

ILLINOIS STATE POLICE DIRECTIVE

SRV-228, PROJECT MANAGEMENT FRAMEWORK/GOVERNANCE

RESCINDS: SRV-228, 2024-022, revised 04-15-2024	REVISED: 09-02-2025 2025-023
RELATED DOCUMENTS: ADM-134, SRV-201, SRV-200, SRV-227	RELATED CALEA STANDARDS (6th Edition): 11.4.4, 11.4.5

I. POLICY

I.A. The Illinois State Police (ISP):

- I.A.1. Will require its information technology (IT) service providers to follow the IT Project Framework/Governance process as outlined in this policy and the Department of Innovation and Technology's (DoIT) SharePoint website at <https://ilgov.sharepoint.com/sites/DoIT-EPMO/SitePages/Strategic-Portfolio-Management.aspx>, unless an IT project's governance process exceeds the standards established by DoIT.
- I.A.2. Will specify mandatory information to be entered into the Strategic Portfolio Management (SPM) Module to track all IT projects and systems.
- I.A.3. Is a client agency of DoIT, and as such while maintaining appropriate oversight, defers to DoIT to establish a process for handling project management consistent with their IT project framework/governance to ensure an acceptable level of oversight.

- I.B. The IT project framework/governance process is a DoIT resource the ISP has approved to ensure all ISP controlled IT projects are appropriately managed and resources are expended in a fiscally responsible manner.

II. DEFINITIONS

II.A. Agency – the Illinois State Police (ISP).

- II.B. Agency Proposal Review Committee (APRC) – a group of people who review ideas and demands to decide if they should be moved forward as projects. The APRC team is comprised of the ISP First Deputy Director (FDD), Agency Chief Financial Officer (CFO), and Agency Chief Information Officer (CIO), or their designee. The ISP FDD has complete authority over the Agency's IT projects and systems.

- II.C. Demand – a series of tasks or information needed to help break down initial planning activities before converting it into a project or other type.

- II.D. Demand Manager – Agency CIO, or their designee, who oversees, and reviews all demands within the SPM for the Department. The Demand Manager will present demands to the Solution Architect for approval and update the APRC.

- II.E. Enterprise Portfolio Management Office (EPMO) – a division within DoIT whose mission is to enable state agencies to optimize resident services through strategic project execution and innovating technology solutions.

- II.F. Functional Testing – testing used to validate the system's features, capabilities, and interactions with different components. It involves testing the software's input and output, data manipulation, user interactions, and the system's response to various scenarios and conditions. Functional testing usually occurs during the project management phase.

- II.G. Idea – a request for a new, or change to an existing, IT application.

- II.H. Idea Manager – Agency CIO, or their designee, who collects and reviews all submitted ideas within the SPM for the Department. The Idea Manager will present the ideas to the APRC for review and approval.

- II.I. IT Project Framework/Governance – the process of moving projects with a technology component (also referred to as IT projects) from an idea to development using a phased approach.

- II.J. Solution Architect – a DoIT employee with a strategic role in technology that bridges the gap between business needs and technical solutions and designs and oversees the implementation of complex IT systems, ensuring alignment with goals and optimal performance.
- II.K. Strategic Portfolio Management (SPM) Module – a ServiceNow module made of Innovation Management, Demand Management, Project Management, Program Management, and Portfolio Management. These components allow ISP to fully track and monitor our projects, with minimal required fields, a streamlined workflow and robust reporting features.
- II.L. Submitter – a Division Chief of Staff, or their designee, who completes and submits ideas in the SPM system.
- II.M. User Acceptance Testing (UAT) – the process used to identify and correct defects and verify expectations, completeness, and quality of work. Testing usually occurs in the project management phase before the application can be implemented.

III. RESPONSIBILITIES

III.A. The ISP is responsible for:

- III.A.1. Completing and submitting the required fields on the idea form in the SPM system.
- III.A.2. Reviewing and completing any required documents, activities, and workflow options while working through the demand and project governance processes.
- III.A.3. Reviewing the cost estimate and confirming a budget is available.
- III.A.4. Providing final approval of the demand to allow the EPMD team to proceed to a project.
- III.A.5. Notifying the ISP Office of Inspection and Audits (OIA) to complete all activities, required documentation, and select an audit review outcome.
- III.A.6. Providing end users to perform UAT when needed.
- III.A.7. Ensuring all contracts with other IT vendors for any IT projects not maintained by DoIT have a project management framework process that meets or exceeds the standards outlined within this policy. ISP management overseeing the IT project will ensure appropriate documentation is completed and approved prior to implementation, including, but not limited to, adequate segregation of duties to ensure strong internal controls are maintained.

