

Initiating a project with OMES IS

Customer

Customer submits a [Project Initiation Request](#) (PIR) in ServiceNow and receives a demand number via email.

Intake coordinator calls the requester.

Intake coordinator emails the agency with OMES IS team assignment and introduces them to the team's IT portfolio analyst (PA).



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IT PA emails the agency to confirm the request is viable and notes that a statement of work (SOW) or contract is next.

Account representative sends the SOW to the agency.

Sends completed SOW back to OMES IS.

OMES IS

Intake coordinator reviews the agency's submission.

Intake coordinator assigns the submission to the appropriate internal team.

IT PA schedules a concept meeting with the agency to gather more information. The IT Architecture team and CTO (if applicable) should be included in this meeting.

Cyber Command completes a security review.

If Cyber Command approves, IT Architecture completes an architecture review.

If Cyber Command and IT Architecture approve, the IT PA meets with applicable resource managers to discuss resource availability and time constraints.

IT PA submits an IT Purchase PIR in ServiceNow, if needed.

IT PA and account representative finalize the SOW.

Legal engages the agency on the contract for an IT purchase, if needed.

P-code is created.

IT PA closes the demand and opens a project.