMIT Governance
- Can be the UMIT Lead who supports the originating area’s business operations
- Completes and submits the Request for Service (RFS)

Executive Sponsor

- Is familiar with UMIT Governance
- Can explain/justify business need for requested service; “Champions” the business case
- Approves proposed solution and allocates funding

Business Unit Lead

- Is familiar with UMIT Governance
- Main point of contact for requirements gathering and assessments
- Works with UMIT Lead to develop required documentation

UMIT Lead

- Leads the requirements gathering and documentation process
- Main point of contact with the Governance and Technical teams

These guidelines will help you assess the completeness of your responses.

Business Justification – Questions about why the service request is being initiated. Think in terms of increased efficiency, improved functionality, new knowledge, improved educational/learning outcomes, increased revenue, reduced enterprise risks, strategic benefits.

- What need are you trying to meet?
- What are the operational concepts of the product or service?
- What are the goals and objectives of the service?
- Who will be using the finished product?
- What is the service to accomplish?
- Why do you want to undertake this service?
- What business goals does this service relate to?
- Will this service save money?
- What are the benefits? (i.e. fits with university mission, benefits multiple departments, improves productivity)
- What is the risk of not doing this service?

If the service is **Mandatory and is a government mandate**, please include the following information:

- What government agency is requesting the change?
- When must the change be implemented?
- What could/would be the penalty assessed (e.g., fine, loss of funds, loss of privilege) if the regulation is not met? (Assess and quantify the risk)

If the service is **Mandatory, but not a government mandate**, please include the following information:

- How the change is required to sustain the daily operations of the university.
- How the change or new process is needed for the proper functioning of the unit.
- Is the request an administrative mandate, coming from the University President, the Provost, or the Senior Vice President and CFO?
- Is the change required due to an upgrade to an operating system or an infrastructure utility?
- Is the change required due to a phase out of an existing product or tool set, or phase out of its technical support?
- Is the change required because there has been (will be) a change to hardware that necessitates a change to the application?

| <p><i>These guidelines will help you select the category that most appropriately describes the service being requested.</i></p> | |
|---|---|
| 1a | <p>Production Issue Ad hoc in nature and must be completed within one month or the next business cycle. The system is not working to specification.</p> |
| 1b | <p>Annual Process Work to be completed in order to maintain a production run or schedule. This work does not include logic changes.</p> |
| 2 | <p>Federal Mandate/Audit Work required in accordance with changes to federal regulations or as a result of an audit (i.e. IRS audits, F&A audit, etc)</p> |
| 3a | <p>Executive Mandate (BOT) Work requested by Board of Trustees</p> |
| 3b | <p>Executive Mandate (President) Work requested by University of Miami President</p> |
| 3c | <p>Executive Mandate Work requested by other Executive level office (i.e. Provost, etc)</p> |
| 4 | <p>Security/Audit/Compliance Work requested in order to maintain compliance with PCI or other cyber-security policies and procedures</p> |
| 4a | <p>Accreditation Work requested directly supports the efforts of the University to receive/maintain accreditation (most work of this nature will be conducted during SACS reviews)</p> |
| 5 | <p>Cost Savings Work requested that will deliver a measureable ROI; cost savings should be stated in the Business Justification section above</p> |
| 6 | <p>Business Process Improvement Work requested in order to streamline or otherwise improve upon current business processes</p> |
| 7 | <p>System Upgrade Scheduled upgrade, patches or releases to existing applications and systems</p> |
| 7a | <p>End of Support Application or system is at end of lifecycle and must be replaced</p> |
| 8 | <p>New System/Functionality A request that results in a new application being built or purchased to satisfy the request.</p> |
| 9 | <p>Additional Functionality Addition of new features or functionality to a currently existing application that is already in production status.</p> |