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**SUBJECT: DHR Technology and Technology Services Standards and Guidelines**

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## **General Guidelines**

The DHS Technology Policy (POL1910) identifies the responsibilities of the Office of Information Technology as:

1. Reviewing, evaluating, and approving all requests for technology services or product, as well as requests for new information systems or changes to existing systems.
2. Establishing policy, procedures, standards and guidelines for the appropriate use of technology throughout the Department including the security of information assets as defined in POL1900 and MAN1900.
3. Consultation and liaison with the Georgia Technology Authority and all organizational elements of DHR with respect to existing or automated systems or analysis of existing departmental manual systems.
4. Coordinating the preparation of the departmental annual *IT Expenditures Report* as required by OCGA Title 50-24-7.
5. Monitoring and reporting the Department's use of technology funds.

## **Section 100            Obtaining the Services of the Office of Information Technology**

### **101    Points of Contact**

The Office of Information Technology (OIT) identifies a single point-of-contact for each DHR Division or Office. Unless otherwise specified in this document, all requests for new services, new applications, major hardware upgrades, or new projects should begin with the Division/Offices' designated OIT point-of-contact. The identified OIT contacts can be found posted on the DHS Employee Intranet.

#### Division/Office Responsibilities

1. Each Division/Office's responsibilities are to plan, request, coordinate, review and fund the information services provided them.
2. Each Division/Office shall appoint a responsible individual who will be the point of contact with OIT, and whose general functions are to:
  - a. Disseminate within the organizational elements of the Division/Office information regarding Technology Policies and Procedures.
  - b. Coordinate within their Division/Office any required submissions, such as their technology portion of the annual budget ensuring they are in accordance with the Department's and the Division/Office's established directions and approved plans.
  - c. Represent the Division/Office and its management's views and positions in the day-to-day activities related to operations and technology directions.
  - d. Establish and maintain an internal review process for monitoring and controlling all technology expenditures.
3. Each Division/Office shall also identify the Application Owner for each application supporting their business for which OIT provides support. The Application Owners will work directly, routinely, and continuously with personnel of OIT in order to:
  - a. Evaluate impact of legislation and policy changes on existing or developmental systems.
  - b. Determine resource requirements to support such systems.

- c. Establish, coordinate, and maintain the production schedules for processing all jobs in advance.
- d. Resolve any conflicts that may arise with the production schedules.

## **102 Requests for New or Enhanced Applications**

All requests for new business applications, or modifications, or enhancements to an existing application or retirement of an existing application are to be submitted through the OIT Request Management System's (RMS) Application Software Request (ASR) process. Procedures for submitting an Application Software Request are defined in documentation available on the DHR Employee Intranet. For access to the RMS ASR system, contact the Division/Office's designated point of contact.

## **103 Requests for Purchase of Hardware or Software**

All requests for purchase of technology hardware or software are to be submitted through the OIT Request Management System's (RMS) Hardware/Software Purchase Request (HSP) process. Procedures for submitting Hardware Software Purchase Requests are defined in documentation available on the DHR Employee Intranet. For access to the RMS HSP system, contact the Division/Office's designated point of contact.

## **104 Service Desk (Help Desk)**

OIT operates a 24 X 7 Help Desk intended to support DHR network and desktop users. All DHR requests for technical support are to be routed to the DHR/OIT Help Desk. Help Desk procedures are defined in documentation available on the DHR Employee Intranet.

## **Section 200 Monitoring and Controlling Technology Funds**

Federal guidelines must be followed for system projects that include federal financial participation (FFP). All system developments and enhancements to existing systems that are covered under a federally approved Advance Planning Document (APD) are monitored through the life of the project and usually spans multiple fiscal years. OIT has the responsibility of monitoring all APD approved projects in partnership with the business unit.

For other system development and ongoing IT operations, OIT is responsible for ensuring that technology funds are available in the annual operating budget or subsequent amendments. OIT is not responsible for funds verification for technology expenditures that occur outside of OIT.

## **Section 300 DHR Technology Committees**

### **301 Enterprise Security Steering Committee**

A DHS Enterprise Security Steering Committee was established and functions in accordance to the *DHS Information Security Policy (POL1900)* and *DHS Information Security Policy Guidelines (MAN1900)*.

## **302 Information Technology Steering Committee**

Reserved for future use

### **Section 400 Technology Standards**

#### **401 Desktop Hardware and Software Standards**

The official standards for desktop hardware and software are defined within the OIT Request Management System. An additional copy is located on the DHS Employee Intranet. For more information or access to the RMS HSP system, contact the Division/Office's designated point of contact or email [TeamTrack@dhr.state.ga.us](mailto:TeamTrack@dhr.state.ga.us).

#### **402 Business Application Standards**

In order to deliver high quality information systems and business solutions to the Department of Human Resources, OIT has developed standards for business application development. The standard followed is dependant upon the type of application and project size.

Joint Application Development Standard (JAD) is a process originally developed for designing a computer-based system. It brings together business users and IT professionals in a highly focused workshop. The advantages of JAD include a dramatic shortening of the time it takes to complete a project. It also improves the quality of the final product by focusing on the up-front portion of the development lifecycle, thus reducing the likelihood of errors that are expensive to correct later on.

