

DAS One Stop Service Portal

November 18, 2010



Project Summary

The Department of Administrative Services (DAS), Office of Information Technology (OIT) offers several IT services to all state agencies. However, an end-user (outside of DAS-OIT) seemingly needs to understand the organizational structure to determine where to go on the webpage or who to call in the office in an attempt to find the correct contact who can speak to services provided. DAS' website displays its IT services but it is neither user-friendly nor categorized at an appropriate level. Users often miss opportunities to use DAS' services and the DAS Advertising Project was initiated to alleviate this problem. One service that is not available is a resource for properly orienting and/or training the end-user on how to successfully implement and/or integrate IT services into the workflow (e.g., SharePoint).

Project Goal

The project objective is to increase awareness of IT services offered by DAS OIT.

1. A customer-friendly service catalog (using DAS/OIT framework) will be displayed on webpage.
2. An intake form for potential customers created to align DAS OIT services with request.
3. A baseline established to measure webpage "hits". Six months after implementation of recommendations, use website counter to measure activity.

Project Outcome

- A customer-friendly service catalog.
- An intake form for potential customers.
- A small scale business services package (IT Service Bundle).
- An email ad campaign (brochure) used to increase visibility to DAS/OIT Services.

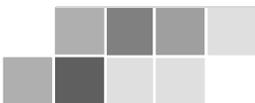
Project Benefits

DAS-OIT has various work units that can offer a multitude of beneficial services to end-users outside of IT. However, the end-user outside of IT does not currently have a single portal as a "go to" in order to ascertain whether the service they need is available, what the cost might be and/or a point of contact to discuss implementation/integration of any such service (i.e., pre-requisite software or hardware necessary prior to implementation, etc.).

Project Team

For more information about this project, contact team members

- Ben Hooker — ben.hooker@das.state.oh.us
- Nahshon Moore – nahsho.moore@jfs.ohio.gov
- Latha Rao – Latha.Rao@bwc.state.oh.us
- Jessica Schuster – Jessica.Schuster@das.state.oh.us
- Kalinda Watson – Kalinda.Watson@com.state.oh.us
- Mentor – Coach: Nelson Gonzalez





DAS One Stop IT SOLUTIONS

New & Improved IT delivery from DAS / OIT

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As an ongoing effort to provide improved service to our customers at the State of Ohio, we have redesigned our IT services catalog. We also offer new business package solutions and customized solutions that can fit your business needs.

These solutions can save money to your IT department and your organization. For example, when we buy windows licenses in bulk and we pay a cheaper price. We pass the discounts to the agencies. When multiple agencies share the services we learn from each other to produce sound technology solutions. Following are the some of the IT solutions that DAS offers.

- Application
- Communications
- Data Exchange.
- Network
- Server
- Storage



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Columbus, OH 43215
555.555.5555 ph
555.666.6666 fax
www.DASonestop.com

DAS One Stop



IT Service Catalog
Small Business Packages
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support



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CUSTOM SOLUTIONS

Custom Solutions are there to help you have a general idea of what you need, but not sure which services in the catalog to choose. You can fill out a intake form and which will help us determine what you need and our IT representative will call you to discuss the solutions package for you. We will also give samplee intake forms to help you with filling your intake form.

flexible solutions for your business needs

IT SERVICES CATALOG

IT Services catalog displays all the IT Services that DAS One Stop offers. A wide variety of services including, OS related servies, Networking services, Server related services, Document servies, Imaging services etc. can be found in this catalog. These are grouped appropriately so that our customer can easily find the services that State of ohio need.

BUSINESS PACKAGE SOLUTIONS

From our past experience with several agencies, we have a general idea of what a small office that is going to start will need. These include email servies, sharepoint services, phone services. Buying this package will save you money instead of buying individual services. This helps us manage the services provided to you better creating a win-win solutions.

IT SUPPORT SOLUTIONS

- APPLICATION
- COMMUNICATIONS
- DATA EXCHANGE
- NETWORK
- SERVER
- STORAGE



CUSTOM SOLUTIONS

Not sure what you're looking for? Complete the Intake Form and our representatives will contact you and guide you through the solution selection process.

[Intake form](#)



IT Services Catalog

View our updated solution catalog which includes service descriptions, cost, billing cycles, etc. Please click on the following link to explore the IT Catalog and solution prerequisites.

[IT Catalog](#)



BUSINESS Package Solutions

This is a sample business package for any line of business with a goal to improve organizational effectiveness. Select the link below to view the business package.

[Business Package](#)



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**Department of Administrative Services
Office of Information Technology
IT Solutions Customer Intake Form**

Date _____

Contact Information			
Name			
Department			
Phone Number			
Email Address			
Diagnosis of Needed IT Support Service			
OIT Service of Interest			
Description of Business Need (Objective of the Project)			
Option Analysis (Alternative Solutions Considered)			
Current Operating System			
Agency Priority		Anticipated Date of Completion	

