**CUSTOMER NEEDS ASSESSMENT**

|  |
| --- |
| **Customers, Consumers, Patrons** |
|  |
| **Internal customers** |
|  |

**PROJECT DEFINITION**

|  |  |  |
| --- | --- | --- |
| **Purpose** | **Deliverables** | **Success indicators** |
|  |  |  |
| **Technologies used** | **Processes affected** | **Campus units, areas affected** |
|  |  |  |

**BUSINESS PLAN**

|  |  |  |
| --- | --- | --- |
| **Benefits** | **Savings, Return on investment** | **Resources / costs** |
|  |  |  |

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| **Approval** |
| Sponsor approval: |  | Date: |
| Project portfolio committee approval: |  | Date: |