Triage Group – Terms of Reference

Purpose

The triage group is responsible for assessing:

- New IT project/development requests documented within an 'Initial Project/Development Request' (IPDR)
- 'Problems' which have been identified by the ILS Problem Management process that would require a significant amount of IT resources/co-ordination to resolve.

The triage group does not hold any budgetary responsibility and does not have the remit to prioritise, authorise or reject any IPDR's.

The group does have the remit to authorise work to resolve problems identified via the Problem Management process if they have an impact on the ability of ILS to provide an agreed service. However, if a proposed resolution does have a wide impact on stakeholders, the proposal may need to be prioritised by the relevant System board in the form of an IPDR.

Terms of Reference

1. To assess and provide recommendations on an IPDR in terms of:

- The proposed technical solution.
- The potential ILS resources required to implement the solution and availability of current resources.
- Implications of the on-going support required for the solution.
- Categorisation of an IPDR e.g. whether it should be a managed project requiring an ILS PMO resource, a monitored project, development work or a BaU process.
- The System Board where the request needs to be routed for prioritisation and approval.

2. To assess the 'problems' and potential solutions raised by the Problem Management process and agree either to authorise the work required to

investigate/fix the problem or route the proposal to the relevant System's Board.

Membership

Membership Role	Name
Head of PMO (Chair)	Rayna Lloyd
Business Improvements Manager	Robin Ashford
Head of Infrastructure	Mehmet Batmaz
Head of Service Delivery	Tony Wright
Head of Business Solutions	Seb Sefton
Information Security and Compliance Manager	Tosin Oteju
Service Desk Supervisor	Jas Singh
Head of Library Services	Dave Puplett