INFORMATION TECHNOLOGY SERVICES DEPARTMENT POLICY

Title: Work Request Priority
Number: PL705.0
Eff: 11/25/09
Rev:

Purpose:
The purpose of this policy is to implement a management structure for prioritizing web development requests submitted by individual departments at Central Washington University.

Policy:
SECTION 1: Work Request Prioritization
Based on information provided in the development request, the following are the prioritization criteria.

Priority Definition

PRIORITY 1
(Mandatory)
- Safety or security Web related issues.
- Removal, from the CWU Web site, of material deemed to be offensive or inappropriate.
- Removal, from the CWU Web site, inaccurate material that reflects poorly upon CWU.
- Mission critical projects as determined by cabinet level positions, such as the university accreditation project.

PRIORITY 2
(High)
- Updates for the upper levels of the CWU Web site, such as class registration marketing buttons, open class search function or the H1N1 additions.
- Presidential, BOT or legislative updates.
- Web development that improves staff productivity or student access.
- Updating student centric information (schedules/class info etc…).

PRIORITY 3
(Medium)
- General re-design or new development for academic dept Web sites.
- Routine maintenance for academic depts.
- Content updates.

PRIORITY 4
(Low)
- General re-design or new development for administrative dept Web sites.
- Routine maintenance for administrative depts.
- Content updates.
- Authorized Club Web site development
- Routine maintenance for non-CWU organizations, such as Kittitas County Health Dept.
### SECTION 2: Work Request Effort

The following section provides guidelines for estimating the size based on resources required (effort) and length of time for a development request.

**Size Description**

**Small:** 1 to 2 weeks of development work required.

**Medium:** 2 weeks of development work required.

**Large:** 1 month of development work required.

**Major:** More than 2 months of development work required.