

ITS Business Case

(Ver. 10/2017)



**Instructions:** Required document for Tier 1 & 2. Start by reading the questions below, and considering how your idea makes sense for the University, IT Division, and ITS. Once you formulated your idea, try writing it down simply, keeping it as brief and free from proprietary jargon as possible. Finally, complete the score card at the bottom. (please delete this page prior to saving/submitting your final justification.)

1. Business alignment: How well does the project support the goals of the organization?
2. Impact/Disruption: Would the initiative require significant impact to existing workflows?
3. Technical support: Does the business have the technical resources to support the initiative and how much long-term benefit would there be from investing in this initiative?
4. Risk: What is the margin of risk in this project failing to meet expectations or being abandoned before completion?
5. ROI: What is the overall benefit of the project or initiative?

## Date:

## Proposed Idea/Project Name:

## Proposer:

# Biz case: (try addressing the questions on the cover page and in the “TIP:”) **TIP:** What’s the idea, who will benefit, if we DON’T do this what’s the risk, how does this fit into the university/divisional/unit initiatives?

|  |  |  |  |
| --- | --- | --- | --- |
| **CRITERIA** | **WEIGHT** | **SCORING VALUES** | **SCORE** |
| **Required Service/Product (are any of these true?)**   * Mandate (campus, TSUS‐System or state) – provost/chancellor/CIO and/or legal/compliance * Impacts core/foundational service * Other services/products depend on it | **5** | **0, 3, 6, 9**  0: none are true 3: one is true  6: two are true  9: all are true |  |
| **Strategic Alignment**   * Campus Initiatives/Strategic Priorities * Administrative Excellence * Educational Innovation | **4** | **0, 3, 6, 9**  0: aligns with none 3: aligns with one  6: aligns with two  9: aligns with all |  |
| **Value to "Customer"**  Customers are consumers or users of the service/product and could be students, staff, faculty, TSUS‐System, other campuses, external partners and even other services; project that are funded (OSP, ODEL, grant $, etc.) | **4** | **0, 3, 6, 9**  0: little value to the customer(s)  3: some value  6: a lot of value to customer  9: essential/critical to customer(s) |  |
| **Importance to Risk Mitigation** Would the campus or customer be exposed to a risk or impact if the service or product is not offered? | **3** | **0, 3, 6, 9**  0: little risk to campus or customer if not offered  3: some risk to campus or customer if not offered  6: much risk to campus or customer if not offered  9: high risk to the campus or customer if not offered |  |
| **Leverage Potential**  Multiplier effect: service/product can be leveraged for other users/customers on campus or within UW‐System; and/or adds value for external partners | **3** | **0, 3, 6, 9**  0: little leverage potential, isolated service  3: some leverage  6: much leverage  9: service could be leveraged by many |  |
| **Full Disclosure of Costs** – includes implementation and maintenance costs | **2** | **0, 3, 6, 9**  0: lots of unknown or hidden costs 3: some costs are known  6: many costs are known  9: all costs, direct & indirect, are known and tabulated |  |
| **Significance to Users/Customer Base** | **2** | **0, 3, 6, 9**  0: low impact, low number of users  3: low impact, high number of users  6: high impact, low number of users  9: high impact, high number of users |  |
| **TOTAL PROJECT SCORE** | | |  |