FY 2012 ▪ 2013 ITIP APPLICATION USER GUIDE

Ohio DAS
Office of Information Technology

Investment and Governance Division
Service · Support · Solutions

TABLE OF CONTENTS

1.0 OVERVIEW

The *ITIP FY12-13 Application User Guide* provides instruction and guidance on the use of the Department of Administrative Services' (DAS) ITIP FY12-13 application. The ITIP FY12-13 application is the tool that state agencies, boards and commissions are required to use for the submission of their biennial IT plans to the Office of Information Technology (OIT).

The *ITIP FY12-13 Application User Guide* is designed for use by agency planners. Although the guide contains functionality for DAS personnel, the main focus is the operation of the application tool from an agency planner's perspective. It should be noted that the ITIP FY12-13 application tool documents the results of planning and is not intended to facilitate an agency's planning process. The *FY2012/2013 Agency Guide to IT Investment Planning* provides agencies with assistance to facilitate the planning process.

The first portion of the user guide, **Sections 1-3**, discusses prevailing principles and concepts for the ITIP FY12-13 application as a whole. **Section 4** contains operational details, plan information entry, and instruction on publication of an IT investment plan. To better understand the ITIP FY12-13 application and this guide, read **Sections 1-3** in narrative form. Refer to **Section 4** to obtain detailed help about screen operations, explanations about data fields, and how to perform needed actions.

2.0 GETTING STARTED

Before beginning use of the ITIP FY12-13 application, there are some preparatory steps to review. This section details those actions.

2.1 Gathering Information

The ITIP FY12-13 application is not where planning occurs; it is where the previously generated planning information is recorded. Accordingly, agency planners should review the State of Ohio Policy *IT Investment Planning ITP D.4* and the *FY2012/2013 Agency Guide to IT Investment Planning* before a significant amount of data entry occurs in the ITIP FY12-13 application tool. Interaction with the application without reference to both documents is likely to increase the difficulty and confusion of the planner. Both documents are accessible via the DAS Office of State IT Investment Management (IM) web site at: www.das.ohio.gov/ITPlanning.

2.2 Obtaining Access

The planner must have an assigned user name and password to login to the application. These assignments can be obtained through your agency's IT investment planning coordinator, or by contacting IM via e-mail at: state.itplanning.manager@oit.ohio.gov or by calling 614-466-7468.

2.3 Computer/Access Configuration Requirements

2.3.1 Browser

The ITIP FY12-13 application was designed for use with either Microsoft Internet Explorer (IE) version 6 or above or Firefox 2.0.0.11 or above. The application may not function properly with an earlier version of either browser.

2.3.2 Monitor/Screen

The ITIP FY12-13 application was designed for operation at a resolution of at least 1024x768. At a resolution lower than this, horizontal and vertical scrolling will be more frequently required to view the contents of an entire screen.

2.3.3 Internet Access

The URL for ITIP FY12-13 is: https://appportal.oit.ohio.gov/. This will take you to the application login page where you will be prompted to enter your user name (e.g., firstname.lastname) and your password.

2.4 Getting Help

2.4.1 ITIP FY12-13 Application User Guide (online)

Any changes to the ITIP FY12-13 application will trigger updates to the ITIP FY12-13 Application User Guide. Updated versions to the guide will be available online, through the Documents link in the application and on the IM web site. Agency planners should interact with the application no less than every six months or more frequently if events relevant to the plan or an IT Project dictate.

2.4.2 FY12-13 Agency Guide to IT Investment Planning (online)

The ITIP FY12-13 Application User Guide is a companion document to the FY12-13 Agency Guide to IT Investment Planning. Further, some changes to the ITIP FY12-13 application may trigger updates to the Agency Guide to IT Investment Planning. Current or updated versions to the FY12-13 Agency Guide to IT Investment Planning will be available online, through the Documents link in the application and on the IM web site.

2.4.3 Contact Information

The agency planner can obtain additional help by e-mail at: state.itplanning.manager@oit.ohio.gov or by calling 614-466-7468.

3.0 APPLICATION BASICS

3.1 Application Principles

3.1.1 Plan Behavior

The primary operation of the ITIP FY12-13 application consists of the completion of plan sections. The Biennium IT Investment Plan consists of an agency-level plan component and a series of one or more IT Project plans. The Biennium IT Investment Plan cannot be considered ready for publication until both the agency-level plan and the IT Project plans have been validated by the application.

The ITIP FY12-13 application will support two versions of each agency's plan: a draft copy and a published copy. A DRAFT plan exists in various stages of completion and can be stored even if required data is not yet completed. When the plan is complete, planners publish their plan. This creates the PUBLISHED version. All validation rules must be met in order to publish a plan. After the plan is published, the agency may need to make revisions. They will revise the DRAFT version, which will begin as a copy of the previously published plan. When the agency re-publishes the plan, the newly revised version replaces the previously published version. The ITIP FY12-13 application manages only one published plan version.

The versioning process is shown in the diagram below:

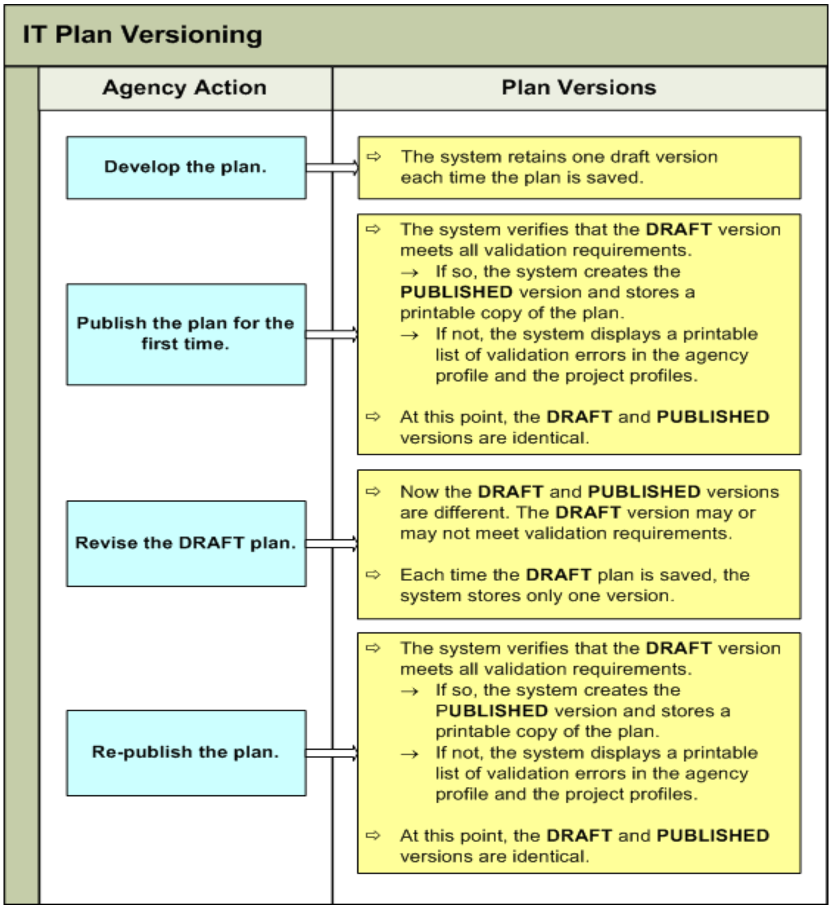


Figure 1: IT Plan Versioning

3.1.2 Application Behavior

The application guides the planner through permitted actions, and generally restricts actions not allowed. Please note the following:

- ✓ The planner should enable pop-ups for this application. Otherwise, some of the warning messages and a few of the reports cannot be seen.
- ✓ When using Internet Explorer, do not run in Compatibility View.

3.1.3 Leaving the Application

There are three exit procedures from the ITIP FY12-13 application. Data not saved prior to performing these procedures may be lost. They are as follows:

1. **Logoff navigational click**: The ITIP FY12-13 application provides a persistent navigational link to an exit application feature in the action frame along the left side of the application. Clicking that option will return the planner to the OIT Application Portal. This is the preferred method of exit.
2. **Exit the browser**: Click on the "X" in the upper right-hand corner of the browser window, thus terminating the browser, and ending the operation of

any running web applications and connections to any web sites. This exit method is not recommended.

3. **Inactivity Logout**: If the planner is inactive in the application for one hour, the application will automatically "timeout" or perform an automatic logoff. Although any screen activity will reset the timeout feature, the planner should periodically "Save Changes" to preserve their work and reset the logout timer.

3.2 User Principles

The ITIP FY12-13 application manages the following agency contact types:

3.2.1 "Authorized User"

The agency identifies to the DAS Office of IT Investment Planning individuals from the agency requiring access to the ITIP FY12-13 application. Only the DAS Office of IT Investment Planning can grant access to the application and add individuals to the list of authorized users. Once an individual is added to the authorized list, all planning information for the planner's agency is available for review, addition, or modification by the "authorized user." **Note**: The term "authorized user" is not used by the application, but is used here to clarify access and roles in this discussion.

If an agency becomes aware that a user no longer requires access to the ITIP FY12-13 application, notify OIT so that unauthorized access can be prevented.

3.2.2 Plan Contact

The Plan Contact is assigned in the agency-level plan. This assignment does not grant that individual access to the application, it only identifies that individual as the point of contact for the Plan.

3.3 Screen Layout

The State of Ohio Portal format provides the pattern for the ITIP FY12-13 application. As a portal application, some physical features, such as the Ohio state logo, and other non-application unique characteristics appear along the top of the screen while the application is in use. The physical layout for each screen within the application follows a standard format, as illustrated by Figure 2 below. This standard format follows:

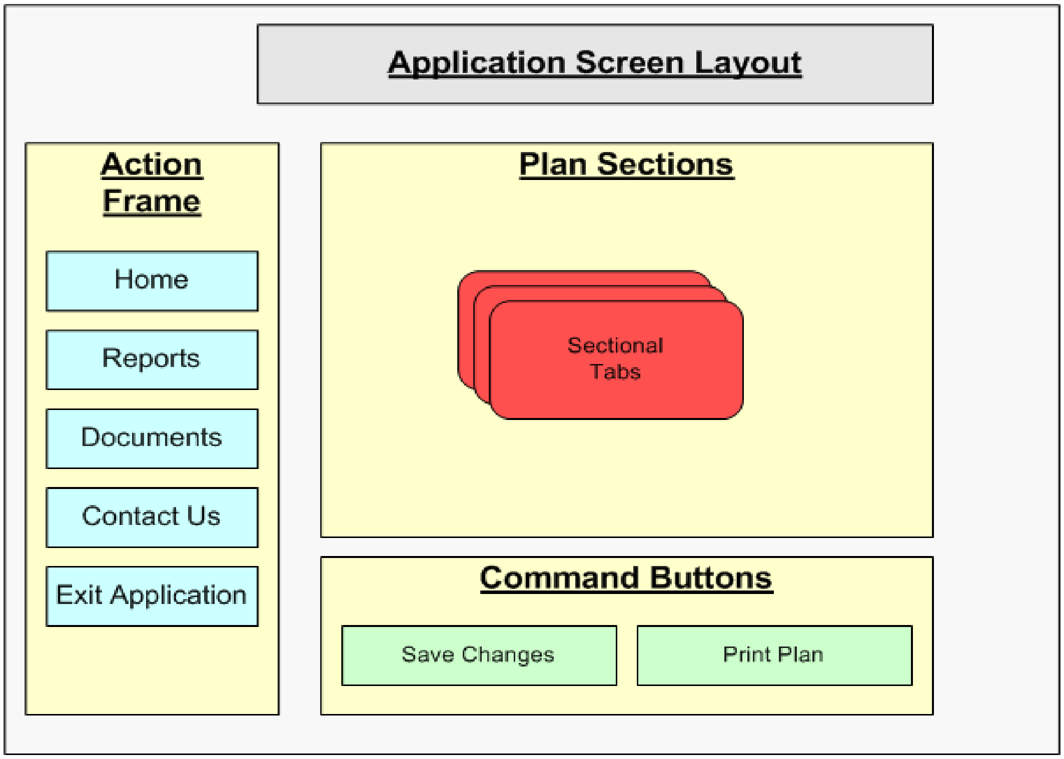


Figure 2: Screen Layout

1. **Action Frame**: Along the left side of the screen is a list of command buttons always available to the planner that will not disappear regardless of the contents or status of the Plan Sections Window section. The normal action invoked by clicking one of these command buttons is explained in **Section 4.2** in this guide.

2. **Plan Sections Window**: This section of the application screen contains the home pages and plan sections of the agency-level and IT Project-level plan information. All of the plan information data entry occurs in this section. The screen may contain data entry/edit fields, pull-down menus, and a few plan section-unique command buttons. The following principles are common in all of the plan sections:

   ✓ When a red asterisk appears to the left of a field name, it means the field is required. These fields can be left blank and saved during plan creation or editing, but the plan cannot be validated and published without a valid entry.

   ✓ For large text fields, a number appears along the upper right corner of the field. This number indicates the maximum number of characters allowed by the application for this field.

   ✓ All text fields with more than 200 characters will have a "Show All" link. The planner can click on the link to open an expanded window showing a larger version of the text box. The text can be viewed or edited in the pop-up window. Click the Close button to close the pop-up window and show any changes on the tab screen; click the Cancel button to close the pop-up window without recording changes on the tab screen. The planner must still click the Save Changes button to save any changes, whether they were entered on the tab screen or the pop-up window.

- ✓ Some data fields will have a "+ Instructions" entry. This indicates that additional instructions can be displayed by clicking on the "+" sign. Clicking on the resultant "-" sign will collapse the instructions. The default behavior is that expandable text is condensed upon screen entry.

3. **Command Buttons**: The command buttons section contains a set of context-sensitive options for user action. The available command buttons are determined by the plan version (i.e., draft or published), plan type (i.e., agency or IT Project), and location (i.e., home page or not). A few plan sections contain command buttons embedded in the Plan Sections portion of the screen (e.g., the assignment of collaborating agencies for IT Projects), but they are the exception.

3.4 Navigation Principles

There are three primary ways to navigate through the system.

3.4.1 Navigational Command Buttons

Many screens contain command buttons that allow navigation to the IT Project home page, where a list of catalogued IT Projects is displayed. Another command button in the action frame along the left side of the screen navigates the planner to the agency home page, where the planner can select between draft and published versions of their plan. Both of these actions are explained further in **Sections 4.2 and 4.3**.

3.4.2 Hyperlinked Information

Some screens contain informational lists that allow navigation to a more detailed view of the selection. The best example of this is the IT Project selection link on the IT Project home page. Normally, the planner can edit that information or make other changes to that plan section before returning to the screen of origin.

3.4.3 Browser Navigation

The browser provides forward and back navigational functionality; however, it should not be used in the ITIP FY12-13 application. The browser functions do not work the same as the functionality in the ITIP FY12-13 application. Use of the browser forward and back navigation methods can cause loss of input data, logoff from the application, or another unpredictable result. With the browser back and forward page navigation the ITIP FY12-13 application is not expected to respond to the agency planner in a predictable fashion.

3.5 Help Principles

Help for the application is available as follows:

3.5.1 Application Screen Text

Each screen should contain enough textual help to explain the context of the screen and any significant restrictions or qualifiers for data entry on that screen. In most cases, the application follows the process outlined in the FY12-13 Agency Guide to IT Investment Planning, which explains the planning process. The ITIP FY12-13 Application User Guide explains how to record the information generated from the planning process. The on-screen text explains how to perform data entry on the application. The screen provides help, most frequently, by explaining field size restrictions, required data entries, and brief explanations of the longer textual entries. The top portion of each section may contain helpful text for that screen. Additionally, some data fields provide supplemental help text that "expands" and "contracts" at the discretion of the planner.

3.5.2 ITIP FY12-13 Application User Guide

This User Guide is the primary reference for the application. The Table of Contents includes hyperlinking capabilities to accelerate user navigation to any specific screens' information. **Section 4** is the largest, most detailed source of help, as it contains narrative about data fields and their validation criteria, the operation of command buttons, and other information useful to successfully complete each screen.

3.5.3 Application Error Messages

An error message appears when an erroneous entry is made in some data fields. These error messages are normally brief, but usually specific enough to inform the planner where the problem occurred on the screen. If the message and planner text are insufficient, the planner should consult the related screen information in **Section 4** of this Guide.

4.0 APPLICATION DETAILS

This section explains the general screen usage, data fields, command buttons, and any special screen checks the application performs prior to executing the desired action.

4.1 Login Screen

The OIT Application Portal is the starting point for all planners. Because the ITIP FY12-13 application resides within the OIT portal, any valid application user already logged into the portal will not be prompted to re-enter their user name and password. If the application user is outside of the portal, the login screen will appear. It validates that the agency planner entered a proper user name and password combination. A successful user name and password combination sends the planner to the *Agency Home Page* screen. An unsuccessful combination causes the page to refresh and display an invalid user name or password error on the screen.

Login Steps

1. Open browser.
2. Go to the portal (https://appportal.oit.ohio.gov/). If the planner is an Authorized User, the **IT Investment Planning for FY 2012-2013** application will be an option visible on the screen, and clicking that option will navigate the planner directly to the *Agency Home Page* screen.

Login Screen

User Name (required): must correspond to an assigned and active value.

Password (required): Must correspond to a valid password for the user name entered in the User Name field. Passwords are case-sensitive.

Login command button: Clicking this command button initiates the user name and password combination validation.

4.2 Action Frame

Along the left side of the application is a frame with a set of command buttons that remains visible during the entire time the planner is logged into the application. These command buttons support additional actions that a planner may perform during the planning session.

