NUIIT New Service Checklist

Develop new service definition. What will be delivered? What can the customer expect? Why is this of benefit to the University?

Get approval from the OVP to develop new service.

Develop a service delivery model.

Contact NUIT's Information & Systems Security/Compliance (ISS/C) to review potential security and privacy issues, and determine if the service is subject to regulatory or compliance requirements.

Where the new service involves vendor-supplied services or solutions, ensure vendor contracts are reviewed, before signature, by NUIT's Management Services, ISS/C and Office of General Counsel to address potential security & privacy concerns.

Develop cost and funding model with director of Administration & Finance, or their designate.

Work with director of Technology Support services, or their designate, to define an order taking and tracking process.

Work with NUIT Billing to define a billing and collections process.

If NetID authentication required work with director of Information Systems Architecture group, or their designate, to develop this functionality.

Develop ongoing support model.

Contact NUIT's Disaster Recovery/Business Coordinator to determine need for Disaster Recovery/Business Continuity Plan. If a plan development or modification is required, address planning and testing requirements, prior to service launch.

Work with manager of Communications to identify and create necessary communication tools. Could include informational/support web pages, press releases, bulk e-mail, etc. All NUIT staff should be made aware of the service launch as it occurs.

Create a time line that incorporates all of the things that need to be done before launch before advertising a projected service launch date.
At least one week before service launch, e-mail the service definition and work flow to all NUI T staff involved in the delivery of the service.