

Work Order

On-going Operations, continual delivery of an established service

Service Offering



E.g. Request for a departmental BroncoNetID to be created

Incident



E.g. A Bronco NetID password has been compromised

Operational Support



E.g. Maintenance on the Bronco NetID password reset system

Inquiry



E.g. How do I sign in to W-Exchange with my BroncoNetID?



Work Order Tasks

Work that contributes to the completion of a work order. May be pre-defined in a template



Project

A temporary endeavor that produces a new or unique product, service or result[†].

New Implementation

Introduction of a new system or service to the University

Decomission

The removal of a system or service from operation

Improvement

Enhancing the capability of an existing system or service

Maintenance

Major endeavor to preserve an existing system or service at a pre-defined level of quality

Organizational Development

Endeavor to improve overall organizational performance through managed change



Project Tasks (Project schedule)

Work that contributes to the completion of a project



Change

The modification or disruption of an IT service requiring approval from multiple stakeholder groups

Criteria

- Downtime
- Multiple Stakeholders Effected
- Approval Process Required



Change Tasks

Work that contributes to the completion of a change



Standalone Task

Personal organizational tasks
Not associated with Work Orders, Projects or Changes

I.e. Complete my performance self-review for 2016/17

[†] Project Management Institute (PMI)