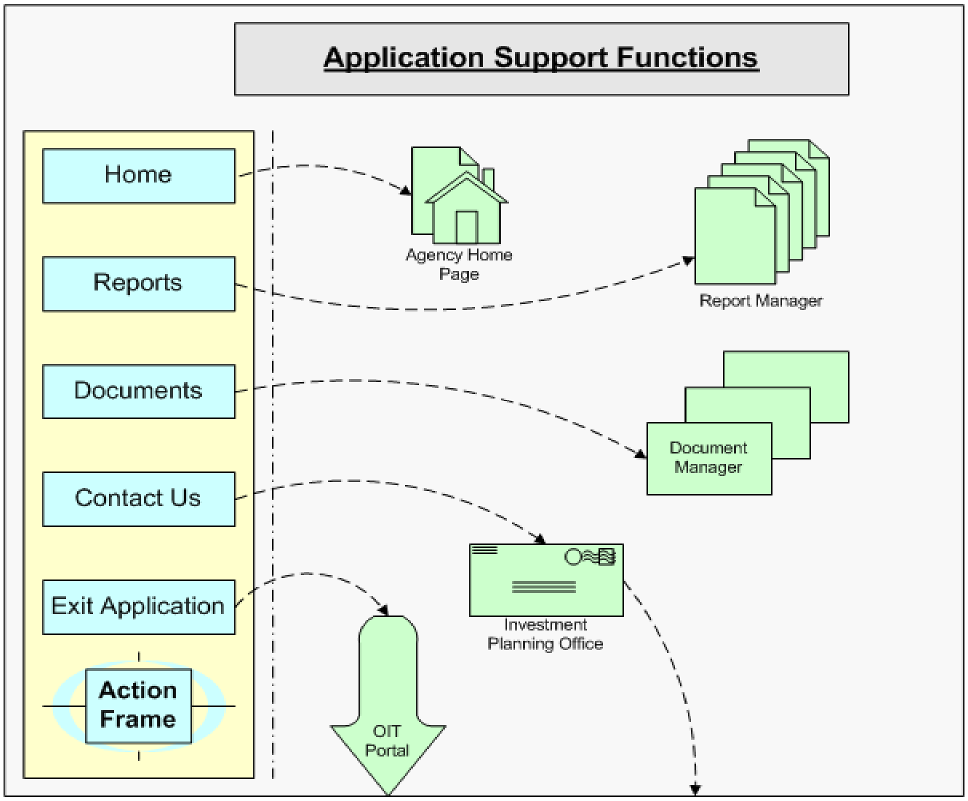


Figure 3: Application Support Functions

The next few sections in this guide describe the purpose and actions of each of the command buttons in the action frame.

4.2.1 Home Function

The *Home* command button navigates the planner to the agency home page. If there are any unsaved changes to the plan, the planner will be prompted to save changes. Normally, the planner performs this action to select one of the two plan types (i.e., draft or published), or to perform a Validate and Publish Plan action on the current draft.

4.2.2 Reports Function

The *Reports* command button triggers the opening of a Reports Manager window on the screen, and provides a list of existing reports that are available to the planner. This action does not prompt the planner about any unsaved changes to the plan. The availability of reports is based on which agency IT investment plan is active for the planner's current session. For example, no reports are available to planners from the agency home page because neither the draft nor published plan is active.

Note: Maximize the size of the Reports Manager before clicking a report button.

The following reports are available for planner use:

> **IT Project Plan Status (draft only)**: This report shows the status of each IT Project in the DRAFT version of an agency's IT plan. For the purpose of this report, IT Project plan status refers to the validation status of the IT Project plan

data, not the status of the IT Project. Planners use this report to review the validation status of the IT Projects in the draft plan.

Agency Budget Summary (draft and published plans): This report provides a high-level summary of application maintenance, infrastructure maintenance, and IT Project budget profiles. Only the budget group totals are presented in each case.

IT Project Budget Summary (draft and published plans): This report provides a high-level summary of IT Project budget profiles. A budget group total is presented for each IT Project.

IT Project Budget Detail (draft and published plans): This report provides a detailed table of the IT budget groups and categories for each IT Project.

Application Operations Budget Summary (draft and published plans): This report provides a high-level summary of application operation budget profiles. A budget group total is presented for each discrete application operation.

Application Operations Budget Detail (draft and published plans): This report provides a detailed table of the IT budget groups and categories for each discrete application operation.

Infrastructure Operations Budget Summary (draft and published plans): This report provides a high-level summary of infrastructure operation budget profiles. A budget group total is presented for each discrete infrastructure operation.

Infrastructure Operations Budget Detail (draft and published plans): This report provides a detailed table of the IT budget groups and categories for each discrete infrastructure operation.

The *Reports* command button opens the Reports Manager window, which contains one or more command buttons, each associated with a specific report. Clicking one of these report command buttons initiates the following sequence of events:

- ✓ **Step 1:** Within the Reports Manager window, an abbreviated portion of the report becomes visible. The figure below is an example of the Project Plan Status Report, displayed to the right of the command button that generated the report.

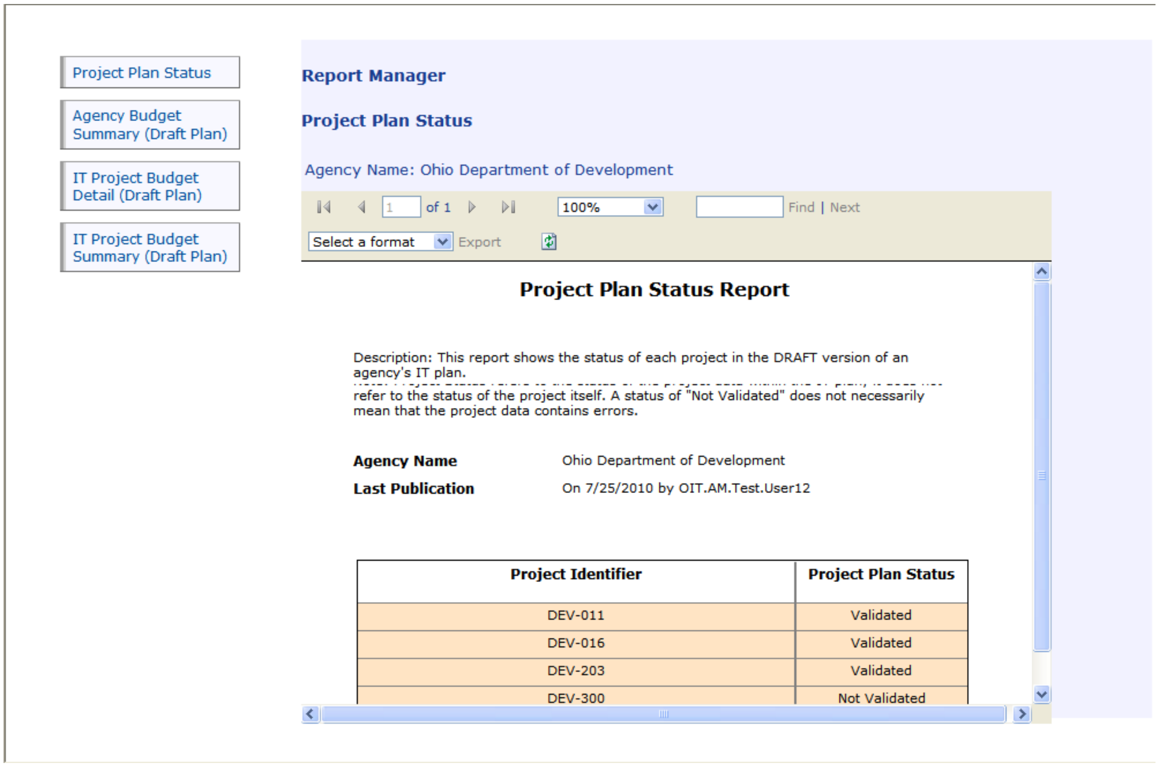


Figure 4: Report Manager Screen

- ✓ **Step 2:** If the planner desires to print the full report, then the next step is to select a file format for report export. In the upper right-hand portion of the window, a pull-down field is available to allow the selection of Acrobat (a PDF file). Selecting "Acrobat" will activate the "Export" feature to the right of the field. Clicking the "Export" field triggers a file generation containing the report information.

  Note: The planner may execute a "Ctrl+P" command and print the window as many other software applications allow, but the result will be a single page print of the window, not the report (i.e., the report command buttons and Report Manager title will also be part of the print-out). Consequently, the planner should take this approach only if the window displays the desired information.

- ✓ **Step 3:** Another window will pop-up to display the results. However, the format selected by the planner determines the secondary action. Another window will pop up to ask the planner whether the file is to be opened (and therefore be considered temporary), saved (and the planner prompted for a destination and file name), or cancelled. Cancelling will close the secondary window and leave an open window, which will then require termination. The Open option will open an Acrobat application window, allowing the planner to continue in that application. The Save option will prompt for the normal windows file destination and naming actions.

- ✓ **Step 4:** After the planner finishes their Acrobat application actions, it is left to the planner to terminate the intermediate screens. The intermediate window triggered at file export is still active, as well as the Report Manager window. Clicking on the red "X" in the upper right-hand portion of the screen or "ALT-F4" will close

4.2.3 Documents Function

The *Documents* command button triggers the opening of a Document Library window on the screen, and provides a list of existing documents that are available to the planner. This action does not prompt the planner about any unsaved changes to the plan. Currently, the following documents are available for planner use:

> **FY12-13 Agency Guide to IT Investment Planning**: An online, PDF formatted file version of the Agency Guide to IT Investment Planning. This guide supplements the IT Investment Planning Policy and walks an agency planner through the planning process.
>
> **ITIP FY12-13 Application User Guide**: An online, PDF formatted file version of this ITIP FY12-13 Application User Guide.
>
> **FY12-13 IT Investment Planning Resources:** A set of supplemental documents to address specific planning issues considered too detailed for the planning or user guides. An example is a document to explain the FEA.

The sequence for viewing these documents is to follow the approach detailed for the Report Manager in **Section 4.2.2**.

4.2.4 Contact Us Function

The *Contact Us* command button triggers the opening of another window on the screen, and provides a mechanism to e-mail the OIT Investment Planning office. If there are any unsaved changes to the plan, the planner will be prompted to save changes. The planner will see a screen with the fields listed below:

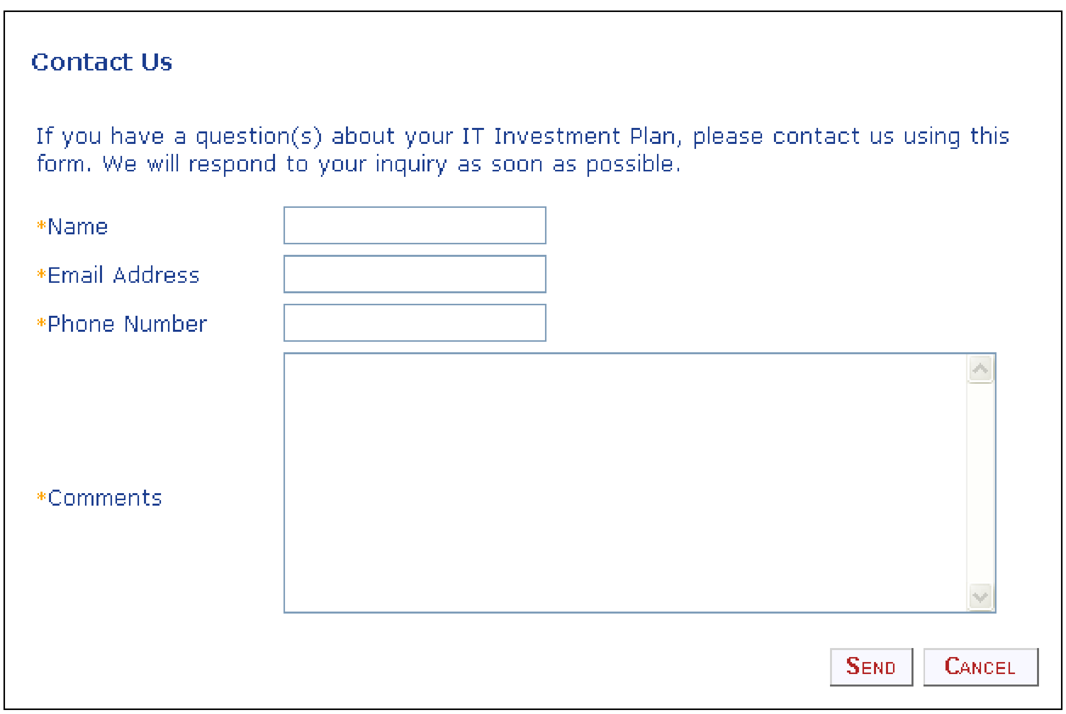


Figure 5: Contact Us Screen

1. **Name** (required): Enter the name of message sender.
2. **Email Address** (required): Enter an e-mail address that can be used to send a reply to the message.
3. **Phone Number** (required): Enter a telephone number that can be used to verbally contact the sender.
4. **Comments** (required)**:** Enter a free-form comment of the body of the message.

Clicking the *Cancel* command button will cancel the action. Clicking the *Send* command button will send an e-mail to the IT Investment Planning Manager.

4.2.5 Exit Application Function

The *Exit Application* command button navigates the planner to the OIT Application Portal. At this point, the planner is not expected to record any additional planning information or perform any additional actions.

4.3 Command Buttons

Along the bottom of the application is a set of command buttons that remains visible while the planner is logged into the application. These command buttons support additional actions that a planner may perform during the planning session, but are specific to the context of the planning session. For example, command buttons that support actions on draft plans are available only while an agency draft plan is active. Conversely, command buttons that support actions on published plans are available only while an agency published plan is active. The figure below illustrates this concept.

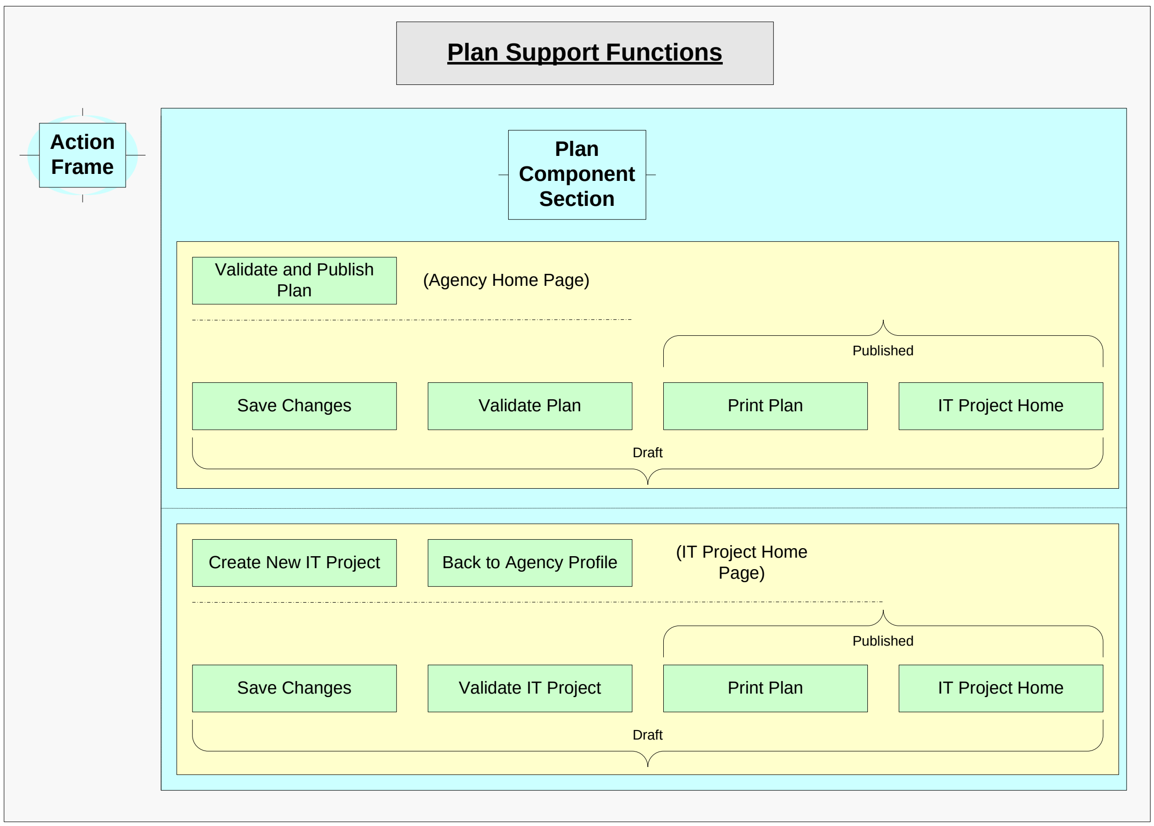


Figure 6: Plan Support Functions

In the figure, the two yellow boxes group the command buttons for agency-level context and IT Project-level context. Command buttons in the agency-level context are available while the planner is working with the agency-level planning information, while the command buttons in the IT Project-level context are available while the planner is working with IT Project-level planning information. The yellow box groupings also illustrate the draft and published distinctions, as well as the command buttons available on their respective home pages.

The following sections describe the functionality of these command buttons.

4.3.1 Validate and Publish Plan (agency-level – home page only)

The *Validate and Publish Plan* command button is only available on the *Agency Home Page* screen. This command button performs two separate actions, as follows:

1. **Validate Plan**: The first action is an automated check through all plan sections for the agency-level and IT Project-level planning information and checks all existing validation rules. If any validation rules are not satisfied, a validation report displays indicating which validation rules were not followed. If all validation rules were satisfied, then the second action is performed.

2. **Publish Plan**: The second action formalizes the publication date of the agency IT investment plan. It performs the following actions:
   - ✓ Sets the IT investment plan publication date to the current date.
   - ✓ Replaces the previously published plan with the new plan.
   - ✓ Stores a copy of the new plan in a library for historic purposes.

4.3.2 Save Changes (agency-level and IT Project-level)

The *Save Changes* command button is available for both the agency- and IT Project-level screens. This command button saves any information the planner may have recorded since the last save. It does not perform any plan validation actions, but it does prevent any accidental loss of recorded information.

4.3.3 Validate Plan (agency-level)

The *Validate Plan* command button is available for the agency-level screens. This command button performs a validation check against all the saved planning information recorded in the current draft version of the plan, including all IT Project plan information. A summary of the validation checks are detailed below:

> **Required Fields Complete**: verifies that all data fields identified as required have a valid entry.

A validation report is displayed indicating which validation rules were not followed. If all validation rules were satisfied, the validation report indicates that all plan sections are complete. Note that the plan is not considered published if only this command button is used. This command button provides an interim validation check for planners to gauge their current progress and plan status.

Note: If the planner does not perform a Save Changes operation prior to the Validation, the ITIP FY12-13 application automatically saves any unsaved information.

4.3.4 Print Plan (agency-level and IT Project-level)

The *Print Plan* command button is available for both the agency- and IT Project-level screens. This command button generates a PDF copy of the currently active plan, whether it is published or draft plan version. However, the active plan determines the interaction with the planner. Below is the sequence based on active plan:

- ✓ **Draft –** Same sequence as documented in 4.2.2 in the Report Manager. An open window will display the beginning of the plan. If the planner wants the full plan, then the file export type (through the "Select a format" pull-down field) and export (through the "Export" field on the right of the pull-down field) fields should be used. Since a draft plan is temporary, the planner should save the file with a designated name if the current version of plan information is important.
- ✓ **Published –** Since the publication of a plan creates a PDF file as a by-product, then a PDF file already exists. The planner is prompted with a File Download window with that filename, and is offered a choice of Open, Save, or Cancel. Cancel ends the request and returns the planner to the ITIP FY12-13 application. Save allows the planner to rename and store the plan file in a location of their choosing. Open activates the Acrobat application and opens the file. The planner must close the Acrobat window when finished.