Systems Development Life Cycle (SDLC) waterfall model is a sequence of stages in which the output of each stage becomes the input for the next. These stages can be characterized and divided up in different ways, including the following:

- 1) Project Planning
- 2) Requirements
- 3) Definition
- 4) Design
- 5) Development
- 6) Integration & Test
- 7) Installation & Acceptance

Rapid Application Development (RAD) is used for small applications that are time constrained. RAD consists of gathering initial requirements then creating a prototype. The prototype is adjusted as the requirements are revisited.

#### **403 Deviations from Standards**

Requests to purchase non-standard hardware and software are made through the OIT Request Management System. These requests must contain the business case for deviating from standard, and take longer to process than standard requests as they go through an additional approval process. Criteria for evaluation of non-standard requests are in documentation available on the DHS Employee Intranet.

Any Exemption from Business Application Standards should be made directly to the Director of OIT Service Delivery.

## **Section 500            Technology Asset Management**

### **501     Hardware Asset Identification and Management**

The DHS Asset Management Manual is published under the authority of *DHS POL1460, Personal Property Management*.

### **502     Hardware Refresh Cycles**

PC Replacement Cycle applies to personal computers attached to the DHR network and personal computers needing to fully participate in the information technology enterprise. Every personal computer will be replaced with a new computer a minimum of once every four years. At the time of purchase, the new computer must meet the minimum level of technology as set by the Office of Information Technology (OIT) for new personal computer purchases. The minimum level of technology for new personal computer purchases will be based on state contractual agreements as well as input from the Information Technology Standards Committee (ITSC). The current minimum level will be reviewed at least once a year and will always be located on the DHR Employee Intranet under Technology Resources.

OIT Technical support is structured around a four year replacement cycle. The highest level of support is provided for software and hardware less than four years old. It is recommended that the divisions and offices follow these guidelines for all personal computers and that a similar policy be put in place to address network servers. Divisions and offices are encouraged to compare the cost of supporting hardware and software older than four years to the cost of purchasing new hardware and software. The purchase cost is generally less than the support cost for old hardware and software.

### **503     Equipment Disposition**

All equipment disposal is to be handled through the Office of Facilities and Support and in accordance to the *DHS Personal Property Management Policy #MAN1460*.

The disposal of any information assets must strictly adhere to the DHS Person Property Manual. The directive and procedures were established to ensure the protection of DHR's information assets and to support the State Computer Surplus Policy and the DHS Information Security Policy. No information asset memory component and/or storage medium can be transferred out of DHS's control without complete data eradiation, and/or rendering the component inoperable.

### **504     Mobile Devices**

Mobile Devices include but are not limited to, Cell Phones, Tablet PCs, Laptop PCs, Notebook Devices, Personal Digital Assistants (PDAs), Blackberry's and other mobile computing devices.

All requests for purchase and request for connection must be submitted to OIT with the approval of the appropriate division and/or office. Monthly service is the responsibility of the division and/or office. OIT is responsible for establishing all connectivity to the DHS Enterprise Network for business related mobile devices.

## **Section 600            DHS Networks**

### **601     Security**

Information and networks of the Department of Human Resources will be secured in accordance to the *DHS Information Security Policy* (POL1900) and *DHR Information Security Policy Guidelines* (MAN1900).

### **602     Local Area Networks**

Reserved for future use.

### **603     Wireless Networks**

The Office of Information Technology is responsible for ensuring the safety and integrity of the DHS Enterprise Network. All DHS wireless access points must be authorized and approved by OIT and adhere to the DHS Network Enterprise Standards for Network authentication and authorization.

Wireless Networks must be installed and maintained by the Office of Information Technology. Coverage will be assessed per site location. Unauthorized (rogue) wireless access is not permitted on the DHS Enterprise Network. Supported Wireless standards include WiMax, Bluetooth, and WiFi.

## **Section 700            Telecommunications**

Reserved for future use.

## **Section 800            DHS Information Technology Service Portfolio**

### **801     OIT Service Delivery**

The Office of Information Technology provides technology support and solutions to all divisions and offices within DHS. It is the mission of OIT to support the business needs of the department by providing customer focused technology solutions in a cost effective and efficient manner.

#### **Technology Solutions:**

- Business & Technology Planning
- Business Modeling
- Information Security Planning and Analysis
- Technology Standards Development
- Solutions Acquisition and Integration for Procurement and Contracts Management

- Project Management
- Data Management Support
- Software Quality Assurance
- Applications Software Development

**Technology Support:**

- Application Support
- Hardware Configuration and Installation
- Network Engineering
- Network Administration
- Help Desk Services
  - Email Support
  - Anti-Virus Solutions
  - Software Installation
  - Connectivity
- Integrated Voice/Data Switching Systems
- Mobile Communications
- Telephone Support
- Data Center Management
- Server Installation and Maintenance
- Security
- Production Scheduling and Control
- Disaster Recovery

**802 Electronic Mail**

E-mail standards and guidelines are addressed in the *DHR Information Security Policy MAN1900*, the *DHS Human Services/Personnel Policy #111*, and the *DHS Human Services/Personnel Policy #1205*.