SUBMIT





*Office of
Information Technology*

Service Catalog

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Service Category	Name of Service	Description	Service Items	Cost	Unit	Billing Cycle
Applications	Application Integration	Application Integration Services is a combination of Data Exchange and Electronic Data Interchange (EDI) functionality to provide comprehensive data integration. Data Exchange allows unattended delivery of any electronic data format to a customer agency	Endpoint (Mailbox)	\$60.01	Per Endpoint	Monthly
			Message	\$0.83	Per Message	Monthly
			KB	\$0.11	Per KB	Monthly
Applications	Business Intelligence and Reporting	OIT provides enterprise business intelligence and reporting via Cognos Software Suite. Cognos can be used to schedule and automatically distribute managed reports. Users can also develop reports on an ad hoc basis and store them for repeated use	Enterprise Business and Intelligence Reporting Service	N/A	N/A	N/A
Applications	Database Support	Database Support Services provide support for database implementation and usage	Database Service	\$124	Per Hour	Monthly
Applications	Enterprise Geocoding	Geocoding is the process of determining associated geographic coordinates (often expressed as latitude and longitude) from other geographic data, such as street addresses or zip codes (postal codes)	Enterprise Geocoding Service	\$0.01	Per Transaction	Monthly
Applications	Exchange Mail	Microsoft Exchange Mail Services provide integrated e-mail and information management	Exchange Standard (1 GB mailbox limit)	\$4.50	Per User	Monthly
Applications	GIS Hosting	GIS Hosting Services deliver dynamic maps, spatial content, and spatial analysis via the Internet	Geodata Hosting	\$526.24	Per Subscriber	Monthly
Applications	LEADS MARCS Law Enforcement	OIT provides the MARCS (Multi-Agency Radio Communication System) Law Enforcement Automated Data System (LEADS) service	LEADS Service	\$40	Per Unit	Monthly

Applications	SharePoint	OIT offers Microsoft Office SharePoint Server 2007 portal setup and hosting services for agencies interested in internal collaboration, external collaboration, organizational portals, business process workflow, and business intelligence.	SharePoint Service	N/A	N/A	N/A
Applications	Timekeeping	OIT offers Kronos timekeeping software. This software automates the employee clock-in and clock-out process, and allows for direct uploads of employee work hours to the State's payroll system.	Kronos Timekeeping	\$2	Per Person	Monthly
Applications	GIS Hosting	GIS Hosting Services deliver dynamic maps, spatial content, and spatial analysis via the Internet	Geodata Hosting	\$526.24	Per Subscriber	Monthly
			Geoprocessing Service Hosting	\$782.62	Per Subscriber	Monthly
			GIS Map Application Hosting	\$1,577.06	Per Subscriber	Monthly

Service Category	Name of Service	Description	Service Items	Cost	Unit	Billing Cycle
Communications	Call Center Management	OIT provides production reports related to auto attendant information such as call volume, wait times, etc. to customers with call center environment	ACD Service	\$58	Per Position	Monthly
Communications	Centrex	Centrex is a central office network-based telecommunications service for voice and data that is provided via AT&T.	Centrex Support Service	\$4.25	Per Line	Monthly

Service Category	Name of Service	Description	Service Items	Cost	Unit	Billing Cycle
Data Exchange	ePayment Business	OIT's ePayment Business Solutions service allows state agencies to make payments to other state agencies and organizations electronically	ePayment Business Solutions Service	N/A	N/A	N/A
Data Exchange	Ohio Business Gateway	Ohio's businesses can file and pay business taxes and premiums over the Internet. The Ohio Business Gateway reduces the paperwork burden to businesses reporting information to Ohio agencies	Ohio Business Gateway	N/A	N/A	N/A
Data Exchange	Shared File	OIT's Shared File Services provide a network drive where users can back up their files from their personal computers.	Shared File Service	\$0.00	Per MB	Monthly
Data Exchange	Shared Web Hosting	The Shared Web Hosting Environment is a public facing internet environment for agency websites and SQL applications	Basic, Dynamic & Application Site Hosting	N/A	N/A	N/A

Service Category	Name of Service	Description	Service Items	Cost	Unit	Billing Cycle
Network	Aggregated Port Management	OIT's Aggregated Port Management service provides a physical Ethernet port on an OIT core device. This port allows the customer to use the services of multiple transport providers	Aggregated Port Management	\$262.17	Per Port	Monthly
Network	Auto Attendant-Shared Port	This is a call processing service that allows customers to develop menu driven call routing.	Auto Attendant Shared Port Service	\$35	Per Port	
Network	Client VPN	Virtual Private Network (VPN) technology provides a secure method to transport data that is considered critical or private over an insecure network such as the Internet	Client VPN Service	\$2.30	Per Client	Per Month
Network	Connection Management	OIT's Connection Management Service provides Wide Area Network (WAN) support and OIT management services for connections internal to a customer agency network. OIT will actively monitor both the hub site and the remote site equipment, regardless of whether that equipment is owned by the customer or OIT.	Connection Management Service	\$174	Per Connection	Monthly
Network	Customized Datacenter (Name change = dedicated network)	OIT offers dedicated network services that provide a network environment dedicated to a specific customer and designed to house their critical servers and applications	Dedicated Network	\$19,360	Per Network	Monthly
Network	Firewall	OIT managed Firewall Services protects the agency's network against unauthorized users by limiting pass through data	Firewall Service	\$2,030.17	Per Firewall	Monthly
Network	LAN Connectivity	OIT provides high-speed Local Area Network (LAN) connectivity from agency desktop environments to the State of Ohio's resources and the Internet	LAN Connectivity Service	\$29.95	Per User	Monthly

Network	Ohio.gov Backbone	The Ohio.gov Backbone is the core State network. This service provides functionality previously only provided through individual or optional services and includes unlimited DNS support, VPN services, equipment depreciation, and backbone bandwidth	Ohio.gov Backbone Service	\$806	Per Port MB	Monthly
			Internet Bandwidth Access	\$15	Per MB	Monthly
Network	Remote Access	Remote Access Services enable local and long distance dial-up network connections for access to OIT-supported systems, agency systems and network resources, and the Internet	RAS Service	\$14.22	Per User	Monthly
			RAS 800 Service	\$0.04	Per Minute	Monthly
Network	Secure Authentication	OIT's Secure Authentication service provides a managed two-factor user authentication solution to protect an agency's valuable network assets	Secure Authentication Service	\$11.12	Per Token	Monthly
Network	Server Virtualization	Server virtualization converts physical servers into multiple virtual environments	Server Virtualization Service, Customer Managed	\$145	Per Server	Monthly
Network	Virtual Connection	OIT's Virtual Connection Service allows customers to use the Metro Ethernet services of various providers	Virtual Connection Service	\$43	Per Connection	Monthly
			Virtual Connection Bandwidth	\$1.50	Per Connection	Monthly