4.3.5 IT Project Home Page (agency-level and IT Project-level)

The *IT Project Home Page* command button is available for both the agency- and IT Project-level screens. This command button navigates the planner to the IT Project home page and displays a list of currently defined IT Projects and the appropriate command buttons. Normally, planners performing this action from the agency-level screens are shifting their attention from agency-level planning to IT Project-level planning. Planners performing this action from an IT Project-level screen usually intend to select another IT Project to review or create a new IT Project.

4.3.6 Application Operation Home

The *Application Operation Home* command button is available when creating or revising application operations. The command navigates the planner back to the Application Operations tab at the agency level, where the application operations description and overall application operations budget are created.

4.3.7 Infrastructure Operation Home

The *Infrastructure Operation Home* command button is available when creating or revising infrastructure operations. The command navigates the planner back to the Infrastructure Operations tab at the agency level, where the infrastructure operations description and overall infrastructure operations budget are created.

4.3.8 Create New IT Project (IT Project-level – home page only)

The *Create New IT Project* command button is available at the IT Project home screen only. This command button navigates the planner to the *IT Project Profile* tab and pre-populates the *IT Project ID* field with the next available IT Project identifier.

4.3.9 Create New Application Operation (agency-level)

The *Create New Application Operation* command button is available at the Application Operations tab home screen only. This command button navigates the planner to the *Application Operation Profile* tab and pre-populates the *Operation ID* field with the next available application operation identifier.

4.3.10 Create New Infrastructure Operation (agency-level)

The *Create New Infrastructure Operation* command button is available at the Infrastructure Operations tab home screen only. This command button navigates the planner to the *Infrastructure Operation Profile* tab and pre-populates the *Operation ID* field with the next available infrastructure operation identifier.

4.3.11 Back to Agency Profile (IT Project-level – home page only)

The *Back to Agency Profile* command button is available at the IT Project home screen only. This command button navigates the planner to the agency-level screens, defaulting to the *Overview* tab.

4.3.12 Validate IT Project (IT Project-level)

The *Validate IT Project* command button is available for the IT Project-level screens. This command button performs a validation check against all the saved planning information recorded in the current draft version of the currently active IT Project plan. A summary of the validation checks are detailed below:

> **Required Fields Complete**: Verifies that all data fields identified as required have a valid entry.
>
> **BRM Alignment Complete**: Verifies that the IT Project has at least one BRM alignment selected on the FEA tab screen.
>
> **Information Tab Questions Complete**: If the budget profile for the IT Project lifecycle is $1M or more, then answering the question set in the Information tab is mandatory. If the budget profile for the IT Project is less than $1M for the IT Project lifecycle, then answering the question set is optional.

A validation report is displayed indicating which validation rules were not followed. If all validation rules were satisfied, the validation report indicates that the IT Project information status is complete. Note that the plan is not considered published if only this command button is used. This command button provides an interim validation check for planners to gauge their current progress and IT Project plan status.

Note: If the planner does not perform a Save Changes operation prior to the Validation, the ITIP FY12-13 application automatically saves any unsaved information.

4.3.13 Validate Application Operation

The *Validate Application Operation* command button is available for the operation-level screens. This command button performs a validation check against all the saved planning information recorded in the current draft version of the currently active application operation. A summary of the validation checks are detailed below:

> **Required Fields Complete**: Verifies that all data fields identified as required have a valid entry.
>
> **BRM Alignment Complete**: Verifies that the application operation has at least one BRM alignment selected on the FEA tab screen.

4.3.14 Validate Infrastructure Operation

The *Validate Infrastructure Operation* command button is available for the operation-level screens. This command button performs a validation check against all the saved planning information recorded in the current draft version of the currently active infrastructure operation. A summary of the validation checks are detailed below:

> **Required Fields Complete**: Verifies that all data fields identified as required have a valid entry.

4.4 Agency-Level Plan Sections

Agency planners record the results of their planning activities in one of two places: the agency-level or IT Project-level plan sections. Agency-level plan sections document IT investment planning information that applies to the agency at their enterprise-level, and planning information in these plan sections will likely affect many different IT activities.

The figure below provides a high-level overview of the plan sections and elements associated with the agency-level plan information. The plan section tabs appear on the left side of the figure, while the plan elements (i.e., application data fields) are linked on the right side of the figure.

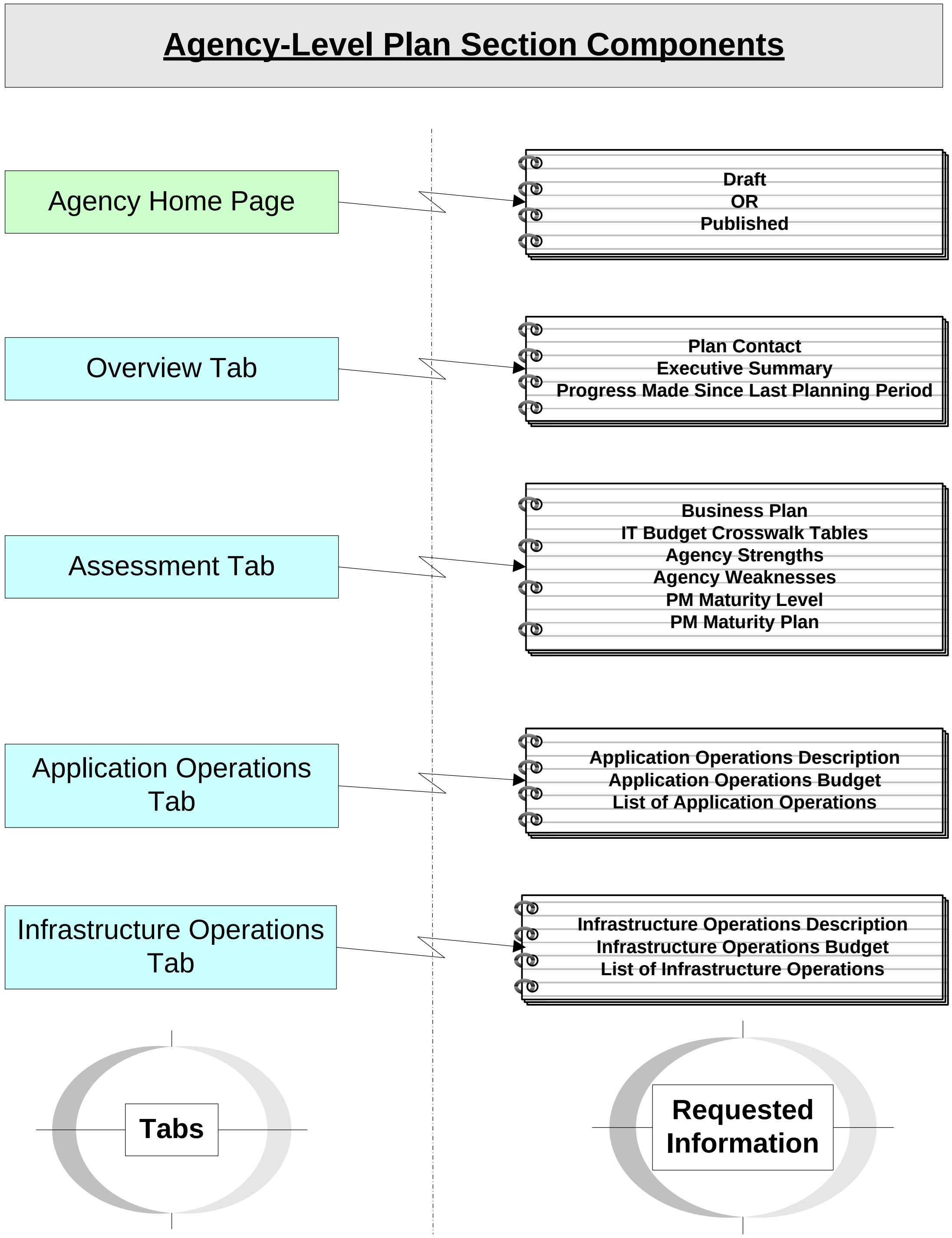


Figure 7: Agency-Level Plan Section Components

4.4.1 Agency Home Page

The *Agency Home Page* screen is the first screen the application displays once the login validation successfully completes. The planner can select either the draft or published plan version to continue work, or validate and publish the draft plan, as displayed in the figure below.

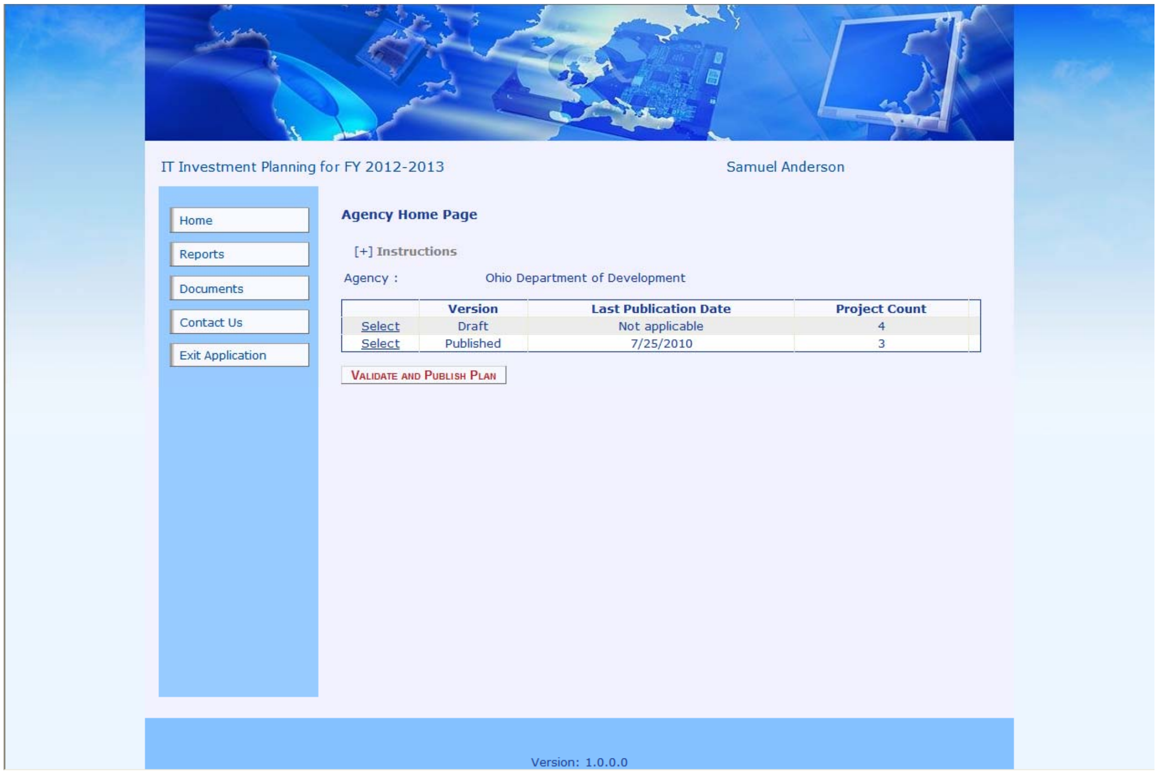


Figure 8: Agency Home Page Screen

Plan Version Table (select one): By clicking on the "Select" column to the left of the plan version column, the planner navigates to the agency-level plan screen pre-populated with the plan version selected (i.e., Draft or Published). When a plan is under development or revision, draft is the proper selection. When reviewing an approved plan, published is the proper selection, as no changes are allowed to published plans. Once a draft is validated and published, the previous published version is replaced by the newly published plan and is unavailable for further use.

Note: A PDF version of previously published plans may be obtained on request from the *Contact Us* screen.

4.4.2 Overview Tab

The *Overview* tab is the default screen displayed after the selection of a draft or published version of the plan. The *Overview* tab is displayed below.

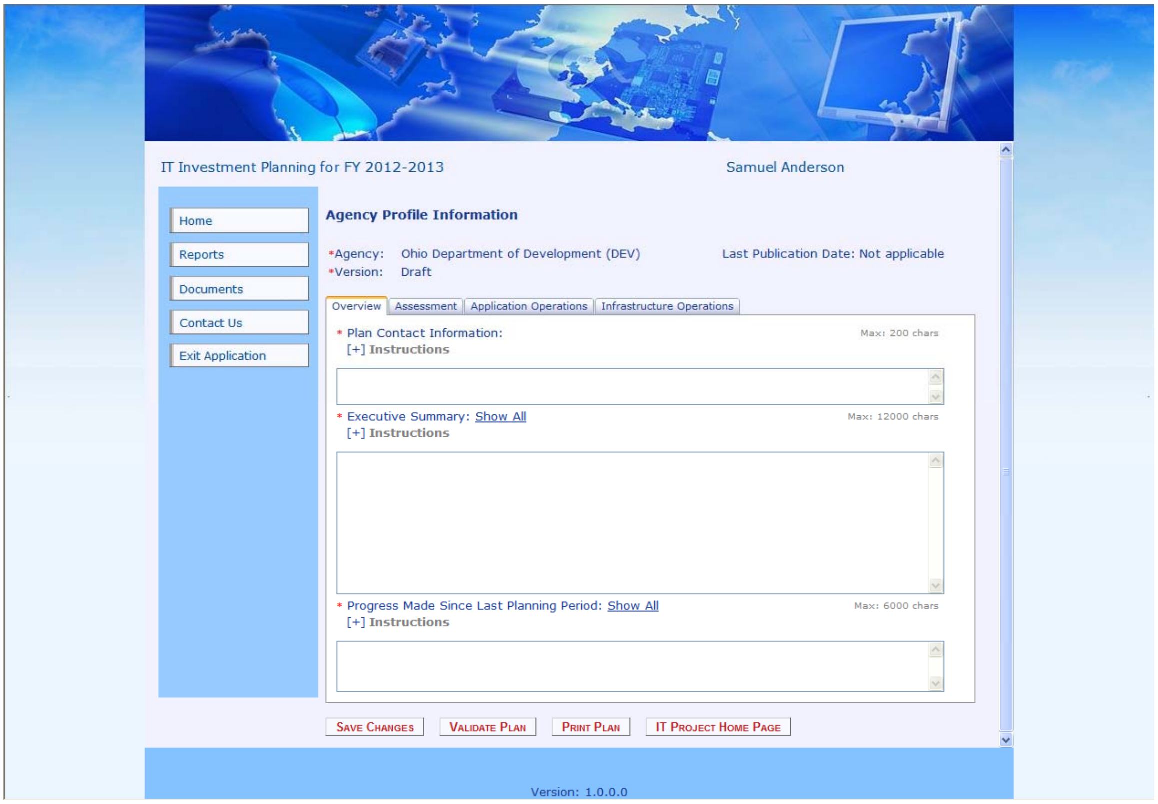


Figure 9: Overview Tab

Plan Contact (required): The person to contact regarding the plan (name, phone, email address, etc.). This is free-form text.

Executive Summary (required): This data field provides for the entry of an Executive Summary. At the beginning of a planning effort, this text often contains an outline of what is anticipated for the plan. At the end of a planning effort, it is a summary or synopsis of what the plan contains. Since it is the first section in the published plan generated by the application, it is the first section the reader sees and sets the stage for the remainder of the plan.

Progress Made Since Last Planning Period (required): This field should describe progress made on the previous biennium's plan. It may also include background information regarding the planning approach, any significant factors taken into consideration during the planning process, and the key participants involved in the planning process.

4.4.3 Assessment Tab

The *Assessment* tab contains planning information associated with the self-assessment of the agency's IT environment. The *Assessment* tab is displayed below.

Figure 10: Assessment Tab

Business Plan (optional): If the agency has a business plan document, they are asked to upload it. If another document is uploaded at a later time, it will replace the previous document. The system will provide a way for the planner to view the business plan document, if one exists and the planner has installed the appropriate software (Adobe Reader, for example).

IT Budget Crosswalk Tables (optional): The agency is asked to upload their IT budget crosswalk tables document. If another document is uploaded at a later time, it will replace the previous document. The system will provide a way for the planner to view the IT budget crosswalk tables document, if one exists and the planner has installed the appropriate software (Microsoft Excel, for example).

Agency Strengths (required): The agency should explain the current and anticipated organizational strengths that may help IT programs and management, as well as future conditions that may have a positive effect on IT efforts. This is a large text field.

Agency Weaknesses (required): The agency should explain current organizational weaknesses that may hinder IT programs and management, as well as anticipated conditions that may have a negative effect on IT efforts. This is a large text field.

Agency PM Maturity Level (required): The agency chooses from the following list of statements that describe various PM maturity levels:

- ✓ "Agency follows ad-hoc PM processes, but no PM processes are documented": IT Projects do not follow a documented, predictable pattern during IT Project phases.
- ✓ "Agency follows ad-hoc PM processes, some but not all are documented": Documentation exists for some PM processes, but some processes used by the IT Project are not documented. The agency assumes process compliance, but does not require it.
- ✓ "Agency follows and manages against some PM practices (some are documented, some are not documented)": The agency's management structure uses the documented processes to manage (i.e., monitor, evaluate and control) the IT Project. The agency expects some form of process compliance.
- ✓ "Agency completely follows and manages against a documented PM methodology (all processes are documented and monitored)": All significant processes used to manage an IT Project are documented and the agency uses that set of documented processes (a PM methodology) to manage IT Projects. The agency documents process compliance.
- ✓ "Agency monitors and continuously improves PM processes": The agency examines the effectiveness of the documented PM processes and makes adjustments to the processes to improve effectiveness. The agency documents and evaluates process compliance.
- ✓ "Agency monitors and continuously improves PM processes and trains the organization on the improvements": The agency continuously improves the PM processes and provides ongoing training to personnel responsible for compliance with those processes. The agency matures PM processes, and actively facilitates personnel training to maintain effectiveness.

Agency PM Maturity Plan (optional): Agencies may add information about their IT Project management processes to support and elaborate on the maturity level previously identified. Maturity comments may include statements about existing best practices in the agency, the current status of IT Project management training efforts, and existing trends in IT Project management trends within the agency. This is a large text field.

