1. ITS Service catalog: http://memphis.edu/its/itsservices/service-catalog.php
2. ITS Helpdesk: https://umhelpdesk.memphis.edu/
3. ESAC Documents: http://www.memphis.edu/its/governance/esac.php

**Standard Project life cycle**

- **Customers Request**
  - Meet with Customer and work on Project Input Checklist
  - Initial Information Gathering and Feasibility Analysis, Identify Process/System Owner

- **Feasible**
  - Check resources availability and timing
  - Acquire Different Approvals

- **Approved Project**
  - Funding ESAC Procurement
  - Any other as needed including Legal Compliances

- **Update Requestor, close HD request, and End of Project**
  - Close HD request, Add to Project Inventory, and Develop Project Plan
  - Implement in Test (Testing and Identifying Training needs)
  - Develop and deliver Training
  - Deploy in Prod and Go Live support
  - Post Implementation Review and Document Update

- **End of Project**

**Resources**
- Project Sponsor
- Business need
- Scope statement
- Initial Funding Source
- TCO (Total cost of ownership)/Three-year projected cost (non-recurring/recurring cost)
- Annual maintenance cost and funding source
- Upgrade frequency/Cost/Funding Source
- Need of SLA and involved parties
- Resources need and availability
- Estimated implementation time
- Systems interface needs
- Possible risks
- Branding needs
- Communication needs
- Reports Need
- Critical success factors to measure
- Deliverables
- System Owner/s