Service Category	Name of Service	Description	Service Items	Cost	Unit	Billing Cycle
Server	AIX Systems	Advanced Interactive EXecutive (AIX) is a proprietary UNIX operating system developed and sold by IBM for several computer platforms. The AIX Service enables customers to develop applications and/or databases without incurring the cost of setting up and maintaining an operating system environment	AIX system services	\$257.31	Per Server	Monthly
			Speed/CP U GHz	\$59.65	Per GHz	Monthly
			Memory	\$2.10	Per GB	Monthly
Server	Linux	The Linux Systems service provides installation, maintenance, support and administration of the Linux operating system software. Hardware installation, maintenance, and support are also provided	Linux Systems (Physical Server)	\$486.36	Per Connection	Monthly
			Linux (Virtual Managed)	\$291.00	Per Connection	Monthly
			Linux (Virtual Unmanaged)	\$145.00	Per Connection	Monthly
Server	Mainframe Systems	OIT's Mainframe System Services offer via two IBM mainframe computers with a combined processing speed rating that exceeds two billion instructions per second	Mainframe System Service	\$250	Per Hour	Monthly
			Mainframe Tape Services	\$1.16	Per Cartridge	Monthly
			Mainframe Virtual Tape Services	\$0.00	Per MB	Monthly
Server	Windows Servers	OIT offers Windows Server Services through which server specifications and server management is provided.	Windows Server	\$450	Per Server	Monthly
			Disk Storage	\$0.75	Per GB	Monthly

Service Category	Name of Service	Description	Service Items	Cost	Unit	Billing Cycle
Storage	Tier 1 Disk Storage	The Tier 1 Disk Storage Service is comprised of high-performance, highly reliable, fully redundant storage subsystems attached to a redundant Storage Area Network (SAN).	Tier 1 Disk Storage	\$0.75	Per GB	Monthly
Storage	Tier 2 Disk Storage	The Tier 2 Disk Storage Service provides a lower-cost, non-enterprise level storage subsystem attached to a redundant Storage Area Network (SAN).	Tier 2 Disk Storage	\$0.55	Per GB	Monthly
Storage	Tier 3 Snapshot	Tier 3 Snapshot Services is the least expensive level of disk storage available from OIT. Snapshots offer a point-in-time, read-only version of a disk, and are useful for backups and data mining.	Tier 3 Snapshot	\$0.35	Per GB	Monthly
Storage	Open Storage Management	The Open Storage Management Services uses IBM Tivoli Storage Manager software for tape management.	Open Storage Management Service	\$0.68	Per GB	Monthly

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IT SUPPORT SOLUTIONS

- APPLICATION
- COMMUNICATION
- DATA EXCHANGE
- NETWORK
- SERVER
- STORAGE

The opportunity many seek is to improve **Organizational Effectiveness** through:

- ✓ team collaboration;
- ✓ content management; and
- ✓ issue tracking.

The business case, however, is best relayed as:



One popular bundle OIT offers to achieve the items noted above includes:

Auto Attendant is for menu driven call routing.

Call Center Management reports volume & wait times

SharePoint is for internal/external collaboration

Exchange Mail is for e-mail and information management

CUSTOM SOLUTIONS



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IT SERVICES CATALOG



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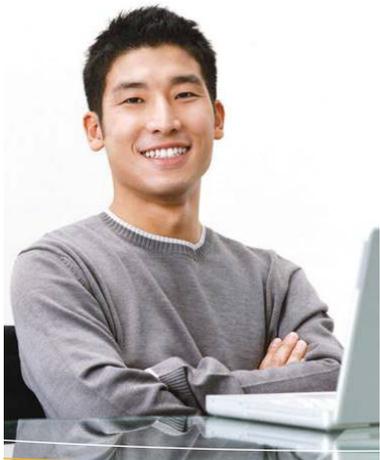
[IT Catalog](#)

BUSINESS PACKAGE SOLUTIONS



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[Business Package](#)



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Project – DAS One Stop

Final Report

November 9, 2010

Team Members

Ben Hooker

Nahshon Moore

Latha Rao

Jessica Schuster

Kalinda Watson

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PROJECT IDENTIFICATION

Project Name: **DAS One Stop** Project Manager: **Ben Hooker**
Project Sponsor: **DAS OIT** Date Created: **October 2010**
Agency Name: **DAS**

BUSINESS CASE

The Department of Administrative Services (DAS), Office of Information Technology (OIT) offers several IT services to all state agencies. However, an end-user (outside of DAS-OIT) seemingly needs to understand the organizational structure to determine where to go on the webpage or who to call in the office in an attempt to find the correct contact who can speak to services provided. DAS' website displays its IT services but it is neither user-friendly nor categorized at an appropriate level. Users often miss opportunities to use DAS' services and the DAS Advertising Project was initiated to alleviate this problem. One service that is not available is a resource for properly orienting and/or training the end-user on how to successfully implement and/or integrate IT services into the workflow (e.g., SharePoint).

DAS-OIT has various work units that can offer a multitude of beneficial services to end-users outside of IT. However, the end-user outside of IT does not currently have a single portal as a "go to" in order to ascertain whether the service they need is available, what the cost might be and/or a point of contact to discuss implementation/integration of any such service (i.e., pre-requisite software or hardware necessary prior to implementation, etc.). See **Exhibit A** for the Project Charter and the team's assessment of the issue displayed in **Exhibit A.1** Fishbone Diagram.

STATEMENT OF WORK

Project Objective

The project objective is to increase awareness of IT services offered by DAS OIT.