The first two data fields in the *Assessment* tab are unique in the ITIP FY12-13 application. Both of these fields provide the capability to upload a planner-identified file to associate with the investment plan. Valid file types for these upload operations are Microsoft Office files (i.e., Word, Excel, PowerPoint, Visio, and Project) and PDF. Additionally, both fields have the following capabilities:

- Browse – locate the file to be uploaded using a typical browse capability. The application displays the standard *Choose File* dialog box used in Microsoft Office applications.
- Upload – upload the identified file to the ITIP FY12-13 application.
- View Business Plan / View IT Budget Tables – view a document previously uploaded.

After a file is uploaded, it cannot be deleted. If a file is uploaded by mistake, re-upload the correct file. It will overwrite the previous upload, even if the two file types are different.

Note: Users of the Firefox browser should be aware that the *View Business Plan/View IT Budget Tables* command button may not automatically open a Microsoft Office file without assigning file types to application executables.

4.4.4 Application Operations Tab

The *Application Operations* tab contains planning information associated with the IT activities for existing applications. It also displays a list of Application Operations that have been created. The *Application Operations* tab is displayed below.

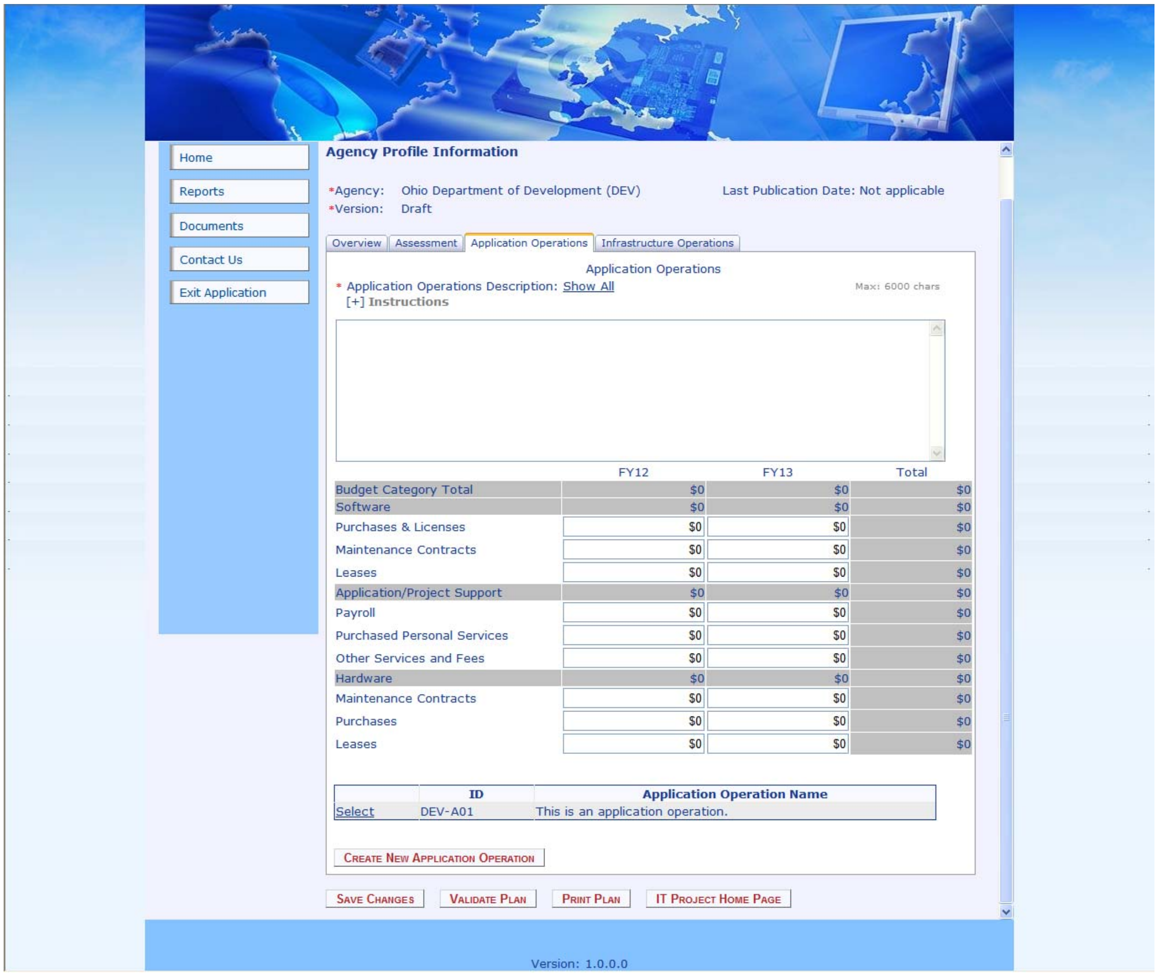


Figure 11: Application Operations Tab

Application Operations Description (required): The agency planner is asked to provide an overview of the application operations planned for the biennium. Application operations include routine activities undertaken to support current applications at existing or slightly improved service levels. Maintenance or updates to applications software or end-user programs based on commercial packages, e.g. databases, spreadsheets and word processors, should be considered application operations activities.

Budget Category Table (optional): The budget category table consists of three budget groups and their budget categories, as listed below:

- ✓ Software ($)
  - ◊ Purchases & Licenses ($)
  - ◊ Maintenance Contracts ($)
  - ◊ Leases ($)

- ✓ Application/Project Support ($)
  - ◊ Payroll ($)
  - ◊ Purchased Personal Services ($)
  - ◊ Other Services and Fees ($)
- ✓ Hardware ($)
  - ◊ Maintenance Contracts ($)
  - ◊ Purchases ($)
  - ◊ Leases ($)

Each of these budget categories allows for a positive numeric entry to indicate the anticipated costs with a calculated total cost.

Note: The gray-shaded portions of the table are row and column totals. They are calculated and cannot be changed by the planner.

Note: The agency must document an initial overall application operations budget prior to creating discrete application operations. For further information on application operation budgets, see **Section 4.4.9**.

Create New Application Operation (optional): Under the budget grid, the *Create New Application Operation* button will become enabled after a budget has been created and saved. The planner will click this button and the system will assign an Operation Identifier and display the Profile tab for a new application operation.

Note: Identifiers for Application Operations look slightly different than IT Project identifiers. Application Operations IDs will look similar to this: **abc-A##** where abc is the agency acronym and ## is the next available two-digit sequence number for this agency.

4.4.5 Infrastructure Operations Tab

The *Infrastructure Operations* tab contains planning information associated with the IT activities for existing IT resources and capabilities. It also displays a list of Infrastructure Operations that have been created. The *Infrastructure Operations* tab is displayed below.

Figure 12: Infrastructure Operations Tab

Infrastructure Operations Description (required): The agency planner is asked to provide an overview of the infrastructure operations planned for the biennium. Infrastructure Operations include routine activities undertaken to support current applications at existing or slightly improved service levels. Maintenance or updates to applications software or end-user programs, e.g. databases, spreadsheets and word processors, should be considered Infrastructure Operations activities.

Budget Category Table (optional): All budget categories are consistent throughout the ITIP FY12-13 application (see **Section 4.4.4**).

Each of these budget categories allows for a positive numeric entry to indicate the anticipated costs with a calculated total cost.

Note: The gray-shaded portions of the table are row and column totals. They are calculated and cannot be changed by the planner.

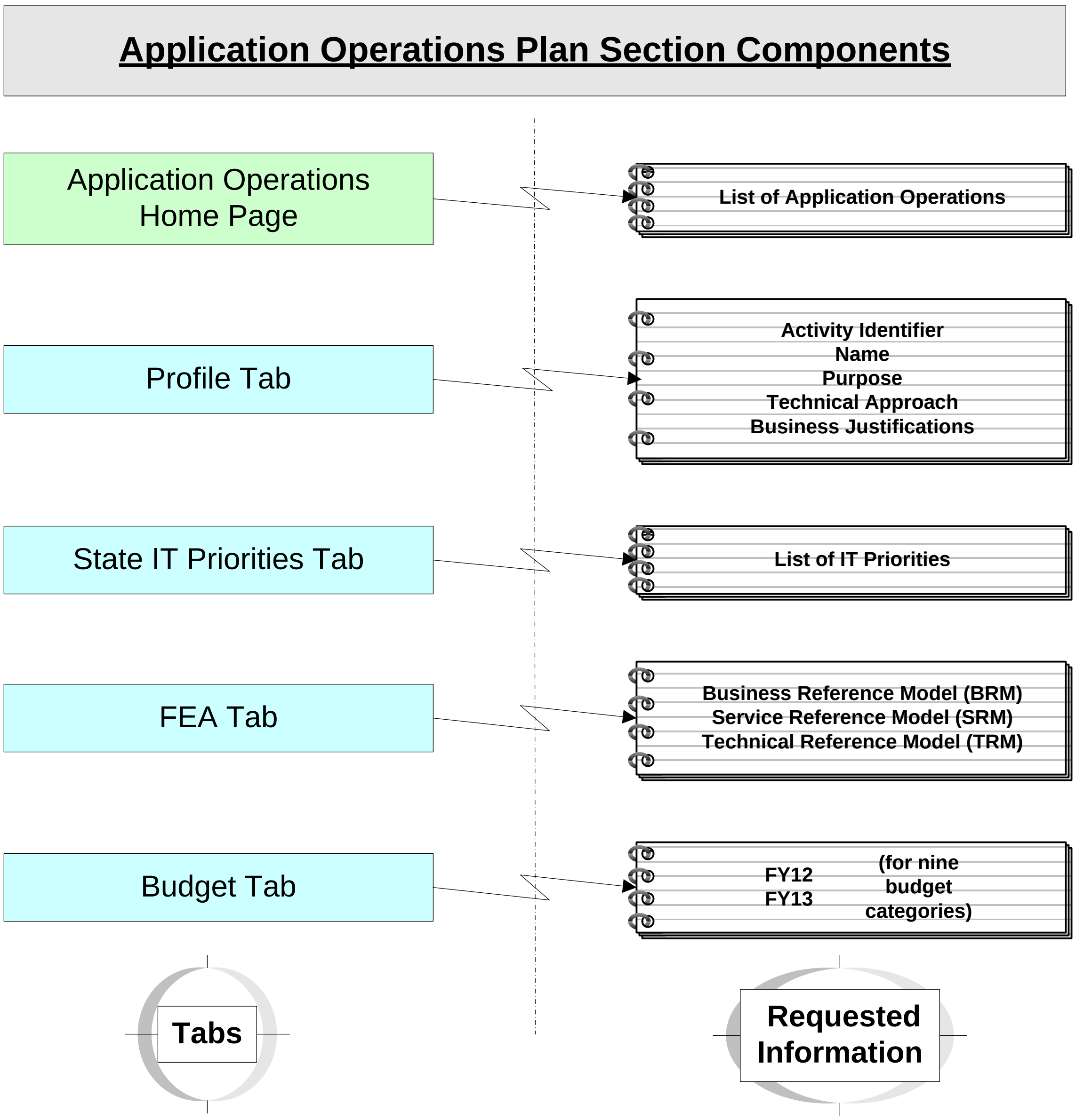
Note: The agency must document an initial overall infrastructure operations budget prior to creating discrete infrastructure operations. For further information on application operation budgets, see **Section 4.4.14**.

Create New Infrastructure Operation (optional): Under the budget grid, a *Create New Infrastructure Operations* button will appear after a budget has been created. The planner will click this button and the system will assign an Operation Identifier and display the Profile tab for a new Infrastructure Operation.

Note: Operation identifiers for Infrastructure Operations look slightly different than IT Project identifiers. Infrastructure Operation IDs will look similar to this: **abc-I##** where abc is the agency acronym and ## is the next available two-digit sequence number for this agency**.**

4.4.6 Application Operation Profile Tab

The figure below provides a high-level overview of the plan sections and elements associated with the Application Operation plan information. The plan section tabs appear on the left side of the figure, while the plan elements (i.e., application data fields) are linked on the right side of the figure.



The *Profile* tab is the default screen displayed after the selection or creation of an Application Operation. The *Profile* tab is displayed below.

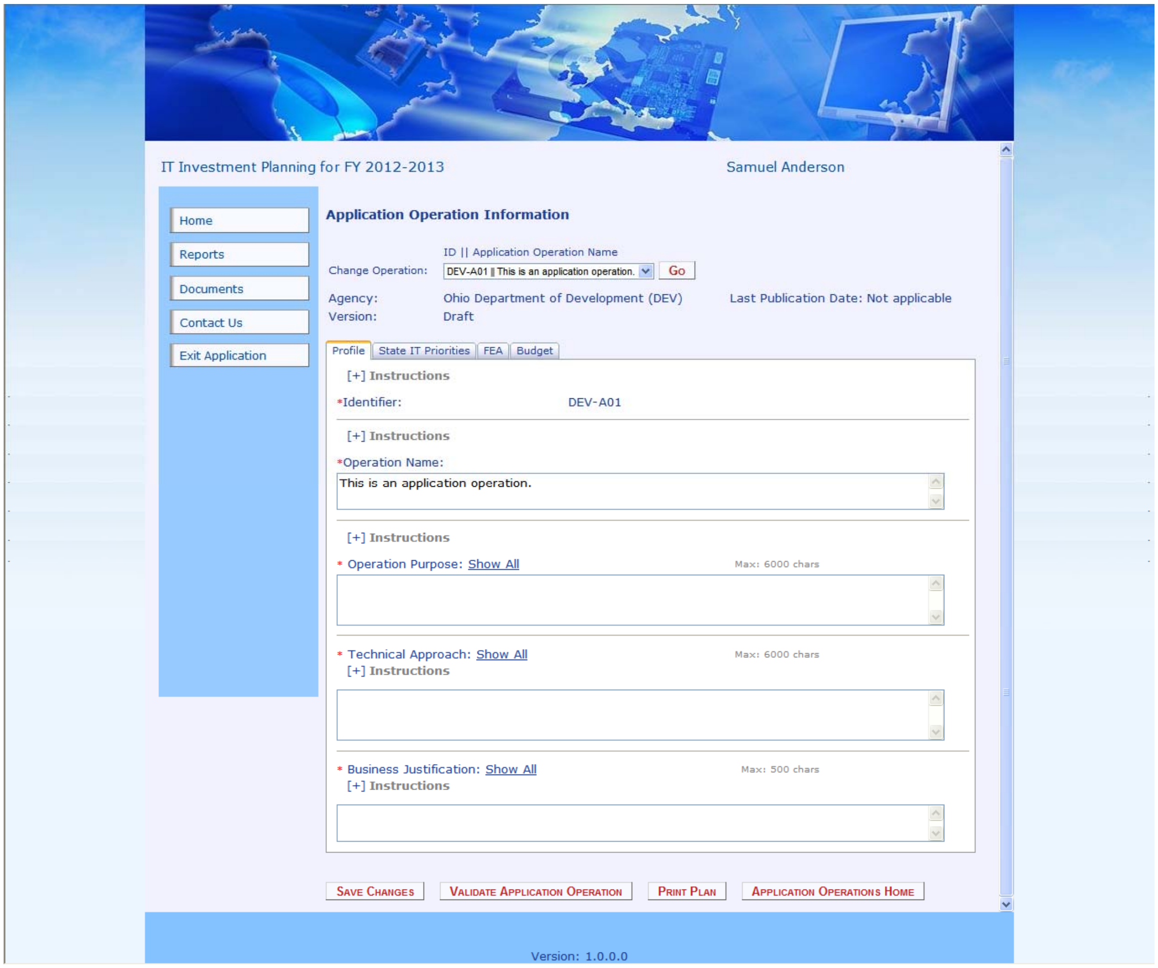


Figure 13: Application Operation Profile Screen

Application Operation Identifier (required): The application provides the agency code prefix for this identifier field and assigns the next available number.

Operation Name (required): The name by which the Application Operation is commonly referred to within the agency.

Operation Purpose (required): A brief description that explains the problem or opportunity that the Application Operation is intended to address and the consequence if the Application Operation is not in progress during the specified planning period. The purpose for the Application Operation should align with satisfying the agency business goals and objectives in their business plan. This is a large text field.

Technical Approach (required): The agency's technical approach to the Application Operation, including how hardware, software, telecommunications, and security services will be employed. It should be clearly stated if no hardware, software or telecommunications services will be employed. This is a large text field.

Business Justification (required): An explanation of how the Application Operation supports the agency's business objectives. This can be a reference to the agency's business plan, if one exists. This is a large text field.

Note: All large text fields are expandable. Click on the "Show All" to display more contents of entire box.

4.4.7 Application Operation State IT Priorities Tab

The *State IT Priorities* tab contains planning information associated with the alignment of the Application Operation with State IT Priorities. Each Application Operation may be associated with one or more State IT Priorities. The *State IT Priorities* tab is displayed below.

