Policy 1202
Information Systems Implementation & Project Management
Date of Current Revision: April 2022

Primary Responsible Officer: Assistant Vice President for Information Technology and Chief Information Officer

1. PURPOSE

This policy provides direction and requirements related to management of information technology projects of varying size, scope and cost.

2. AUTHORITY

The Board of Visitors has been authorized by the Commonwealth of Virginia to govern James Madison University. See Code of Virginia § 23.1-1600; § 23.1-1301. The Board has delegated the authority to manage the university to the president.

The president gives the assistant vice president for information technology and CIO responsibility for university policies and procedures for acquisition, implementation, documentation and use of information technology resources and for meeting related compliance obligations.

3. DEFINITIONS

Technology project:
A temporary effort undertaken by or on behalf of the university that: 1) establishes a new technology-based system or service; 2) facilitates a significant business process transformation using technology; or 3) includes a major change in technology architecture or a system migration beyond that considered as general maintenance, enhancement or refresh (MER) activity.

4. APPLICABILITY

This policy applies to all departments and employees of the university. It applies to all information technology projects undertaken at the university.

5. POLICY

It is the policy of the university to ensure effective and efficient project management exists and adequate control reviews are included when acquiring, developing and implementing information systems that include technology components.

Whether the objective is to acquire/develop a new system or service or to maintain/modify an existing one, the university requires all employees to comply with university policies and standards for management of information technology projects.

6. PROCEDURES

IT assists university departments in planning and managing information technology projects. Such projects generally include development or acquisition of new or enhanced computer systems including hardware, software and services. IT has established processes for classifying and managing specific sizes and types of projects in keeping with internal requirements and industry best practices. These include procedures for preparation and approval of project proposals, for determining project classification based on project size and complexity, and for meeting necessary documentation and oversight requirements. Procedures for submitting Technology Solutions

Requests for classifying projects and for achieving the related oversight, management and documentation requirements are included in JMU Computing Standards developed and maintained by IT. Procedures for submitting Technology Solution Requests for technology that includes software components or modules for recording donations, managing the cultivation or solicitation of donations are supplemented in section 6.3 of Policy 5101 – Fundraising – Private.

University departments (both academic and administrative) must contact IT and complete a Technology Solution Request (TSR) prior to soliciting acquisition, development or enhancement of technology systems. This requirement applies to third-party systems and services as well as those deployed using on-campus resources

7. RESPONSIBILITIES

IT must be involved in project selection and planning whenever a technology solution is being considered and will provide consulting and advisory assistance to university officials involved with implementing project management. IT will also provide technical input and other advice and/or assistance commensurate with the project classification. Inquiries about project initiation and/or IT's involvement should be directed to the assistant vice president for information technology and CIO.

The person/department proposing a technology project is responsible for project initiation. IT will work with the department on all administrative tasks associated with project selection, classification and risk assessment necessary for compliance with both university and state requirements.

Once the project is chartered (officially adopted as outlined in the JMU Computing Standards) the project manager, in consultation with the relevant vice president or other sponsoring authority, as identified in the project charter, is responsible for project management, documentation and oversight. Specific responsibilities include assuring compliance with policies, standards and guidelines issued by the university and fulfillment of any external compliance obligations that may apply.

All departments, offices and employees that generate, receive, or maintain public records under the terms of this policy are also responsible for compliance with Policy 1109 – Records Management.

8. SANCTIONS

Sanctions will be commensurate with the severity and/or frequency of the offense and may include termination of employment.

9. EXCLUSIONS

None

10. INTERPRETATION

The authority to interpret this policy rests with the president, and is generally delegated to the assistant vice president for information technology and CIO.

Previous Version: July 2019
Approved by President: December 2004

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