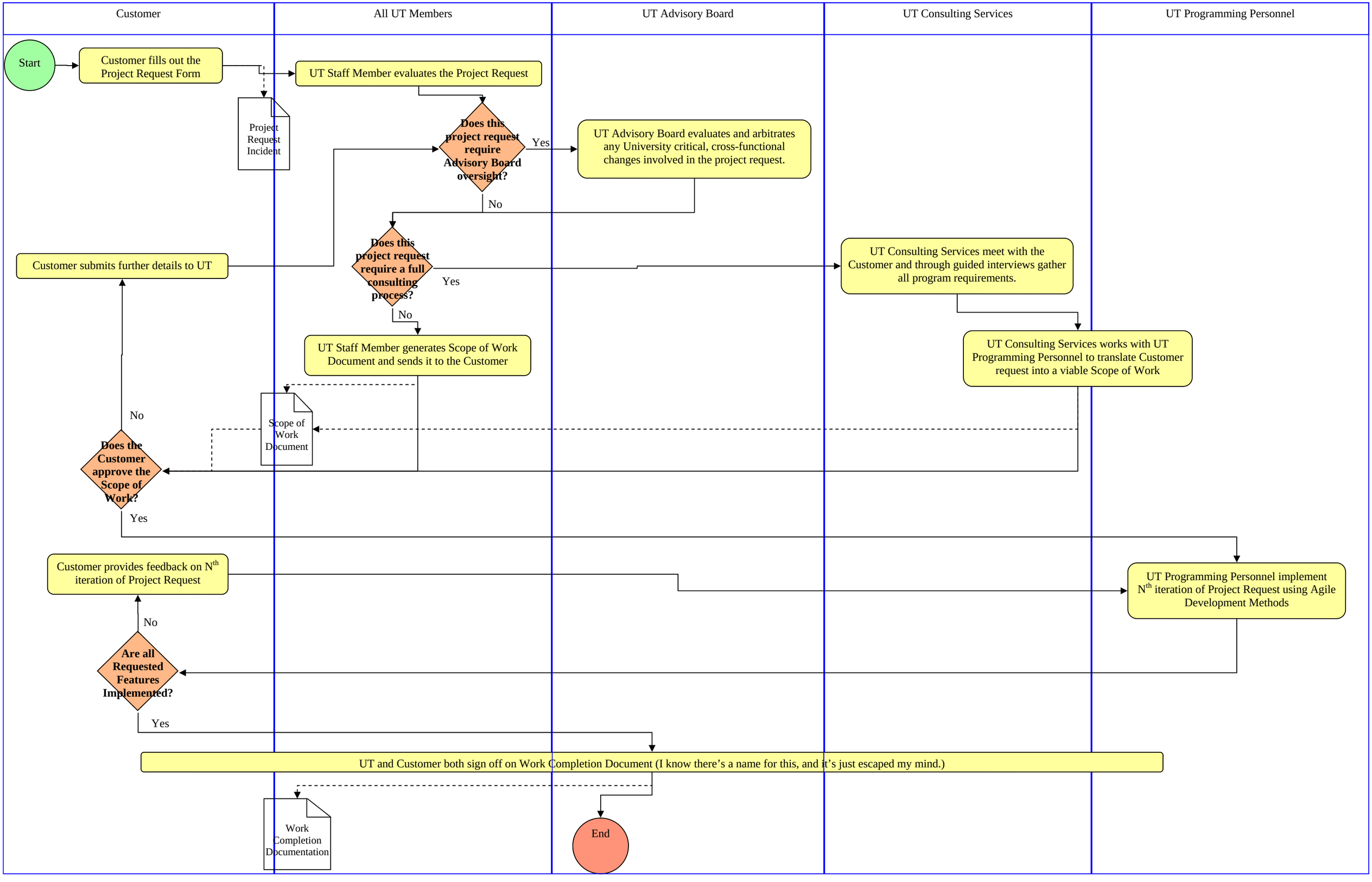
Customer
All UT Members
UT Advisory Board
UT Consulting Services
UT Programming Personnel
Start
Customer fills out the Project Request Form
Project Request Incident
UT Staff Member evaluates the Project Request
Does this project request require Advisory Board oversight?
Yes
UT Advisory Board evaluates and arbitrates any University critical, cross-functional changes involved in the project request.
No
Does this project request require a full consulting process?
Yes
No
UT Consulting Services meet with the Customer and through guided interviews gather all program requirements.
UT Consulting Services works with UT Programming Personnel to translate Customer request into a viable Scope of Work
UT Staff Member generates Scope of Work Document and sends it to the Customer
Scope of Work Document
Customer submits further details to UT
No
Does the Customer approve the Scope of Work?
Yes
Customer provides feedback on Nth iteration of Project Request
UT Programming Personnel implement Nth iteration of Project Request using Agile Development Methods
No
Are all Requested Features Implemented?
Yes
UT and Customer both sign off on Work Completion Document (I know there's a name for this, and it's just escaped my mind.)
Work Completion Documentation
End