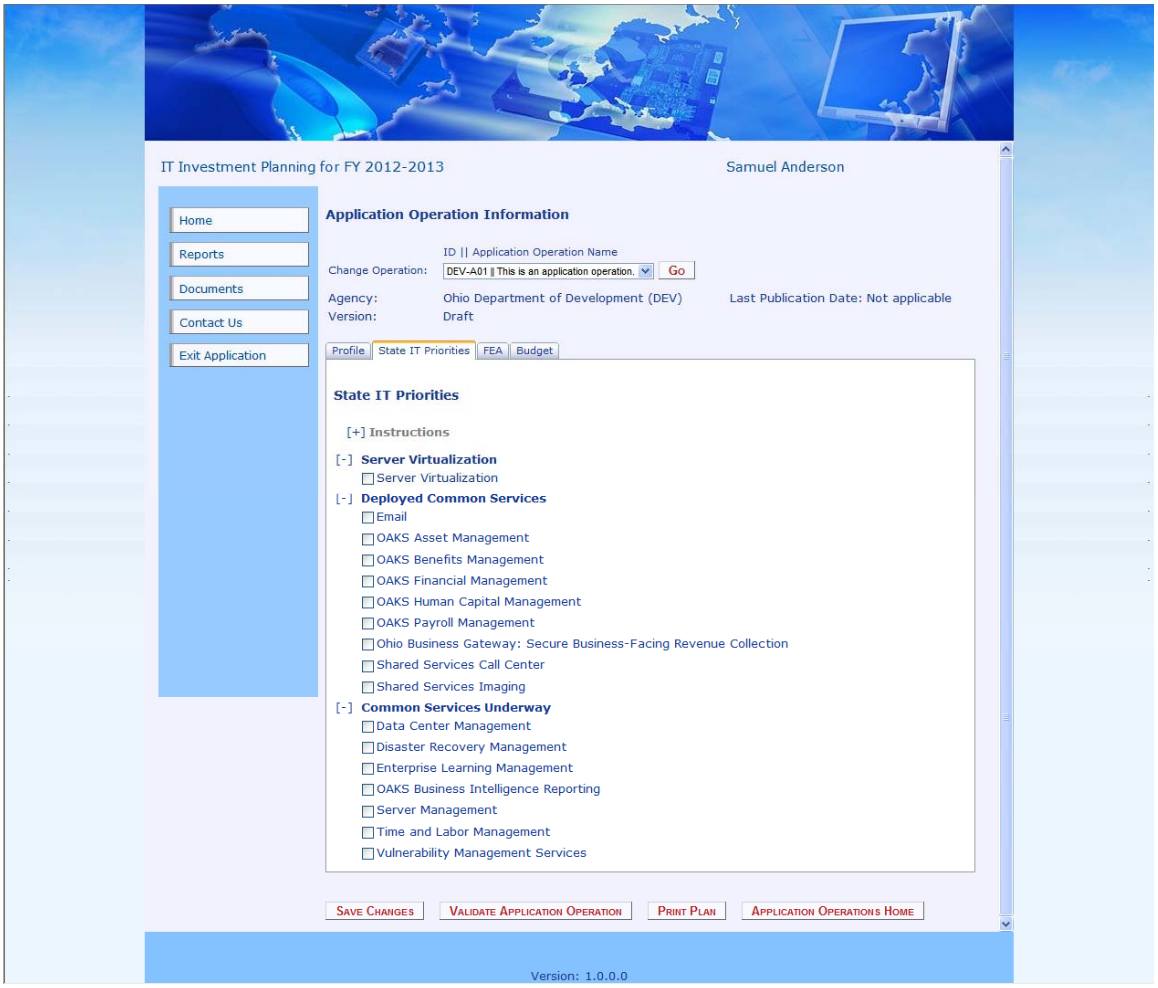


Figure 14: Application Operation State IT Priorities Tab

State IT Priorities (optional): A checkbox is provided to the planner for each State IT Priority. If all the objectives to a goal are aligned with the Application Operation, then all the objectives should be checked.

4.4.8 Application Operation FEA Tab

The *FEA* tab contains planning information associated with the alignment of the Application Operation with the various components of the Federal Enterprise Architecture (FEA) reference models. The *FEA* tab is displayed below, and it will enable the planner to align the Application Operation to BRM Lines of Business, SRM Service Types and TRM Service Standards. FEA alignments take effect upon saving changes, regardless of when the plan is re-published.

Figure 15: Application Operation FEA Tab

FEA Reference Model (conditional): The checkboxes represent the following FEA models: BRM Line of Business, SRM Service Type and TRM Service Standard. Identify as many associations as necessary with the Application Operation. FEA alignments made will take effect upon saving changes, regardless of when the plan is re-published.

- ✓ Business Reference Model (BRM) (required) – An expanded BRM displays BRM Lines of Business. The planner may identify as many Lines of Business as the Application Operation provides. For every Service for Citizen the planner identifies, at least one Mode of Delivery has to be aligned to the Application Operation.
- ✓ Service Reference Model (SRM) (optional) – An expanded SRM displays SRM Service Types. The planner may identify as many Service Types as the completed Application Operation may provide.
- ✓ Technical Reference Model (TRM) (optional) – An expanded TRM displays TRM Service Standards. The planner may identify as many Service Standards as the completed Application Operation will implement.

Note: When an alignment is made to a line of business under Services for Citizens, a pop-up window will appear, requiring the planner to align the Service for Citizen to one or more Modes of Delivery. If a Mode of Delivery is not selected, the system will not save that Service for Citizen alignment for the Application Operation.

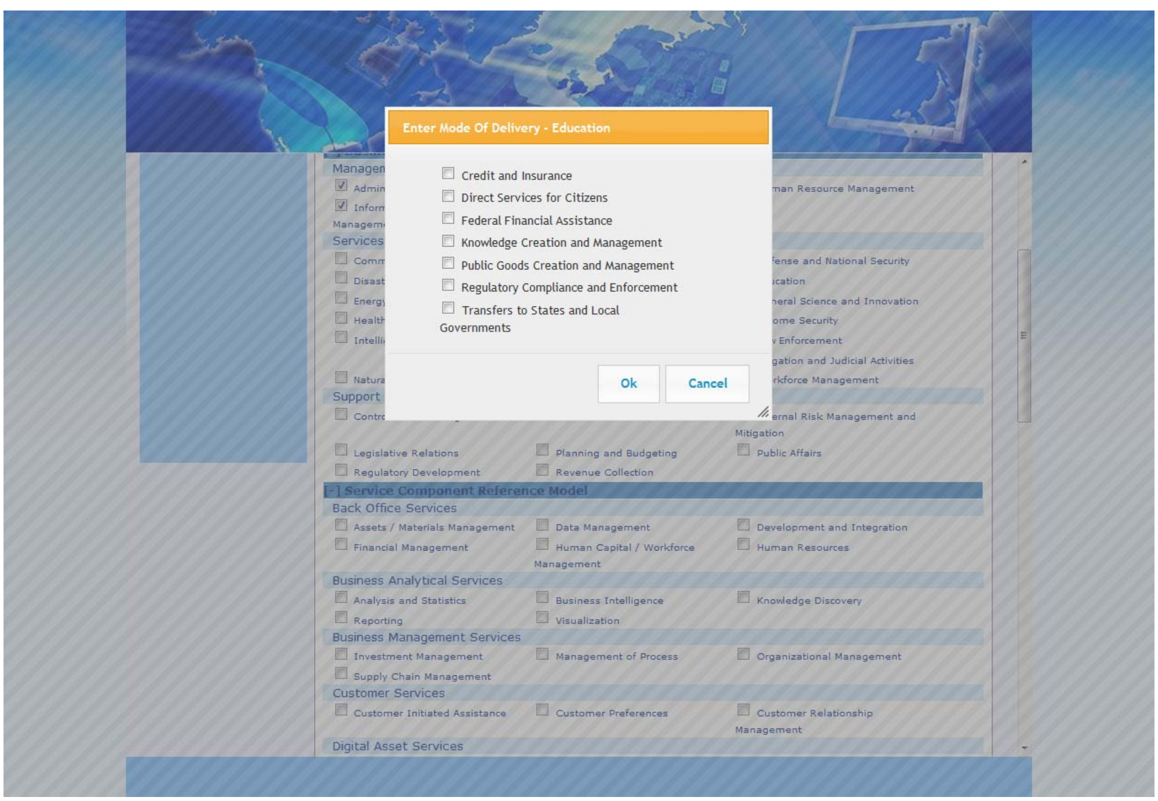


Figure 30: Mode of Delivery Pop-Up Screen

> **Note**: After an alignment is made to a line of business under Services for Citizens, the entry will appear as an underlined link. When you click the link, the Mode of Delivery pop-up window will appear, allowing you to view or modify the Modes of Delivery associated with that Service for Citizens alignment.

Additional information about the FEA reference models can be found in the *Planning Resource – FEA-RM Overview* document through the *Documents* command button.

4.4.9 Application Operation Budget Tab

The *Budget* tab contains the budget profile information associated with the Application Operation. All budget categories are consistent throughout the ITIP FY12-13 application (see **Section 4.4.4**).

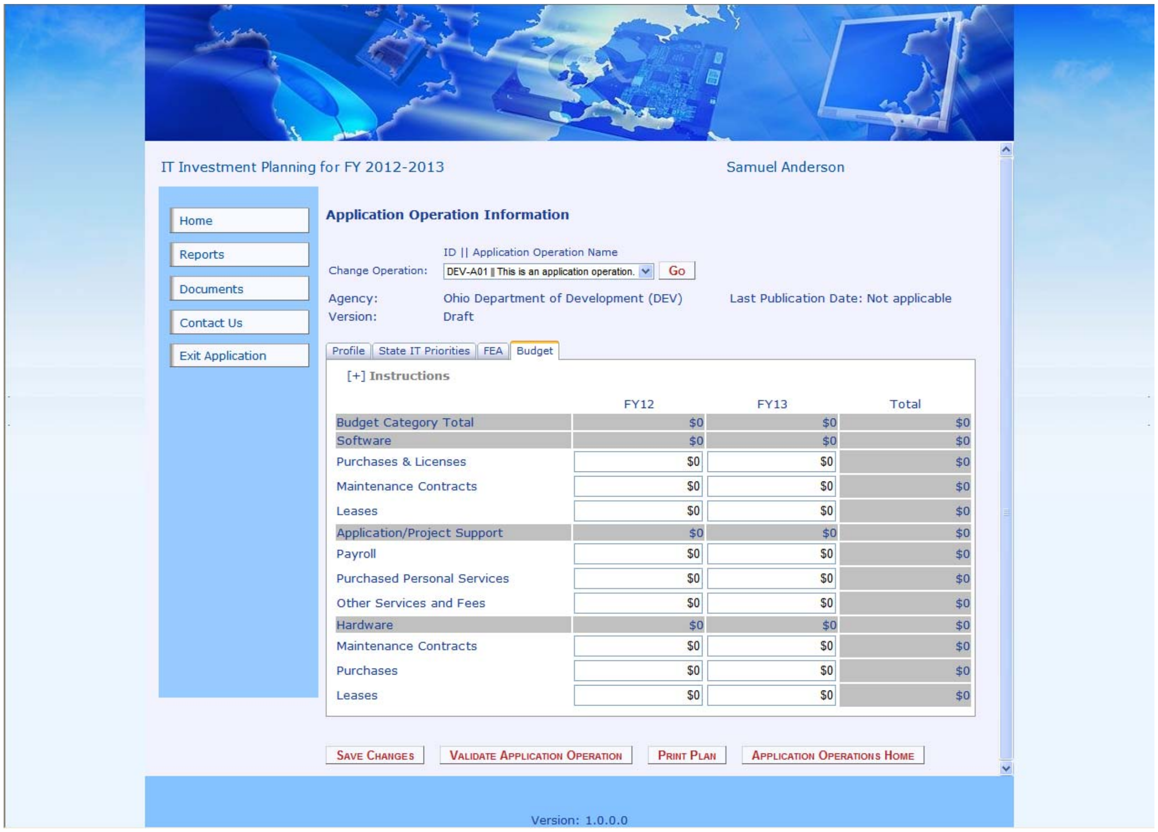


Figure 16: Application Operation Budget Tab

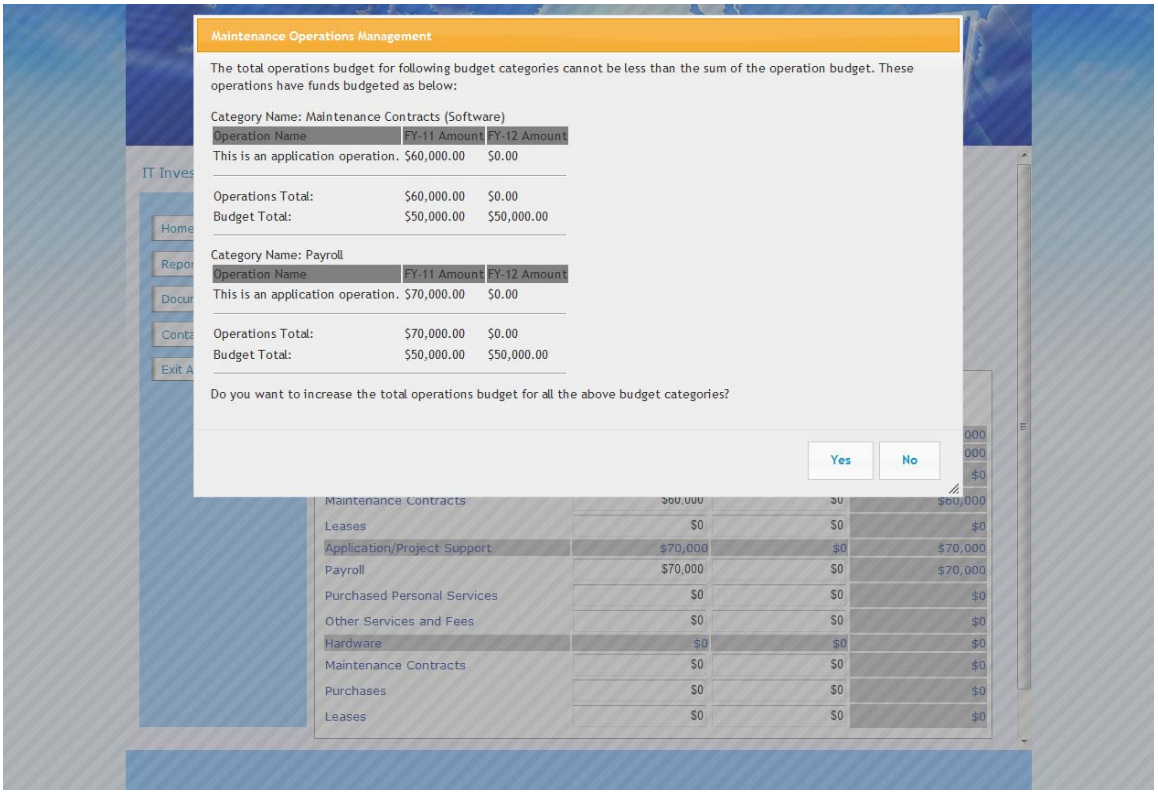
Budget Category Table: Each of these budget categories allows for a positive numeric entry to indicate the anticipated costs with a calculated total cost.

Note: The gray-shaded portions of the table are row and column totals. They are calculated and cannot be changed by the planner.

Budget Grid Note: The sum of the discrete application operation budgets for a fiscal year and budget category may not exceed the corresponding amount in the total application operations budget.

When the planner clicks the Save Changes button, the system determines whether any value caused the sum of the discrete application operation budgets for a fiscal year and budget category to exceed the corresponding amount in the total application operations budget. If they exceed that amount, an error message will appear and prompt the planner to change the budget figures or the system can increase the total application operations budget to match the sum of the application operations budgets.

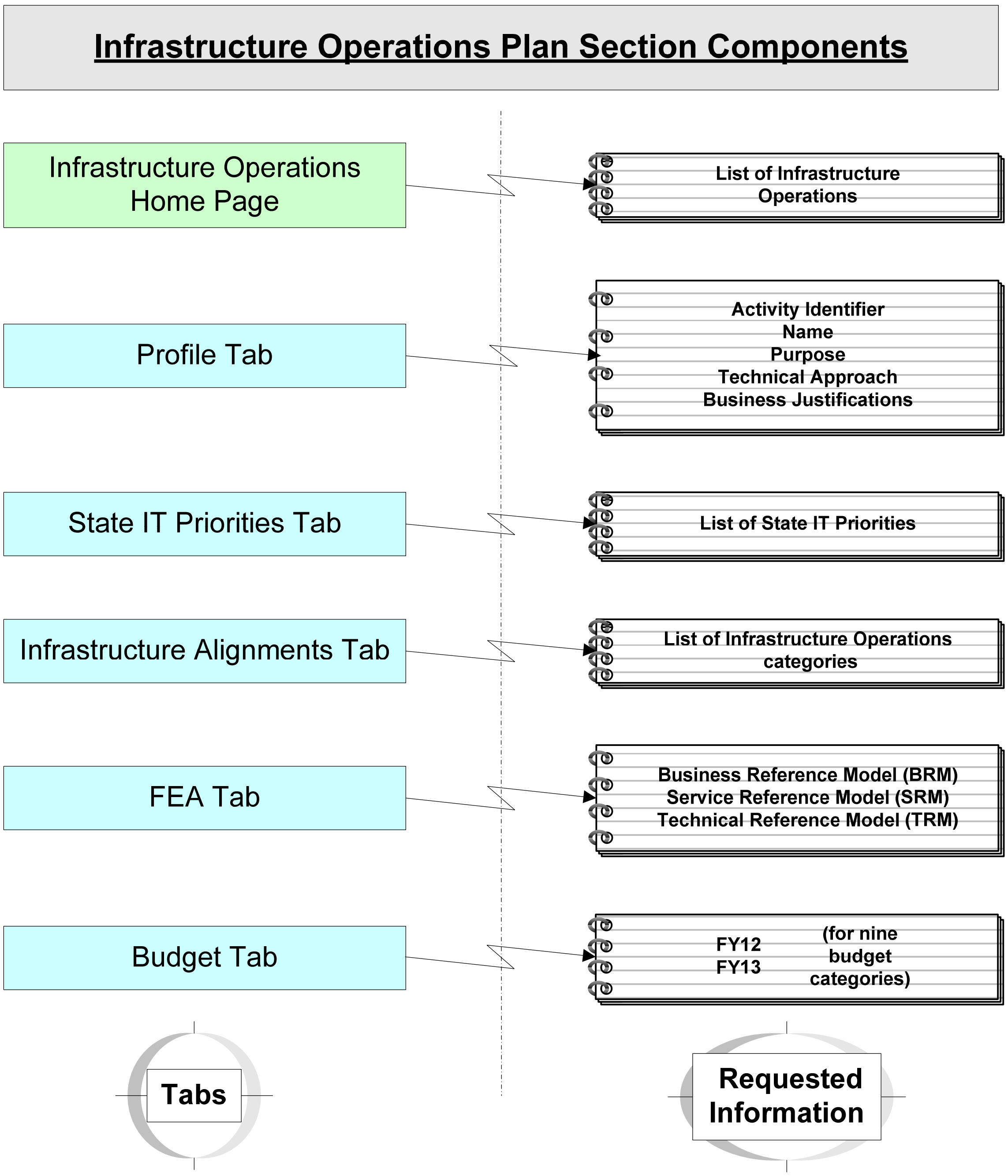
Example of error message below:



If the planner responds No, the system will close the message window and no changes will be saved.

4.4.10 Infrastructure Operation Profile Tab

The figure below provides a high-level overview of the plan sections and elements associated with the Infrastructure Operation plan information. The plan section tabs appear on the left side of the figure, while the plan elements (i.e., application data fields) are linked on the right side of the figure.



The *Profile* tab is the default screen displayed after the selection of an Infrastructure Operation. The *Profile* tab is displayed below.

Figure 17: Infrastructure Operation Profile Tab

Infrastructure Operation Identifier (required): The application provides the agency code prefix for this identifier field and the next available number.

Operation Name (required): The name by which the Infrastructure Operation is commonly referred to within the agency.

Operation Purpose (required): A brief description that explains the problem or opportunity that the Infrastructure Operation is intended to address and the consequence if the Infrastructure Operation is not in progress during the specified planning period. The purpose for the Infrastructure Operation should align with satisfying the agency business goals and objectives in their business plan. This is a large text field.