Conditions of satisfaction include:

1. A customer-friendly service catalog (using DAS/OIT framework) will be displayed on webpage.
2. An intake form for potential customers created to align DAS OIT services with request.
3. A baseline established to measure webpage "hits". Six months after implementation of recommendations, use website counter to measure activity.
4. Project completed by November 9, 2010.

Project Deliverables – In Scope

1. A customer-friendly service catalog.
2. An intake form for potential customers.
3. A small scale business services package (IT Service Bundle).
4. An email ad campaign (brochure) used to increase visibility to DAS/OIT Services.

See Exhibit B for the project schedule.

Project Out of Scope

1. The focus of this project is to market the IT services that DAS provides for other agencies (repeatable processes); however, other services offered by DAS are out of scope for this project.
2. There will be no web hosting of the intake form.
3. Only a small scale business services package will be created, other packages are not within the scope of this project.

PROJECT ORGANIZATION

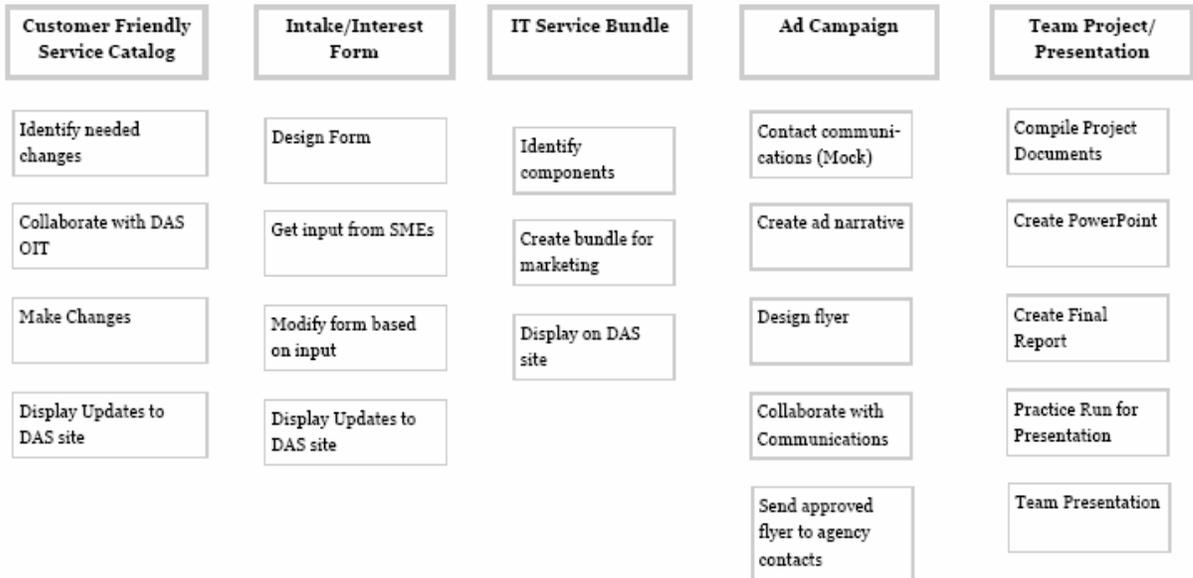
Human resources for this project include:

- DAS OIT, Project Sponsor
- Ben Hooker, Project Manager
- Nahshon Moore, Project Coordinator
- Latha Rao, Project Communications
- Jessica Schuster, Project Team Communications
- Kalinda Watson, Project Finance/Budget

See Exhibit D for the Responsibility Assignment Matrix and Exhibit G.1 for the project Communication Plan.

WORK BREAKDOWN STRUCTURE

Project - DAS One Stop



INITIAL DEFINED RISKS

1. Schedule conflicts: students' personal schedules, work load, and resources.
2. Agencies direction might change from time we gathered requirement till the time the project is implemented
3. Administration changes could impact completion of project.
4. Technology changes.

See Exhibit G.4 for our team's response to the project's identified risk and Exhibit H for our Risk Breakdown Structure.

BUDGET

Initial estimate of this project is roughly around \$7,500 which includes 150 hours from project team members; and is based on a blended rate of \$50 an hour per resource. For the complete Project Procurement Plan, see Exhibit G.2.

ASSUMPTIONS / CONSTRAINTS

1. We assume that all solutions offered in catalog and bundle will be available as enterprise solutions.
2. We assume that we will have agency buy-in.
3. The State's possibly of administration changes are an inherent constraint to the project.

ACCEPTANCE CRITERIA

To ensure the quality of the project, we have developed the following acceptance criteria:

- A customer-friendly service catalog.
- An intake form for potential customers.
- A small scale business services package (IT Service Bundle).
- An email ad campaign (brochure) used to increase visibility to DAS/OIT Services.

In addition, we have developed a Quality Management Plan, see **Exhibit G.3**.

TEAM RECOMMENDATIONS

Our team recommends the following for implementation:

- **Ad Campaign**

In order to increase visibility through an email ad campaign and better inform individuals/agencies of service offerings, we recommend an ad campaign that consists of an informational brochure (Exhibit J.1), and correspondence to the appropriate individuals to facilitate the campaign (Exhibit J.5 and J.6).

- **Intake Form**

To properly assess potential customers' needs, we recommend a customer intake form. See Exhibit J.3 for a sample intake form.

- **Service Catalog**

We recommend improving the current IT Service Catalog by making it more user-friendly (organizing the categories of service and a naming convention that is more descriptive). See Exhibit J.2 for a sample service catalog.

- **IT Service Bundle**

Finally, we recommend creating an initial service offering that captures what most business units are interested in obtaining.

