# Digital Projects and Changes

## Digital Project Request Process

1. User fills out the Digital Project Request Form
2. Project requests reviewed by IS Review Group (Digital Transformation Managers & Head of IT Applications & Development team) WEEKLY  
   *One of the following actions is taken:*
   1. **Approve the project request**
      1. Allocate to a manager
      2. Manager discusses with developer and sets tasks
      3. Work commences
      4. Work complete
   2. **Request further information about the project request – back to 2**
   3. **Pass the project request to be reviewed by DSAG (Digital Strategy Advisory Group)**
      1. DSAG discuss project request in next DSAG meeting  
         *One of the following actions is taken:*
         1. Approve the project request – back to 2.1.1
         2. Request further information about the project request – back to 2.3
         3. Decline the project request
   4. **Downgrade the project request to a change request**
   5. **Decline the project request**

## IT Change Request Process

1. Fill out the IT Change Request Form
2. Change requests reviewed by IS Review Group (Digital Transformation Managers & Head of IT Applications & Development team) WEEKLY  
   *One of the following actions is taken:*
   1. **Approve the change request**
      1. Allocate to a manager
      2. Manager discusses with developer and sets tasks
      3. Work commences
      4. Work complete
   2. **Request further information about the change request – back to 4**
   3. **Pass the project request to be reviewed by Change Board**
      1. Change Board discuss project request in next meeting   
         *One of the following actions is taken:*
         1. Approve the change request – back to 4.1.1
         2. Request further information about the change request – back to 4.3
         3. Decline the project request
   4. **Downgrade the change request to a support ticket**
   5. **Decline the change request**