Technical Approach (required): The agency's technical approach to the Infrastructure Operation, including how hardware, software, telecommunications, and security services will be employed. It should be clearly stated if no hardware, software or telecommunications services will be employed. This is a large text field.

Business Justification (required): An explanation of how the Infrastructure Operation supports the agency's business objectives. This can be a reference to the agency's business plan, if one exists. This is a large text field.

Note: All large text fields are expandable. Click on the "Show All" link to display more contents of entire box.

4.4.11 Infrastructure Operation State IT Priorities Tab

The *State IT Priorities* tab contains planning information associated with the alignment of the Infrastructure Operation with State IT Priorities. Each Infrastructure Operation may be associated with one or more State IT Priorities. The *State IT Priorities* tab is displayed below.

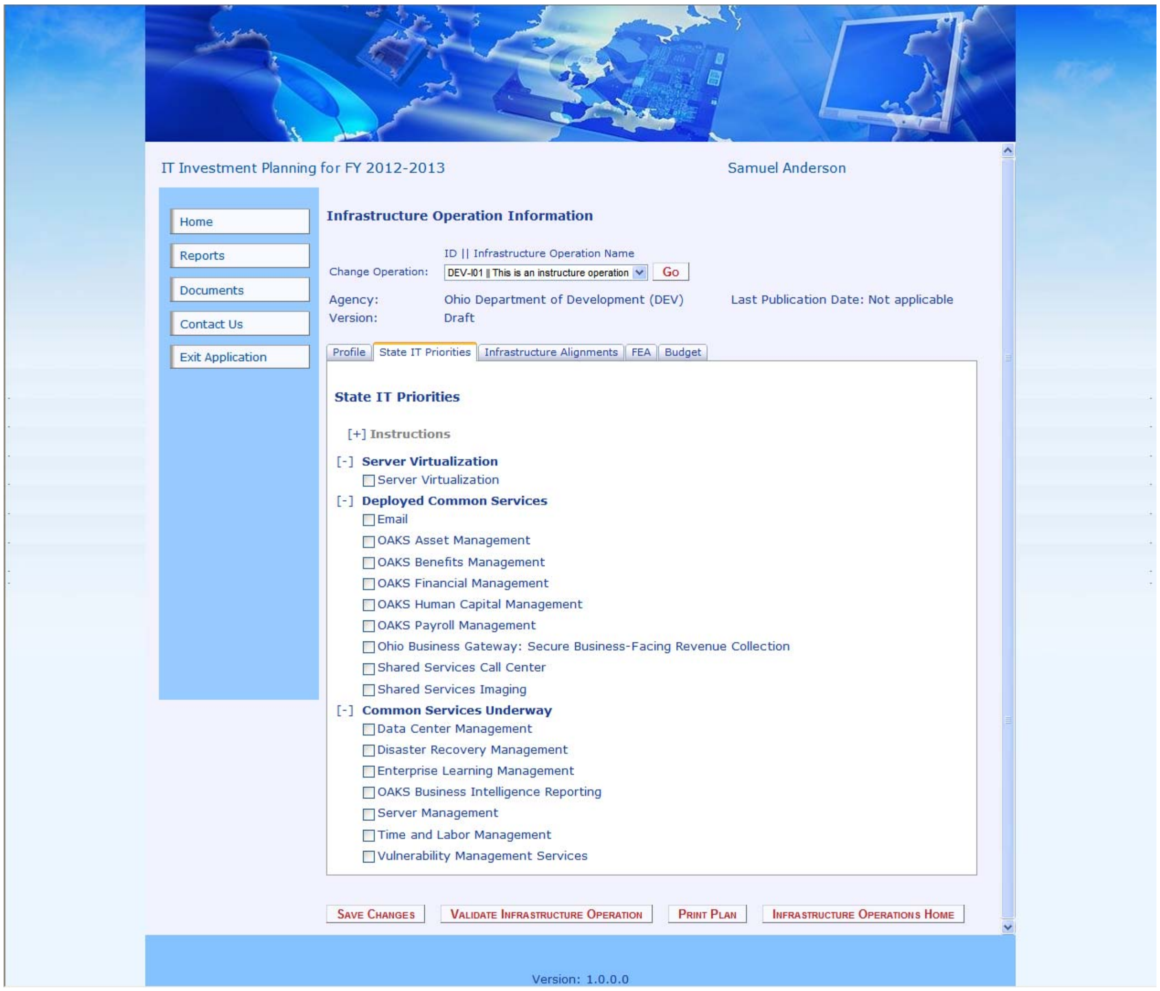


Figure 18: Infrastructure Operation State IT Priorities Tab

State IT Priorities (optional): A checkbox is provided to the planner for each State IT Priority. If all the objectives to a goal are aligned with the Infrastructure Operation, then all the objectives should be checked.

4.4.12 Infrastructure Operation Infrastructure Alignments Tab

The *Infrastructure Alignments* tab applies ONLY to Infrastructure Operations. This tab enables the planner to align infrastructure operations to the infrastructure categories.

> **Infrastructure Operation Alignments (optional):** A checkbox is provided to the planner for each category of infrastructure operations. If the Infrastructure Operation includes more than one category, all of the alignments that apply should be checked.

Figure 19: Infrastructure Alignments Tab

4.4.13 Infrastructure Operation FEA Tab

The *FEA* tab contains planning information associated with the alignment of the Infrastructure Operation with the various components of the Federal Enterprise Architecture (FEA) reference models. The *FEA* tab is displayed below, and it will enable the planner to align the Infrastructure Operation to BRM Lines of Business, SRM Service Types and TRM Service Standards. FEA alignments take effect upon saving changes, regardless of when the plan is re-published.

Figure 20: Infrastructure Operation FEA Tab

FEA Reference Model (conditional): The checkboxes represent the following FEA models: BRM Line of Business, SRM Service Type and TRM Service Standard. Identify as many associations as necessary with the Infrastructure Operation. FEA alignments made will take effect upon saving changes, regardless of when the plan is re-published.

- ✓ Business Reference Model (BRM) (optional) – An expanded BRM displays BRM Lines of Business. The planner may identify as many Lines of Business as the Infrastructure Operation provides. For every Service for Citizen the planner identifies, at least one Mode of Delivery has to be aligned to the Application Operation.
- ✓ Service Reference Model (SRM) (optional) – An expanded SRM displays SRM Service Types. The planner may identify as many Service Types as the completed Infrastructure Operation may provide.
- ✓ Technical Reference Model (TRM) (optional) – An expanded TRM displays TRM Service Standards. The planner may identify as many Service Standards as the completed Infrastructure Operation will implement.

Note: When an alignment is made to a line of business under Services for Citizens, a pop-up window will appear, requiring the planner to align the Service for Citizen to one or more Modes of Delivery. If a Mode of Delivery is not selected, the system will not save that Service for Citizen alignment for the Infrastructure Operation.

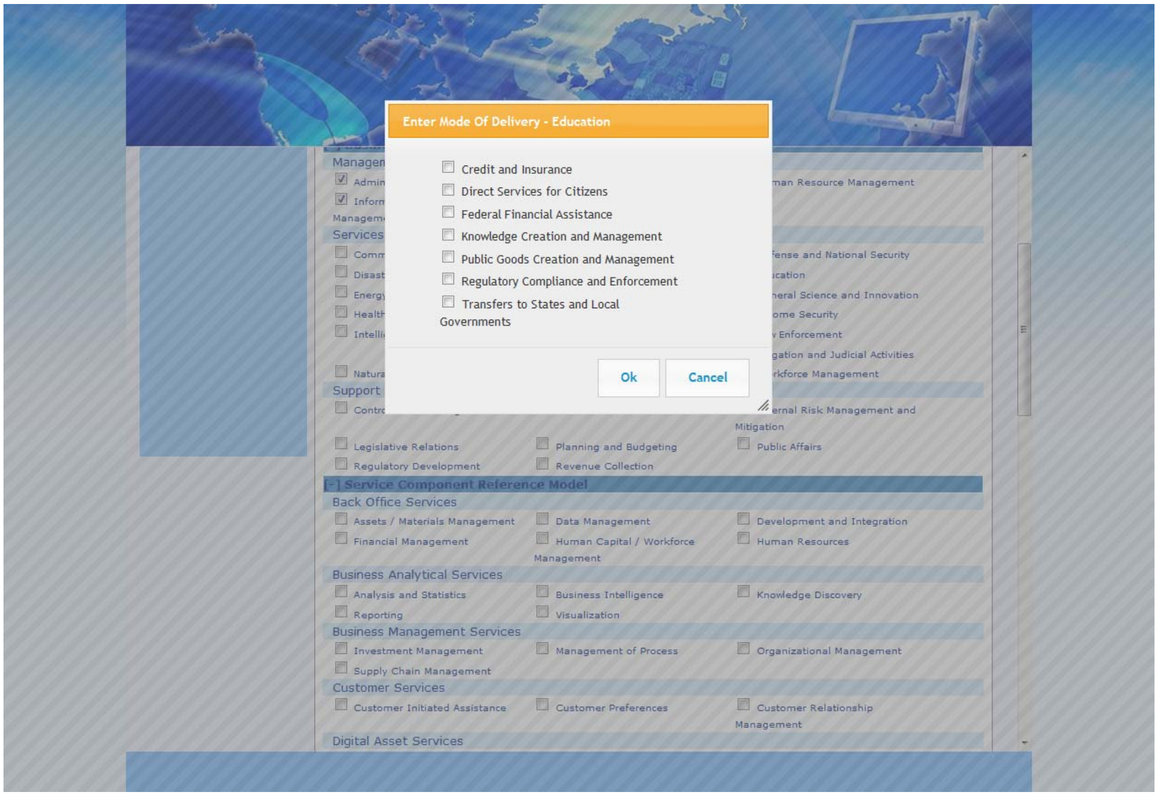


Figure 30: Mode of Delivery Pop-Up Screen

> **Note**: After an alignment is made to a line of business under Services for Citizens, the entry will appear as an underlined link. When you click the link, the Mode of Delivery pop-up window will appear, allowing you to view or modify the Modes of Delivery associated with that Service for Citizens alignment.

Additional information about the FEA reference models can be found in the *Planning Resource – FEA-RM Overview* document through the *Documents* command button.

4.4.14 Infrastructure Operation Budget Tab

The *Budget* tab contains the budget profile information associated with the Infrastructure Operation. All budget categories are consistent throughout the ITIP FY12-13 application (see **Section 4.4.4**).

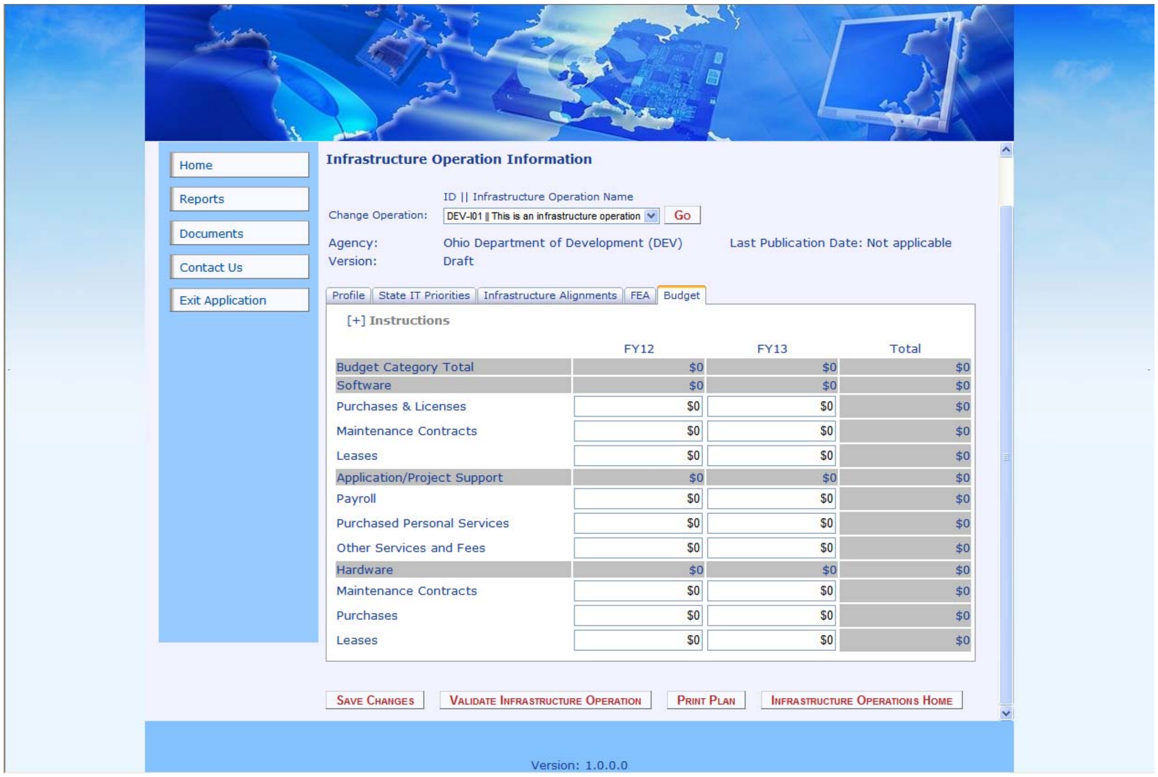


Figure 21: Infrastructure Operation Budget Tab

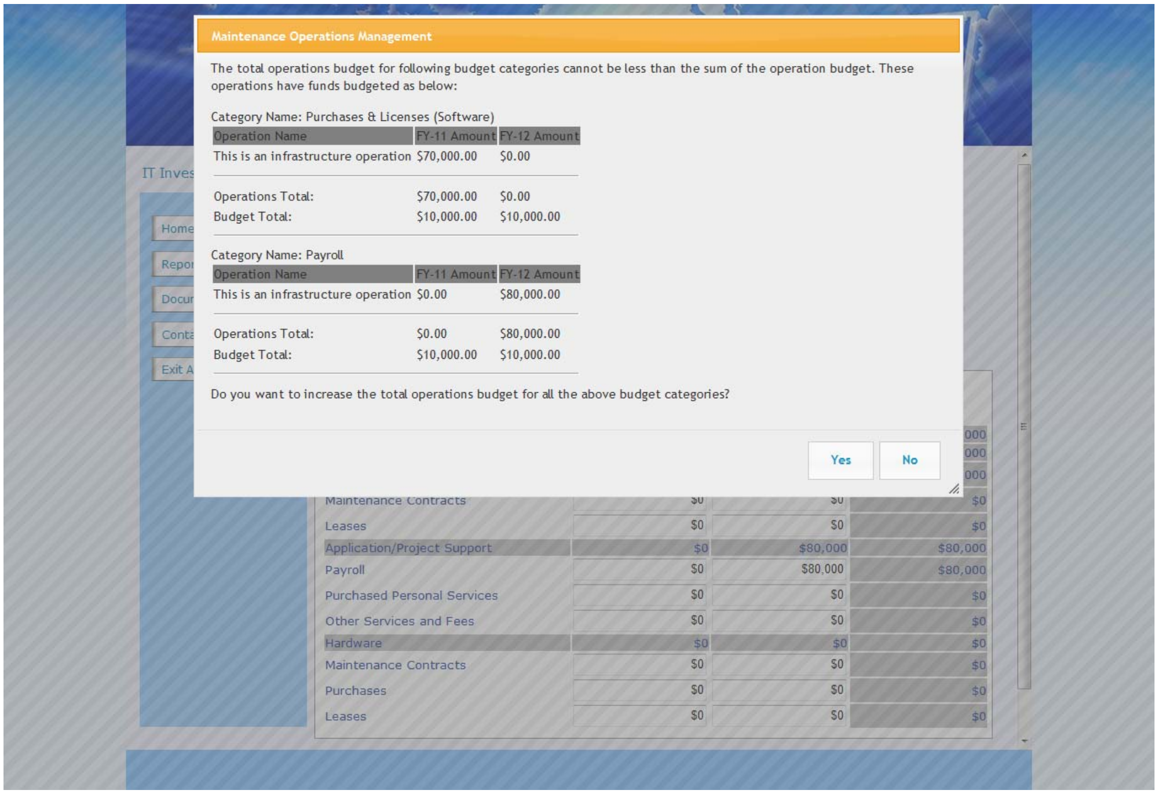
Budget Category Table: Each of these budget categories allows for a positive numeric entry to indicate the anticipated costs with a calculated total cost.

Note: The gray-shaded portions of the table are row and column totals. They are calculated and cannot be changed by the planner.

Budget Grid Note: The sum of the discrete infrastructure operation budgets for a fiscal year and budget category may not exceed the corresponding amount in the total infrastructure operations budget.

When the planner clicks the Save Changes button, the system determines whether any value caused the sum of the discrete infrastructure operation budgets for a fiscal year and budget category to exceed the corresponding amount in the total infrastructure operations budget. If they exceed that amount, an error message will appear and prompt the planner to change the budget figures or the system can increase the total infrastructure operations budget to match the sum of the infrastructure operations budgets.

Example of error message below:



If the planner responds No, the system will close the message window and no changes will be saved.

4.5 IT Project-Level Plan Sections

Agency planners record the results of their planning activities in one of two places: the agency-level or IT Project-level plan sections. IT Project-level plan sections document IT investment planning information that applies to a specific IT Project.

The figure below provides a high-level overview of the plan sections and elements associated with the IT Project-level plan information. The plan section tabs appear on the left side of the figure, while the plan elements (i.e., application data fields) are linked on the right side of the figure.