Exhibits

- A. Project Charter
 - A.1. Fishbone Diagram
- B. Project Schedule
- C. Work Breakdown Structure
- D. Responsibility Assignment Matrix
- E. Weekly Team Agendas
- F. Weekly Team Meeting Minutes
- G. Project Plans
 - G.1. Communication Plan
 - G.2. Procurement Plan
 - G.3. Quality Plan
 - G.4. Risk Plan/Log
- H. Risk Breakdown Structure
- I. Project Power Point Presentation
- J. Project Products
 - J.1. Brochure (Ad Campaign)
 - J.2. Service Catalog
 - J.3. Intake Form
 - J.4. IT Service Bundle
 - J.5. Communication Correspondence-1st Contact
 - J.6. Communication Correspondence-Collaboration



DAS One-Stop Project



Project Management Course
November 9, 2010

Ben Hooker, DAS
Nahshon Moore, JFS
Latha Rao, BWC
Jessica Schuster, DAS
Kalinda Watson, COM

Introduction

- Ben Hooker, Department of Administrative Services
- Nahshon Moore, Job and Family Services
- Latha Rao, Bureau of Worker's Compensation
- Jessica Schuster, Department of Administrative Services
- Kalinda Watson, Department of Commerce

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[Employee Discounts](#)

[OAKS](#)

About DAS

The Ohio Department of Administrative Services (DAS), led by Director Hugh Quill, is committed to providing quality centralized services, specialized support and innovative solutions to state agencies, boards and commissions as well as local governments and state universities.

We have more than 30 program areas serving our Ohio government customers, who in turn directly serve the interests of Ohio citizens. We help procure goods and services, deliver information technology and mail, recruit and train personnel, promote equal access to the state workforce, oversee state construction projects, lease and manage office space, process payroll, print publications and perform a variety of other services.

To provide these services, DAS is organized into the divisions of Equal Opportunity, General Services and Human Resources as well as the Office of Collective Bargaining and Office of Information Technology.

Performance Government

[Cost Efficiency Standards](#)

Business Case

- The Department of Administrative Services (DAS), Office of Information Technology (OIT) offers several IT services to all state agencies. However, an end-user (outside of DAS-OIT) seemingly needs to understand the organizational structure to determine where to go on the webpage or who to call in the office in an attempt to find the correct contact who can speak to services provided. DAS' website displays its IT services but it is neither user-friendly nor categorized at an appropriate level. Users often miss opportunities to use DAS' services and the DAS Advertising Project was initiated to alleviate this problem.
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Service Catalog (As Is)



Department of Administrative Services [Information Technology](#)

[Information Technology](#) » [State of Ohio IT Service Catalog](#)

State of Ohio IT Service Catalog

OIT Services

Aggregated Port Management	ePayment Business Solutions	Remote Access
AI Systems	Exchange Mail	Secure Authentication
Application Integration	Firewall	Server Virtualization
Auto Attendant-Shared Port	GIS Hosting	Shared File
Business Intelligence and Reporting	LAN Connectivity	Shared Web Hosting
Call Center Management	Linux Systems	SharePoint
Centrex Support	Mainframe Systems	Tier 1 Disk Storage
Client VPN	MARCS Computer Aided Dispatch	Tier 2 Disk Storage
Connection Management	MARCS Radio Communication	Tier 3 Snapshot
Dedicated Network	Ohio.gov Backbone	Timekeeping
Database Support	Open Storage Management	Virtual Connection
Enterprise Geocoding	Pop Space	Windows Servers
		MARCS Data Communications

General Contact ▾

Customer Service Center
csc@oit.ohio.gov
614.644.6860 or 877.644.6860

Services ▾

Contract Management
IT Application Center
ISD Maintenance Schedules
ISD Support/Assistance
ISD Service Catalog
IT Investment Planning
MARCS
OAKS
Project Management
Research and Advisory
Shared Web Hosting
Telecommunications Contract Management

Project Exercise

After establishing the business case for this project, we decided to conduct a Heuristic evaluation to see if what we perceived was accurate. The following are hypothetical scenarios that were presented to the team members to see if they could find the IT services applicable to their situation and how much time it took them.

Scenario #1

- I travel all over the state; my work is at the office. How can I access my work from remote locations?

Scenario #2

- Recently, I received a grant for my project. The project needs to use an application that only runs on the UNIX platform. It also needs secure storage abilities.

