



\* 'Headline' is a classification applied to high profile projects that require substantial financial investment, consume significant resources and/or have a high impact on staff/students.

**Step 1 - Requestors complete [Business Requests](#):** Heads of Units/Schools should engage with IT Services through their existing IT liaison (or ITPartners@ucd.ie) for assistance in completing a Business Request to initiate a new IT project.

**Step 2 - IT Services prepare Solution Proposals:** IT Services will then liaise with the requestor and prepare a Solution Proposal to include an estimate of the resources (people and financial) needed to deliver and support the solution on an ongoing basis. Resource requirements should be reflected in your Unit/School's Business and [Financial Plans](#).

Note: if a request is received outside of the standard planning process, it may need to be brought to [UMT DCG](#) (Digital Campus Group) for separate review and prioritisation.

[Click here for more information on requesting an IT project](#)