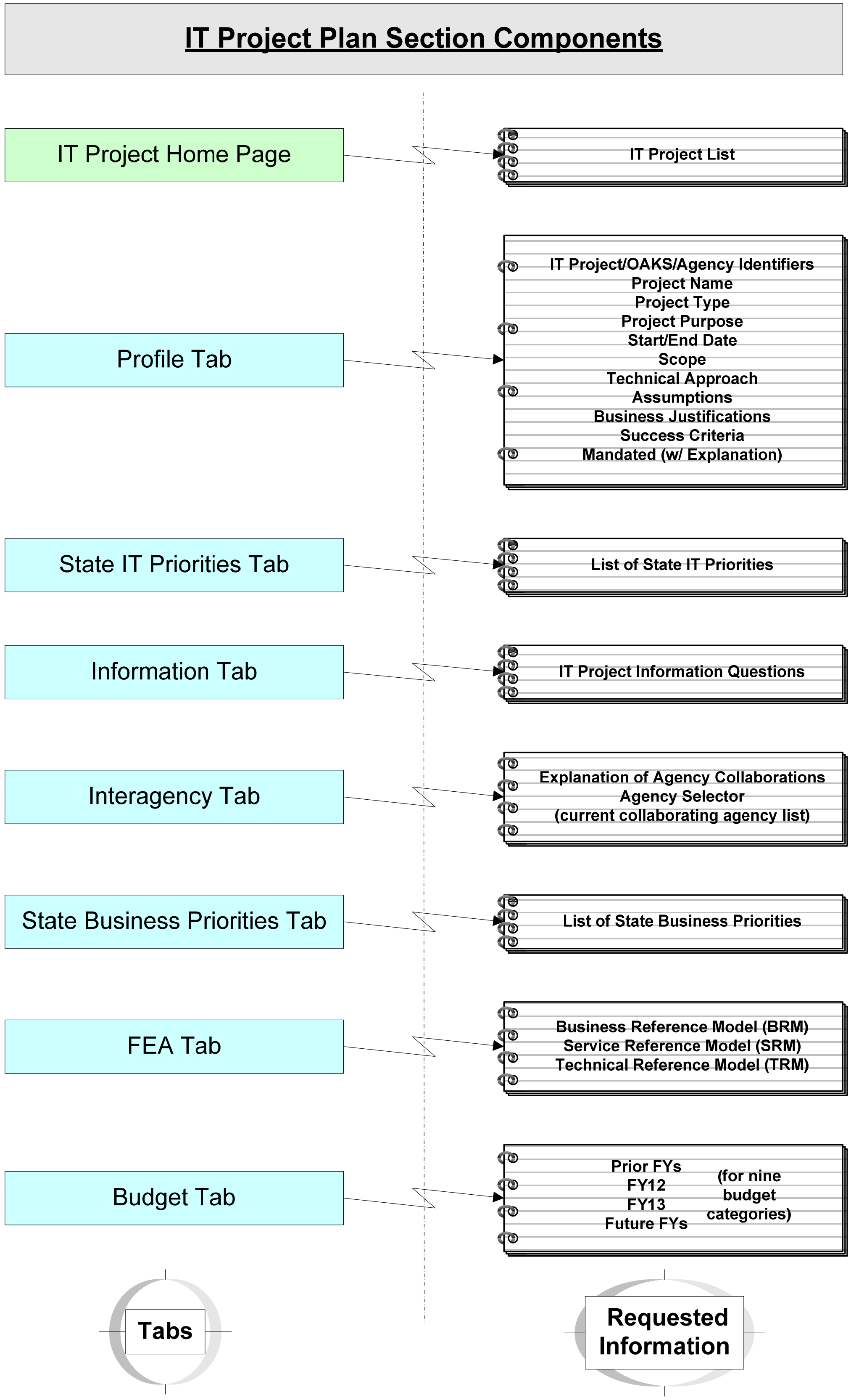
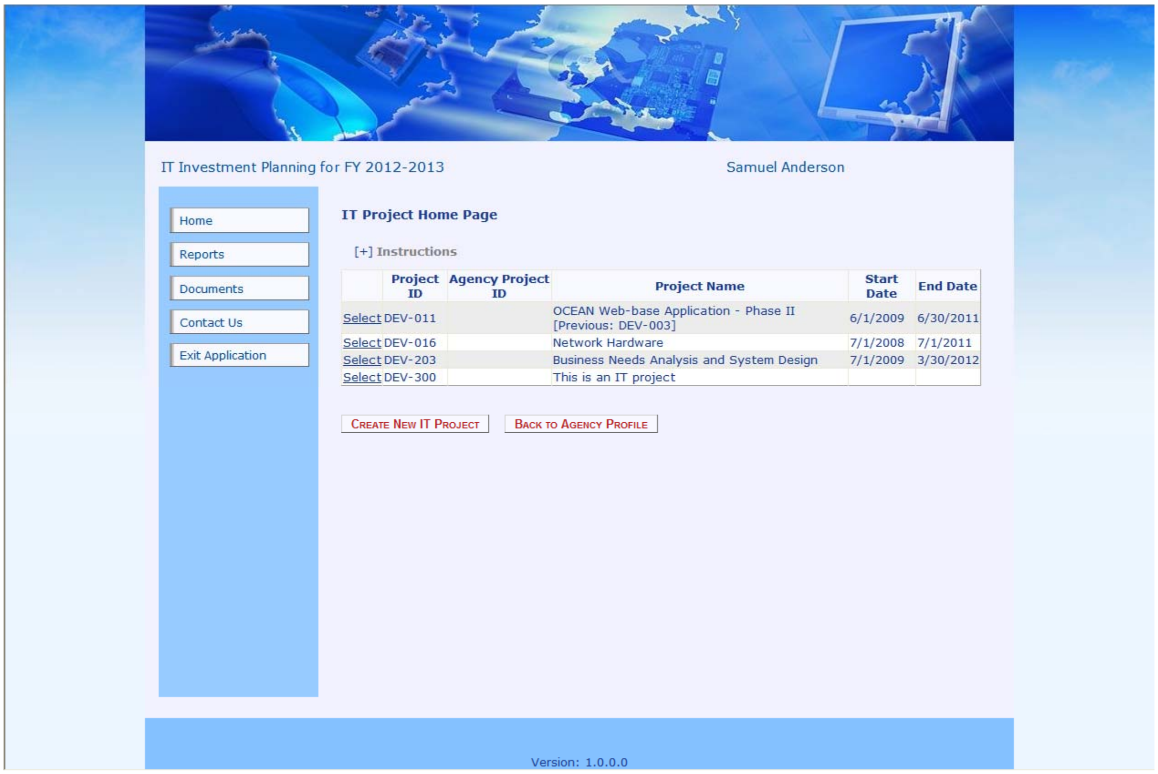


Figure 22: IT Project Plan Section Components

4.5.1 IT Project Home Page

The *IT Project Home Page* screen is displayed when the planner clicks on the *IT Project Home Page* command button. The planner can select an existing IT Project (from the IT Project table list), create a new IT Project (through the *Create New IT Project* command button), or return to the agency-level plan (through the *Back to Agency Profile* command button), as displayed in the figure below.


IT Investment Planning for FY 2012-2013
Samuel Anderson
Home
Reports
Documents
Contact Us
Exit Application
IT Project Home Page
[+] Instructions

	Project ID	Agency Project ID	Project Name	Start Date	End Date
Select	DEV-011		OCEAN Web-base Application - Phase II [Previous: DEV-003]	6/1/2009	6/30/2011
Select	DEV-016		Network Hardware	7/1/2008	7/1/2011
Select	DEV-203		Business Needs Analysis and System Design	7/1/2009	3/30/2012
Select	DEV-300		This is an IT project		

Figure 23: IT Project Home Page Screen

IT Project List Table (select one): By clicking on the "Select" column to the left of the IT Project identifier column, the planner navigates to the Profile tab for the selected IT Project.

Create New IT Project: By clicking on the *Create New IT Project* command button the planner navigates to the Profile tab with the next IT Project identifier pre-assigned.

- ✓ If the planner decides to cancel the transaction at this time, the assigned IT Project identifier still exists. If the planner decides that this IT Project identifier will not be used, use the Contact Us page to request the IT Project to be deleted.
- ✓ The plan cannot be successfully validated with an incomplete IT Project.

Back to Agency Profile: By clicking on the *Back to Agency Profile* command button the planner returns to the agency-level information plan section at the Overview tab.

4.5.2 Profile Tab

The *Profile* tab is the default screen displayed after the selection of an IT Project. The *Profile* tab is displayed below.

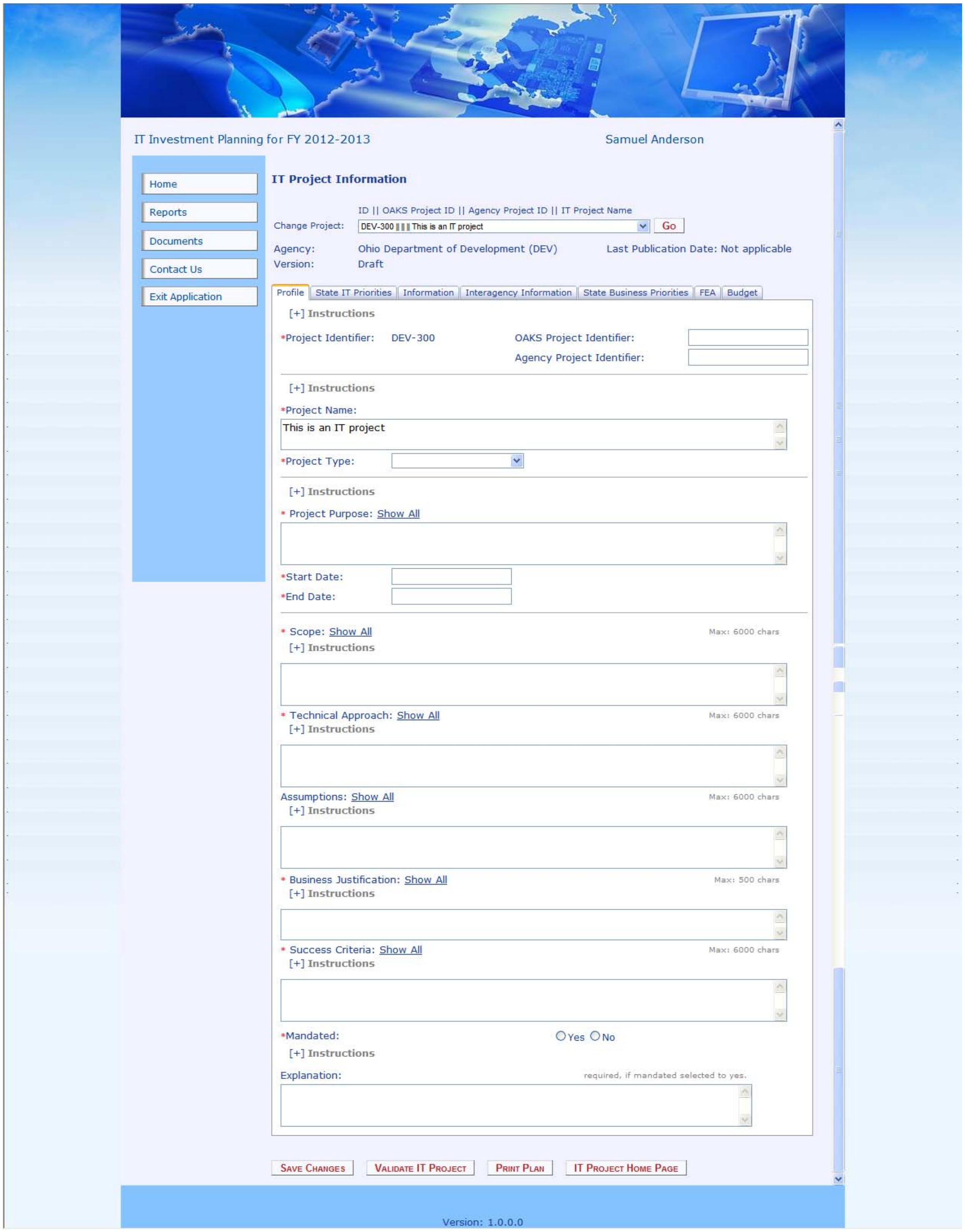


Figure 24: Profile Tab

IT Project Identifier (required): The application provides the agency code prefix for this identifier field, and assigns the next available number.

OAKS IT Project Identifier (optional): A code that uniquely identifies the IT Project budget in OAKS. This identifier will relate the IT Project in the IT Investment Planning system to the corresponding budget in OAKS.

Agency IT Project Identifier (optional): Some agencies have an internal naming scheme for their IT Projects. This field allows the agency to enter that name for their reference.

IT Project Name (required): The name by which the IT Project is commonly referred to within the agency.

IT Project Type (required): The planner chooses from a list of values such as:

- ✓ New capability – the IT Project will provide a new IT capability.
- ✓ Enhancement/Expansion – the IT Project will enhance or expand an existing IT capability.
- ✓ Replacement/retirement – the IT Project will replace an existing IT capability and the previous capability will be retired.
- ✓ Non-recurring requirement – the IT Project is a one-time, unique activity associated with the IT environment (e.g., pandemic preparedness, creation of a plan or study).
- ✓ Other IT-related activity – the IT Project exists to support another IT-related activity (e.g., business continuity testing).

IT Project Purpose (required): A brief description that explains the problem or opportunity that the IT Project is intended to address and the consequence if the IT Project is not in progress during the specified planning period. The purpose for the IT Project should align with satisfying the agency business goals and objectives in their business plan. This is a large text field.

Start Date (required): The date when the IT Project is expected to begin. In order to save a DRAFT plan, the Start Date must be a valid date.

End Date (required): The date when the IT Project is expected to end. In order to save a DRAFT plan, the End Date must be a valid date and cannot be earlier than the Start Date.

Scope (required): A high-level description of the features and functions of the IT Project deliverables, as well as the work to be done to accomplish the deliverables. It should explain the functional and technical boundaries the IT Project encompasses, and any restrictions or constraints that may exist within the boundaries. This is a large text field.

Technical Approach (required): The agency's technical approach to the IT Project, including how hardware, software, telecommunications, and security services will be employed. It should be clearly stated if no hardware, software or telecommunications services will be employed. This is a large text field.

Assumptions (optional): The agency documents IT Project assumptions that could affect the cost, schedule or quality of the IT Project. IT Project assumptions are internal and external factors such as technology, available human resources, stakeholder expectations and the political environment, which may impact the development and implementation of the IT Project. The agency should document all IT Project assumptions that could affect the cost, schedule or quality of the IT Project during implementation and the expected benefits upon IT Project completion. This is a large text field.

Business Justification (required): An explanation of how the IT Project supports the agency's business objectives. This can be a reference to the agency's business plan, if one exists. This is a large text field.

Success Criteria (required): The agency summarizes the expected return on investment for the IT Project and the metrics or measures they will use to determine whether the expected benefits are achieved, as well as the expected benefits upon completing the IT Project. IT Project success criteria provide a narrative describing the measurable value the agency expects from completion of the IT Project. This narrative should be presented as measurable outcomes that define IT Project success. If the success criteria are not known, the agency should state this. This is a large text field.

Mandate (required): Response to the question: "Is the IT Project mandated by state law, federal law, administrative rule, or other non-legislative requirement?"

Mandate Explanation (conditional): Response to the prompt: "If mandated, please cite the law, administrative rule, or other non-legislative requirement." This field is required if the agency responds Yes to "Mandated?"

4.5.3 State IT Priorities Tab

The *State IT Priorities* tab contains planning information associated with the alignment of the IT Project with State IT Priorities. Each IT Project may be associated with one or more State IT Priorities. The *State IT Priorities* tab is displayed below.

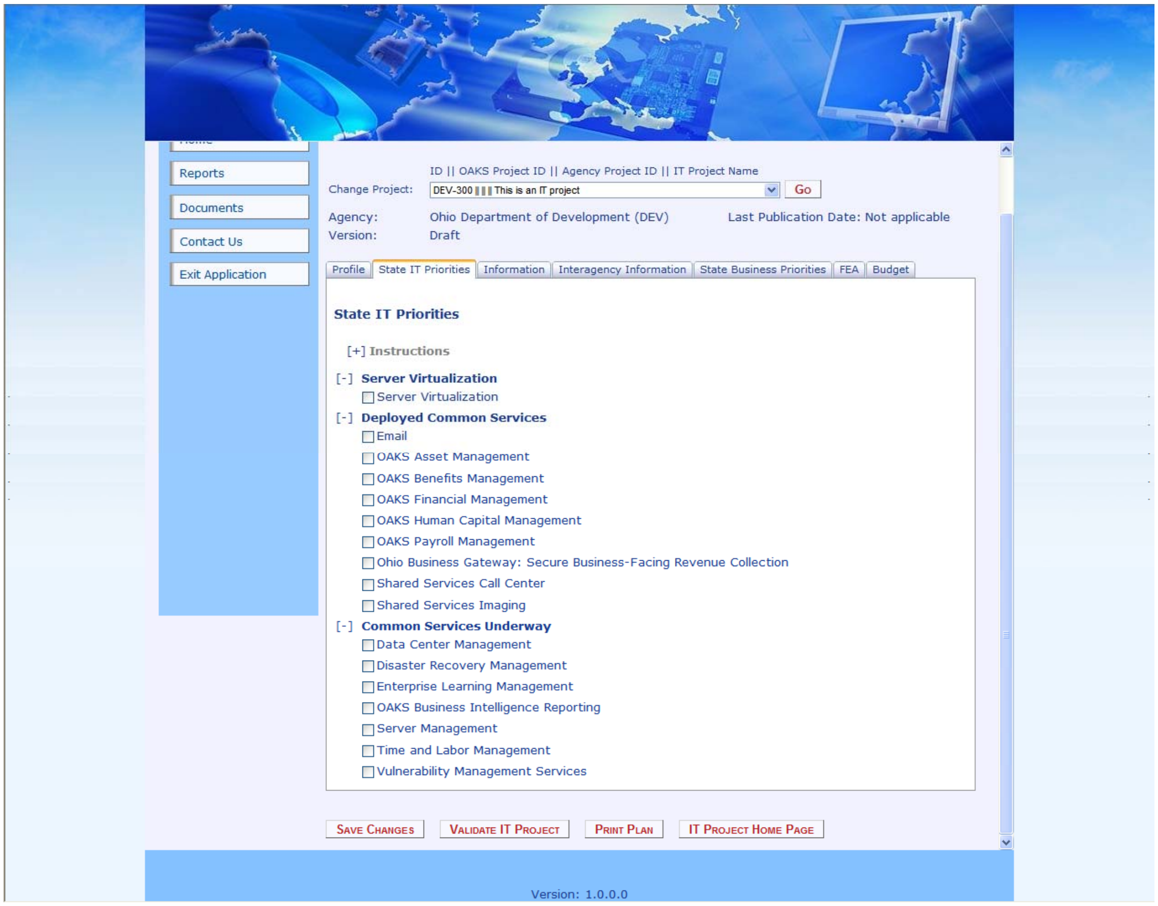


Figure 25: IT Project State IT Priorities Tab

State IT Priorities (optional): A checkbox is provided to the planner for each State IT Priority. If all the priorities are aligned with the IT Project, then all the priorities should be checked.

4.5.4 Information Tab

The *Information* tab contains benefits and risks assessment planning information associated with the IT Project. This screen contains a list of questions. Each question provides a list of possible answers, of which only one can be selected. The *Information* tab is displayed on the next page.