Scenario #3

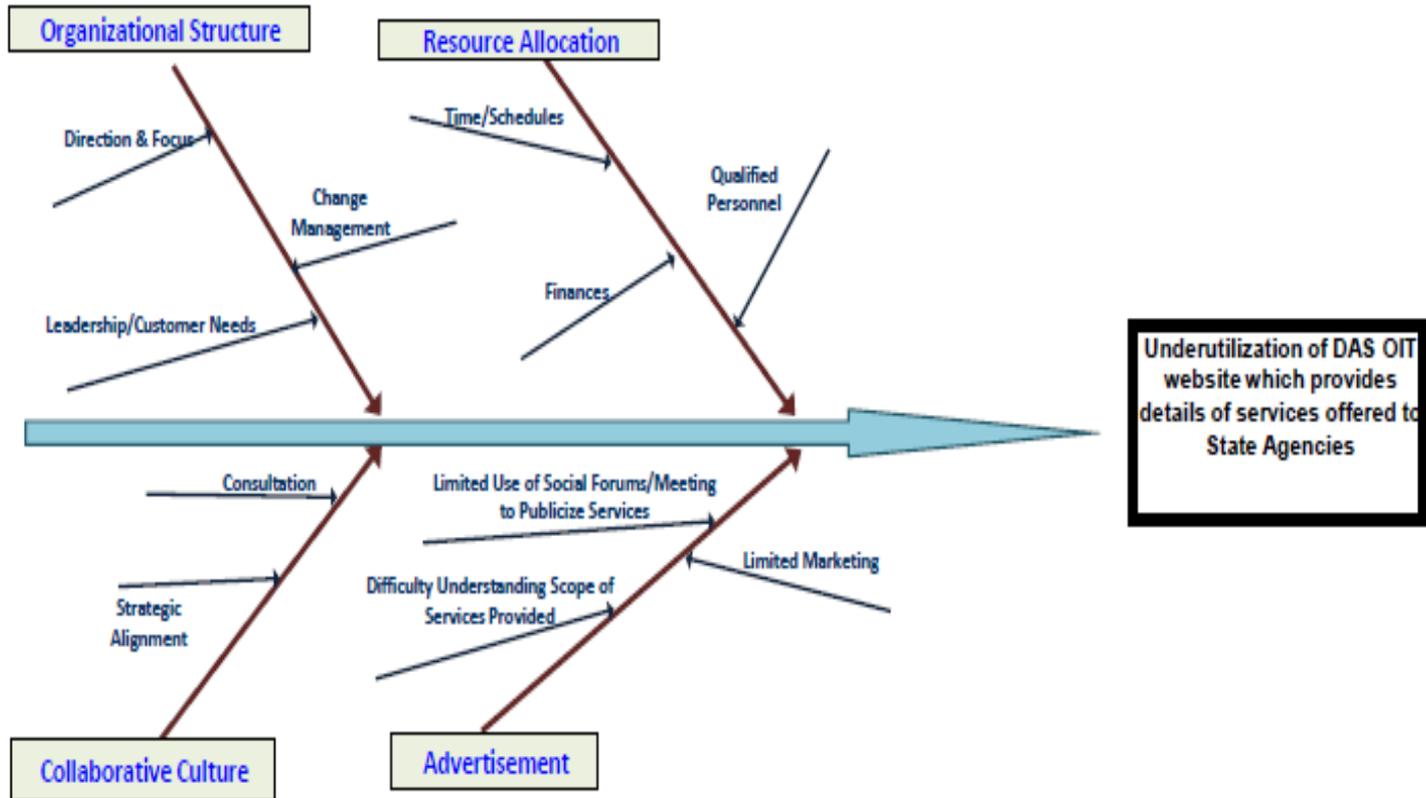
- I am interested in having a windows server with an economical backup solution that allows for recovery. It should be as eco-friendly as possible. High performance (speed) is not a primary factor.

Project Exercise

Project Exercise Results

- We found that unless the user was IT centric or familiar with DAS' offerings, it was very difficult to get to the required services.
- The naming conventions used for the services offered did not make sense to the typical end user (as they are not IT workers).
- Users needed to go through the entire service catalog to find the service desired.

Fishbone



Project Scope

The project objective is to increase awareness of IT services offered by DAS OIT.

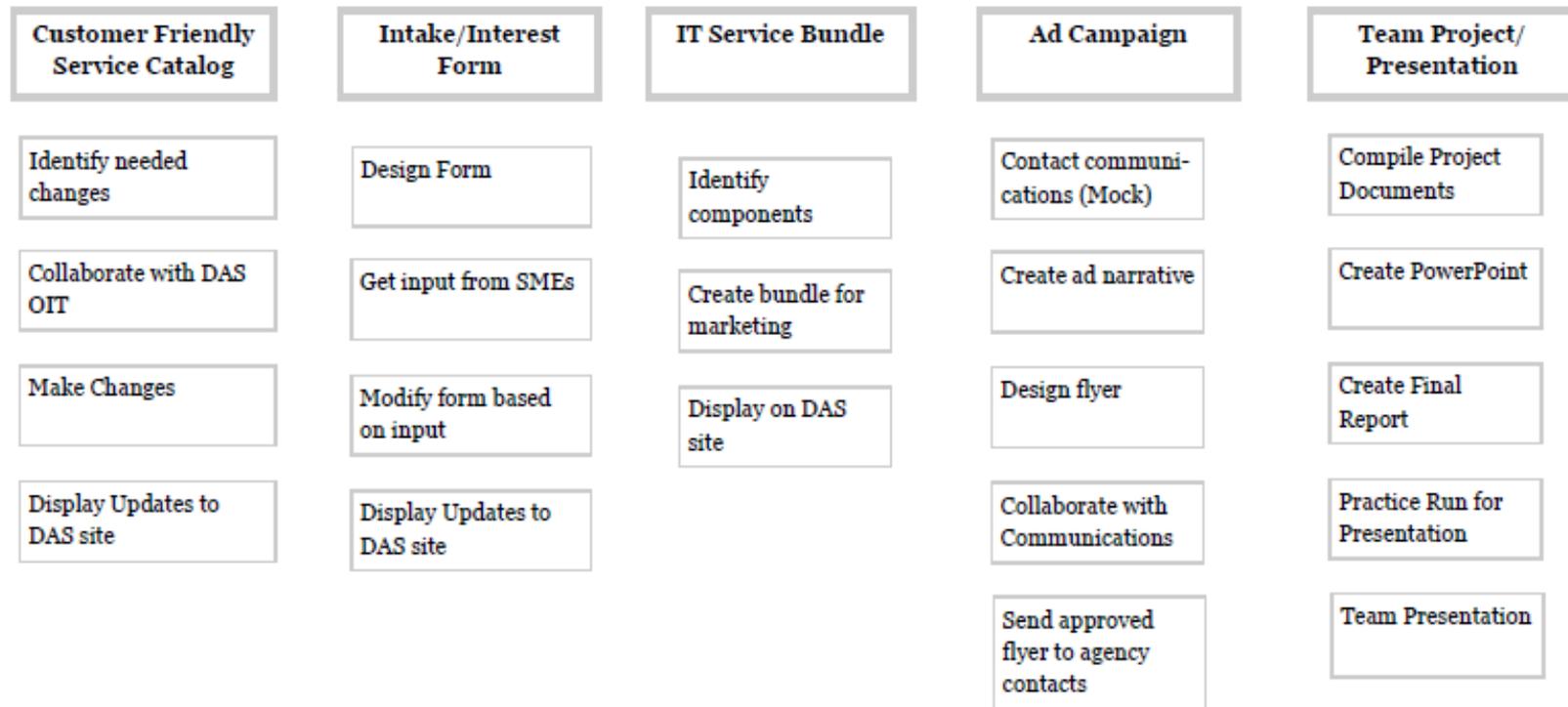
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 - A baseline established to measure webpage “hits”. Six months after implementation of recommendations, use website counter to measure activity.
 - Project completed by November 9, 2010.