III.B. The APRC is responsible for:

- III.B.1. Reviewing and completing any required documents, activities, and workflow options while working through the Innovative, Demand, and Project Management processes. This also includes reviewing and approving non-DoIT managed projects.
- III.B.2. Reviewing and prioritizing outstanding demands.

III.C. DoIT is responsible for:

- III.C.1. Ensuring its current policies and procedures establish requirements for the handling of new or existing ISP IT projects.
- III.C.2. Utilizing its IT governance processes to ensure effective alignment with agency business strategy and enterprise architecture standards.
- III.C.3. Reviewing and completing any required documents, activities, and workflow options while working through the SPM System.

III.C.4. Establishing Idea, Demand, and Project Managers. None of the DoIT managers have the authority to approve ideas, demands, or projects without documentation from the Department.

III.C.5. Performing functional testing of the application.

NOTE: Pursuant to an Intergovernmental Agreement (IGA), DoIT has accepted these responsibilities with ISP approval.

III.D. Non-DoIT IT vendors are responsible for:

III.D.1. Following their established governance process that has been approved by the Agency.

III.D.2. Maintaining appropriate audit documentation.

IV. PROCEDURES

IV.A. Innovative Management

IV.A.1. All ideas must be forwarded through their respective Deputy Director's Office for review and approval before being entered into the SPM system.

IV.A.2. The Submitter will complete an idea form for any new, or change to an existing, application within the SPM system. All required fields must be completed, including the business requirement attachment.

IV.A.3. The APRC will review and approve, or deny, the idea submission for the Idea Manager to process.

IV.A.4. The Idea Manager will place all APRC approved ideas that involve a non-DoIT vendor on hold within the SPM module, so they are not sent to the DoIT Solution Architect. The Idea Manager will assign the ISP business owner, or their designee, as the Demand and Project Manager. The Project Manager will be responsible for ensuring the approved vendor's project governance is followed as well as items list in IV.E. of this directive. If the non-DoIT vendor's project governance was not approved by the Director or their designee, the approved idea will continue to the Demand Management phase as outlined in this policy.

IV.B. Demand Management

IV.B.1. The APRC will review the Solution Architect worksheet, demand fields, and enter any required information into the SPM system. If approved, the Agency CFO will prioritize the demand and advance it to the DoIT EPMO for review.

IV.B.2. If a demand needs to be expedited, the Demand Manager will reach out to the APRC for approval and will maintain documentation for audit purposes.

IV.C. Project Management

IV.C.1. The ISP OIA will review and complete all required fields within the SPM system.

IV.C.2. The Agency CFO must approve the project cost to determine if adequate funding is available.

IV.C.3. All projects will be UAT tested by the Agency before placing the project into production.

IV.D. Request a SPM User Account and Role(s)

Users or authorized requestors must submit the Request SPM Access form to request new access or to change/remove the existing access or role(s) for an SPM user. Users must obtain their supervisor's approval before completing and submitting the access form that is located on the DoIT SharePoint website.

- IV.D.1. The form is completed by providing the user's name, email address, phone number, and selecting the necessary SPM User Role(s).
- IV.D.2. Once the form is submitted, the Agency Technology Service Requesters (ATSR) will review the request and initiate a ServiceNow ticket.
- IV.D.3. A notification is sent to the requestor/user when the access request has been completed.
- IV.E. Non-DoIT IT Projects
 - IV.E.1. All IT projects that impact an ISP controlled IT resource will adhere to this policy unless otherwise approved by the Director or their designee. Where another project management framework or governance is approved, prior to implementation, ISP management will ensure:
 - IV.E.1.a. Any IT idea is submitted through the SPM for documentation and approval.
 - IV.E.1.b. Approvals are received from the FDD, or their designee, and ISP CFO.
 - IV.E.1.c. Adequate segregation of duties is established to ensure strong internal controls are maintained.
 - IV.E.1.d. Documentation is maintained for audit purposes. This includes, but is not limited to, Agency approvals, UAT testing, disaster recovery plans, contracts, SOC reports, or performance of alternative procedures.
 - IV.E.2. ISP Divisions will communicate with DoIT, if needed, to determine any IT security features to ensure systems, applications, and data is protected.
 - IV.E.3. ISP Divisions will also include DoIT on any IT projects when systems or applications need to be hosted on, or communicate with, any existing or new server managed by DoIT.

| Indicates new or revised items.

-End of Directive-