IT Project Information Question(s) (conditional): A series of answers and radio buttons are provided for each IT Project information question in this list. If the budget profile for the lifecycle of the IT Project equals or exceeds $1M, then the planner is required to answer all the questions. If the budget profile for the lifecycle of the IT Project is less than $1M, then responding to the question set is optional.

Figure 26: Information Tab

4.5.5 Interagency Tab

The *Interagency* tab identifies how other agencies may be participating in the IT Project design or implementation. The *Interagency* tab is displayed below.

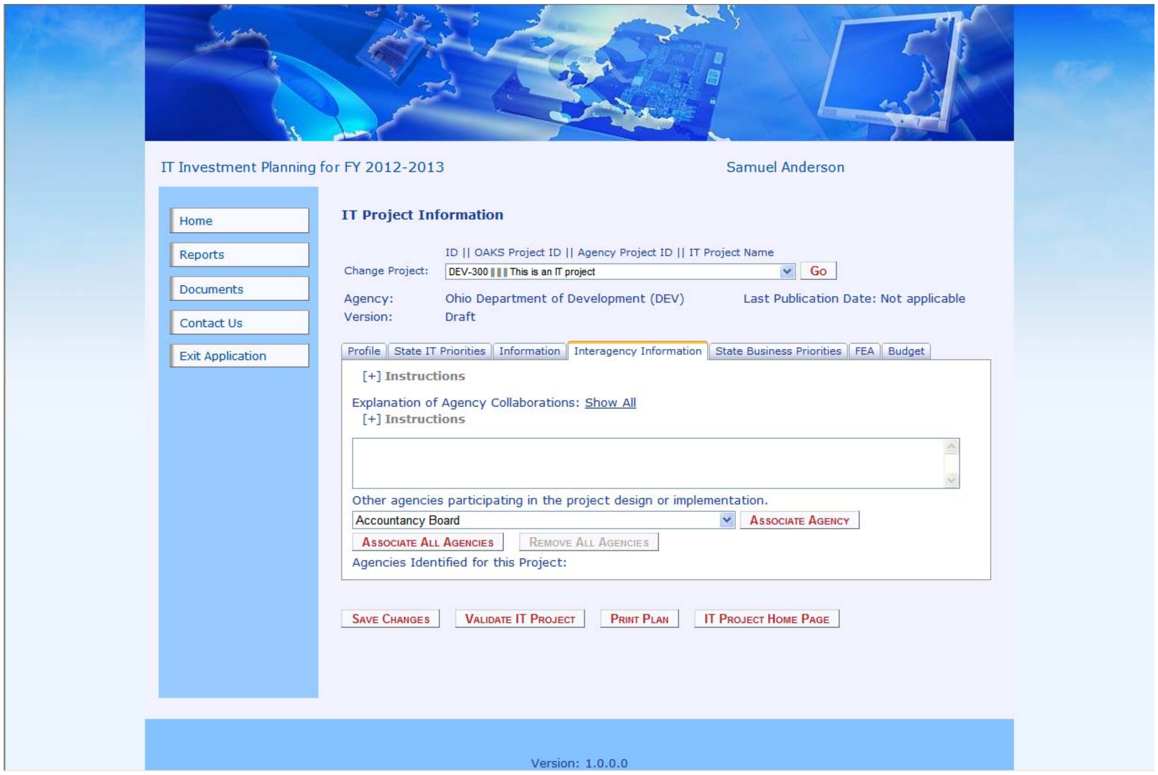


Figure 27: Interagency Information Tab

Explanation of Agency Collaborations (optional): An explanation of the nature of the agency collaborations. This explanation may be entered once for each IT Project, regardless of the how many agencies are collaborating on the IT Project. This is a large text field.

Agency Selection Options (optional): There are four ways to change an agency collaboration association with an IT Project. They are as follows:

- ✓ Associate/Add a single agency – A pull-down box contains a list of all state agencies. The planner selects an agency from the list, and clicks on the *Associate Agency* command button to the right of the field. This action establishes a collaboration link between the selected agency and the IT Project, and repopulates the agency table list lower in the screen.
- ✓ Associate/Add all agencies – The *Associate All Agencies* command button establishes a collaboration link between all agencies and the IT Project. The agency table list is repopulated with all agencies.
- ✓ Remove/Delete all agencies – The *Remove All Agencies* command button removes all collaboration links between agencies and the IT Project. All the agencies listed in the agency table lower in the screen are removed from the screen.

- ✓ Remove/Delete selected agency – An agency list table exists to display all of the previously associated collaborating agencies with the IT Project. The left-most column in this table provides for a removal action for the planner to individually remove a collaborating association between the identified agency and the IT Project.

4.5.6 State Business Priorities Tab

The *State Business Priorities* tab contains planning information associated with the alignment of IT Projects with State Business Priorities established by the Governor. Each IT Project may be associated with one or more business priorities, as displayed below:

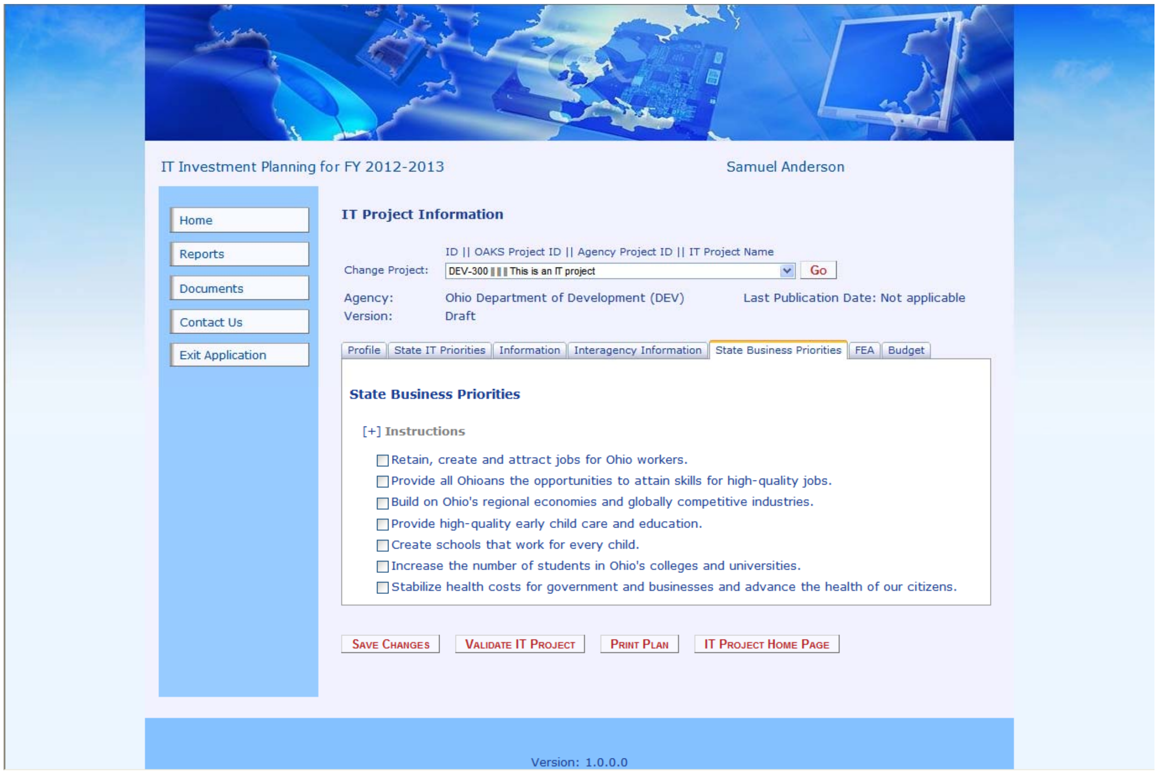


Figure 28: State Business Priorities Tab

State Business Priorities List (optional): A checkbox is provided to the planner for each State Business Priority. If all the priorities are aligned with the IT Project, then all the priorities should be checked.

4.5.7 FEA Tab

The *FEA* tab contains planning information associated with the alignment of the IT Project with the various components of the Federal Enterprise Architecture (FEA) reference models. The *FEA* tab is displayed below, and it will enable the planner to align the IT Project to BRM Lines of Business, SRM Service Types and TRM Service Standards. FEA alignments take effect upon saving changes, regardless of when the plan is re-published.

Figure 29: IT Project FEA Tab

FEA Reference Model (conditional): The checkboxes represent the following FEA models: BRM Line of Business, SRM Service Type and TRM Service Standard. Identify as many associations as necessary with the IT Project. FEA alignments made will take effect upon saving changes, regardless of when the plan is re-published.

- ✓ Business Reference Model (BRM) (required) – An expanded BRM displays BRM Lines of Business. The planner may identify as many Lines of Business as the IT Project provides. For every Service for Citizen the planner identifies, at least one Mode of Delivery has to be aligned to the Application Operation.
- ✓ Service Reference Model (SRM) (optional) – An expanded SRM displays SRM Service Types. The planner may identify as many Service Types as the completed IT Project may provide.
- ✓ Technical Reference Model (TRM) (optional) – An expanded TRM displays TRM Service Standards. The planner may identify as many Service Standards as the completed IT Project will implement.

Note: When an alignment is made to a line of business under Services for Citizens, a pop-up window will appear, requiring the planner to align the Service for Citizen to one or more Modes of Delivery. If a Mode of Delivery is not selected, the system will not save that Service for Citizen alignment for the IT Project.

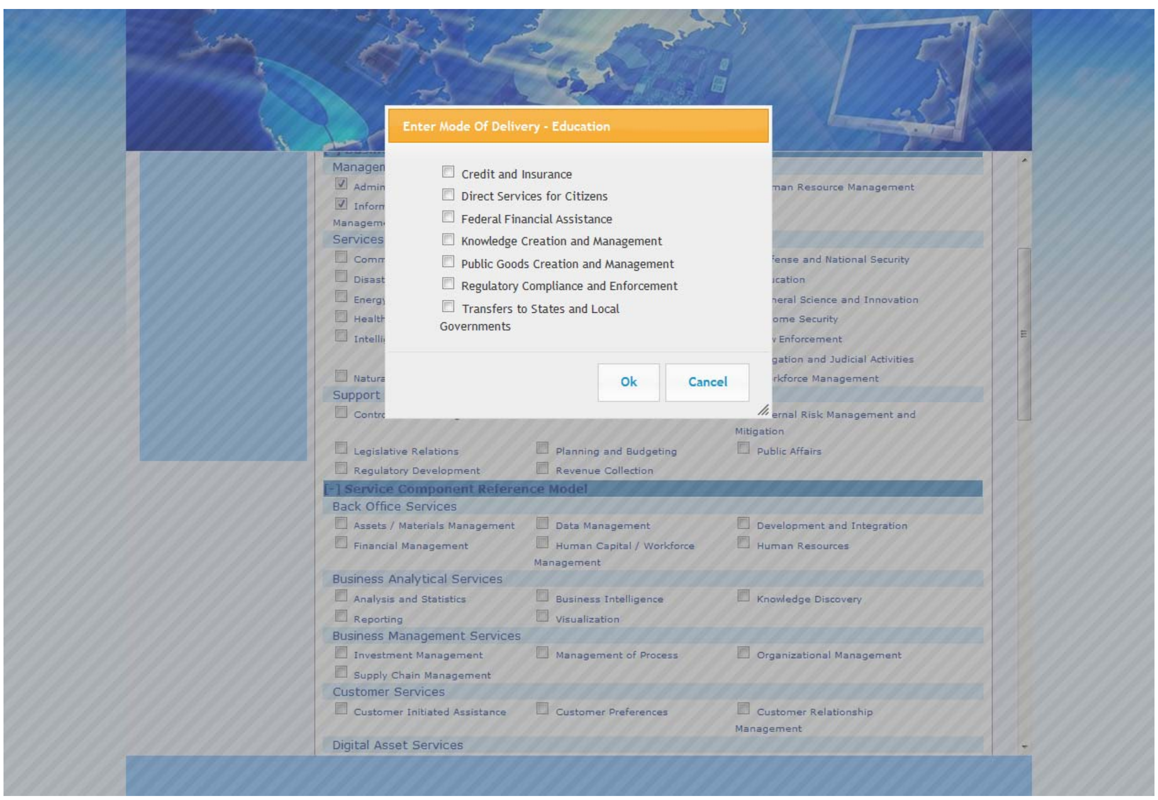


Figure 30: Mode of Delivery Pop-Up Screen

Note: After an alignment is made to a line of business under Services for Citizens, the entry will appear as an underlined link. When you click the link, the Mode of

Delivery pop-up window will appear, allowing you to view or modify the Modes of Delivery associated with that Service for Citizens alignment.

Additional information about the FEA reference models can be found in the *Planning Resource – FEA-RM Overview* document through the *Documents* command button.

4.5.8 Budget Tab

The *Budget* tab contains the budget profile information associated with the Application Operation. All budget categories are consistent throughout the ITIP FY12-13 application (see **Section 4.4.4**). However, the budget funding periods are slightly different for IT Projects, as displayed and described below.

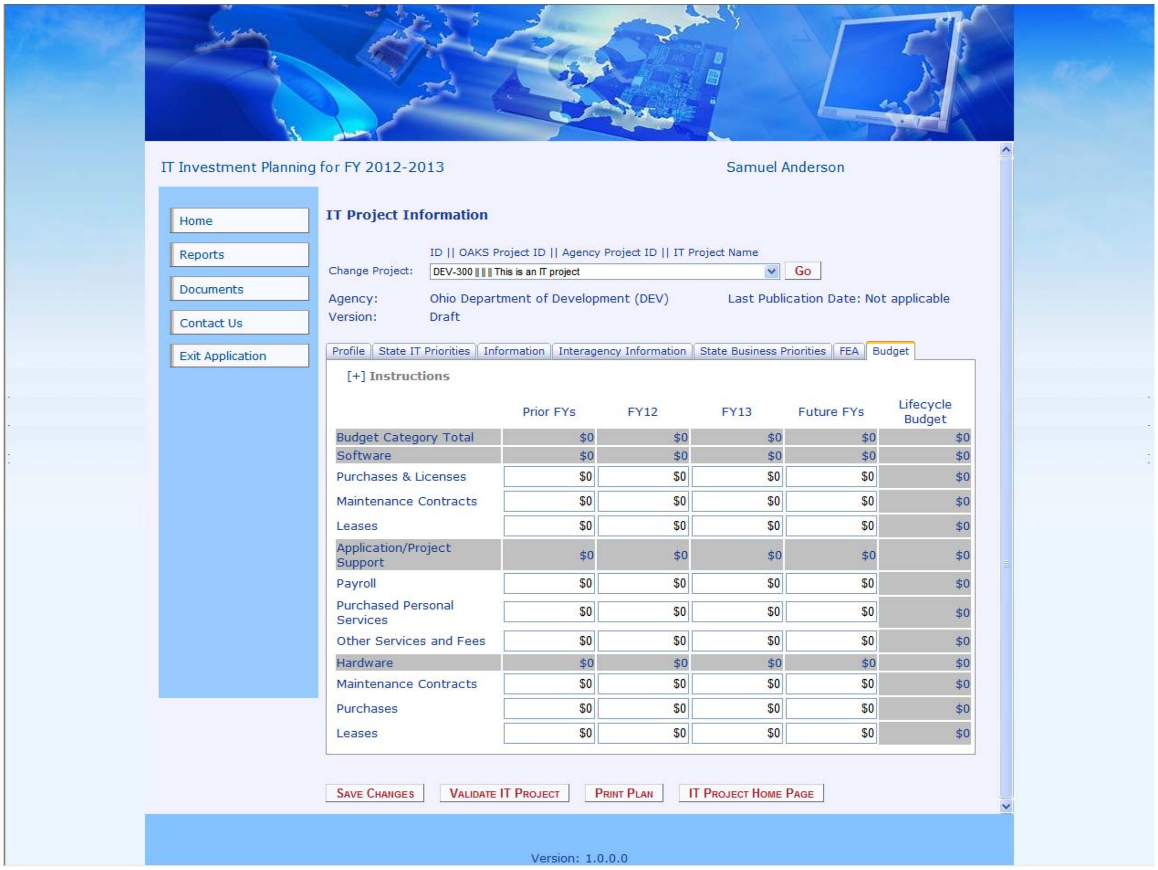


Figure 30: IT Project Budget Tab

Budget Category Table: Each of these budget categories allows for a positive numeric entry to indicate the anticipated costs with a calculated total cost.

Note: The gray-shaded portions of the table are row and column totals. They are calculated and cannot be changed by the planner.

Budget Funding Periods – Unlike other budgets, the Budget Funding Periods of for an IT Project identify four distinct time periods. These periods are listed below:

- ✓ Prior FYs – The estimated costs of the IT Project prior to the FY12/13 time period.
- ✓ FY12 – The estimated costs of the IT Project for the FY12 time period.
- ✓ FY13 – The estimated costs of the IT Project for the FY13 time period. Together, the FY12 and FY13 time periods represent the budget estimate for the IT Project for this biennium.

- ✓ Future FYs – The estimated costs of the IT Project after the FY12/13 biennium period. This estimate includes the estimated cost to complete the IT Project and should not include any costs to operate any resulting operational capabilities.

5.0 APPENDIX A: ITIP FY12-13 FIELDS – MAXIMUM CHARACTER SIZE

Agency-Level Information:

Overview Tab:

Plan Contact – 200 characters

Executive Summary – 12,000 characters

Progress Made Since Last Planning Period – 6,000 characters

Assessment Tab:

Agency Strengths – 8,000 characters

Agency Weaknesses – 8,000 characters

Agency PM Maturity Plan – 200 characters

Application Operations Tab:

Application Operations Description – 6,000 characters

All Budget Categories – 10 characters (i.e., less than $10 billion dollars)

Infrastructure Operations Tab:

Infrastructure Operations Description – 6,000 characters

All Budget Categories – 10 characters (i.e., less than $10 billion dollars)

IT Project-Level, Application Operation and Infrastructure Operation Information:

Profile Tab:

OAKS IT Project Identifier – 10 characters

Agency IT Project Identifier – 20 characters

IT Project Name – 75 characters

IT Project Purpose – 6,000 characters

Scope – 6,000 characters

Technical Approach – 6,000 characters

Assumptions – 6,000 characters

Business Justification – 500 characters

Success Criteria – 6,000 characters

Mandated Explanation – 200 characters

State IT Priorities Tab:

N/A

Information Tab:

N/A

Interagency Information Tab:

Explanation of Agency Collaboration – 1,000 characters

State Business Priorities Tab:

N/A

FEA Tab:

N/A

Budget Tab:

All Budget Categories – 10 characters (i.e., less than $10 billion dollars)