Project Out-of-Scope

- The focus of this project is to market the IT services that DAS provides for other agencies which is a repeatable process; however, other services offered by DAS are out of scope for this project.
- There will not be web hosting of the intake form.
- Only small scale business services package will be displayed, other packages are not within the scope of this project.

Work Breakdown Structure

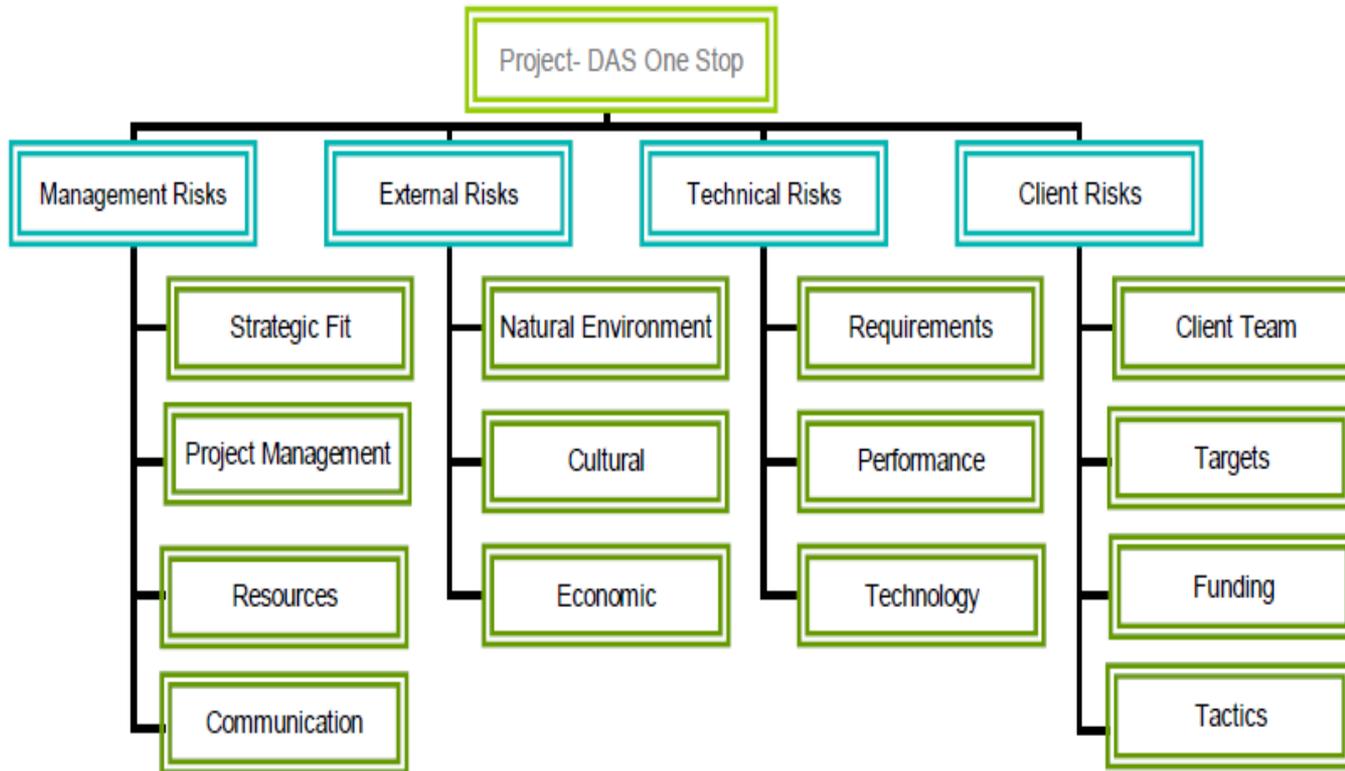
Project - DAS One Stop



Project Risk

- Schedule conflicts: students' personal schedules, work load, and resources.
- Agencies direction might change from the time we gather the requirements until the time the project is implemented.
- Administration changes could impact completion of project.
- Technology changes.

Risk Breakdown Structure



Project Costs

Initial Cost Projections		
Fixed Costs:	\$7,500.00	A blended rate of \$50 x 150hrs
Material Costs	\$0.00	
Contractor Costs	\$0.00	
Total Project Cost	\$7,500.00	

Final Costs		
Fixed Costs:		\$9,500.00
Material Costs		\$0.00
Contractor Costs		\$0.00
Total Project Cost		\$9,500.00

Communication Plan

Event	Target Audience	Message Objective	Timing	Vehicles	Sender	Feedback Mechanism	Impacts
Project team kickoff (who, what, when, why, how)	Project team	Project purpose, name & contact information to be shared	1X September, 28 2010	in-person mtg	Ben	in-person; email	high effort; high impact
Meeting Agenda; Minutes	Project team	Establish meeting purpose/objectives; Document meeting progress	1X/ week through 2010; distribute within 48 hours of meeting	SharePoint	Rotate among team	in-person; email	low effort; high impact
Project team communications	Project team	Gauge completion of project tasks	1X / week or as often as needed	SharePoint	Team	SharePoint; email	low effort; high impact
Project team progress meeting	Project team	Complete tasks and evaluate timeline	1X / week through October 2010	in-person mtg	Rotate among team	SharePoint; email	low effort; high impact
Research/Notification	DAS (select business units)	Gather information; collect material(s)	As needed	phone; email	Team	email; phone	high effort; high impact
Project team closeout	Project team	Quality assurance, presentation edits, lessons learned	1X in October	in-person mtg	Ben	SharePoint; email	high effort; high impact
Class presentation	PM Class	Project scope and supporting materials	1X in November	in-person mtg	Team	in-person	high effort; high impact
Project presentation	Intended Sponsor	Propose the project plan and intent to DAS	1X in November	Email	Ben	email	low effort; high impact

Team Roster						
Name	Department/Agency	Role	E-mail	Primary Number	Secondary Number	
Ben Hooker	DAS-OIT	PM	Ben.Hooker@oit.ohio.gov	614.466.7130		
Latha Rao	BWC-IT	Project Communication	Latha.R.1@bwc.state.oh.us	614.752.5954		
Nahshon Moore	JFS-OFMS	Coordinator	nahshon.moore@jfs.ohio.gov	614.728.2898		
Kalinda Watson	COM-FIN	Finance/Budget	kwatson@com.state.oh.us	614.752.7099		
Jessica Schuster	DAS-HRD	Team Communication	jessica.schuster@dps.state.oh.us	614.466.0738		

Project Recommendations

- Ad Campaign
 - To increase visibility through an email ad campaign and better inform individuals/agencies of service offerings.

DAS One Stop IT solutions that work for your business.

YOUR RESOURCE FOR YOUR INFORMATION TECHNOLOGY NEEDS

Want to Know more about the DAS One Stop IT services ?

Visit us at www.DASonestop.com

Or Call us at 814-555-5555

IT SUPPORT SOLUTIONS

- APPLICATION
- COMMUNICATIONS
- DATA EXCHANGE
- NETWORK
- SERVER
- STORAGE

CUSTOM SOLUTIONS

Custom Solutions are there to help you have a general idea of what you need, but not sure which services in the catalog to choose. You can fill out an intake form and which will help us determine what you need and our IT representative will call you to discuss the solutions package for you. We will also give sample intake forms to help you with filling your intake form.

flexible solutions for your business needs

IT SERVICES CATALOG

IT Services catalog displays all the IT Services that DAS One Stop offers. A wide variety of services including, OS related services, Networking services, Server related services, Document services, Imaging services etc. can be found in this catalog. These are grouped appropriately so that our customer can easily find the services that State of Ohio need.

BUSINESS PACKAGE SOLUTIONS

From our past experience with several agencies, we have a general idea of what a small office that is going to start will need. These include email services, sharepoint services, phone services. Buying this package will save you money instead of buying individual services. This helps us manage the services provided to you better creating a win-win solutions.



Project Recommendations

- Intake Form
 - To properly assess potential customers' needs.

Intake Form

Department of Administrative Services
Office of Information Technology
IT Solutions Customer Intake Form

Date

Contact Information

Name

Department

Phone Number

Email Address

Diagnosis of Needed IT Support Service

OIT Service of Interest

Description of Business Need (Objective of the Project)

Option Analysis (Alternative Solutions Considered)

Current Operating System

Agency Priority

Anticipated Date of Completion

Project Recommendations

- Service Catalog
 - To improve the current IT Service Catalog by making it more user-friendly (organizing the categories of service and named in a way that is more descriptive).

Service Catalog

Service Category	Name of Service	Description	Service Items	Cost	Unit	Billing Cycle
Applications	Application Integration	Application Integration Services is a combination of Data Exchange and Electronic Data Interchange (EDI) functionality to provide comprehensive data integration. Data Exchange allows unattended delivery of any electronic data format to a customer agency	Endpoint (Mailbox)	\$60.01	Per Endpoint	Monthly
			Message	\$0.83	Per Message	Monthly
			KB	\$0.11	Per KB	Monthly
Applications	Business Intelligence and Reporting	OIT provides enterprise business intelligence and reporting via Cognos Software Suite. Cognos can be used to schedule and automatically distribute managed reports. Users can also develop reports on an ad hoc basis and store them for repeated use	Enterprise Business and Intelligence Reporting Service	N/A	N/A	N/A
Applications	Database Support	Database Support Services provide support for database implementation and usage	Database Service	\$124	Per Hour	Monthly

Project Recommendations

- IT Service Bundle
 - To create an initial service offering that captures what most business units are interested in obtaining.

DAS One Stop IT Solutions for your business needs

OUR RESOURCE FOR YOUR IT NEEDS

If you want to know more about the DAS One Stop IT services:

Visit us at www.DASonestop.com

Or Call us at [814-555-5555](tel:814-555-5555)

The opportunity many seek is to improve *Organizational Effectiveness* through:

- ✓ team collaboration;
- ✓ content management; and
- ✓ issue tracking.

The business case, however, is best relayed as:



One popular bundle OIT offers to achieve the items noted above includes:

Auto Attendant is for menu driven call routing.

Call Center Management reports volume & wait times

SharePoint is for internal/external collaboration

Exchange Mail is for e-mail and information management

IT SUPPORT SOLUTIONS

- APPLICATION
- COMMUNICATION
- DATA EXCHANGE
- NETWORK
- SERVER
- STORAGE

CUSTOM SOLUTIONS

Not sure what you're looking for? Complete the Intake Form and our representatives will contact you and guide you through the solution selection process.

[Intake form](#)

IT SERVICES CATALOG

View our updated solution catalog which includes service descriptions, cost, billing cycles, etc. Please click on the following link to explore the IT Catalog and solution prerequisites.

[IT Catalog](#)

BUSINESS PACKAGE SOLUTIONS

This is a sample business package for any line of business with a goal to improve organizational effectiveness. Select the link below to view the business package.

[Business Package](#)



Lessons Learned

- Project vs. product documentation
- Course tasks vs. project implementation
- Group dynamics
- Assigning tasks vs. assigning roles