

## PROGRAM & PROJECT MANAGEMENT PRACTICE

### Service Description

The Project Success Center's (PSC) Program and Project Management Practice provides users with a standard set of program and project management processes that are based on fundamental project management principles, combined with a project management tool configured with those processes.

### Customer Benefits

- **Ease of Implementation:** Provides a jump-start to customers who need to implement project management rigor in their organization. Processes are defined and configured in the tool.
- **Collaboration:** The project management tool fosters collaboration in the context of work by employing a social media look and feel to communicate across the whole team. Security is managed at the project level so collaboration between organizations can take place as easily as adding a team member to the project.
- **Results:** Top-down planning approach permits teams to start executing and delivering on projects more quickly, executing on smaller projects that deliver business value.
- **Integration:** The project management tool can integrate easily with other systems like JIRA, TFS, SharePoint and other tools through the use of open APIs. Third party tools/services are not required.
- **Standardization:** Project templates can be used to promote the standardization and repeatability of the customer's processes, providing a basis for the customer's continuous improvement initiatives.
- **Security:** The tool is a hosted solution which encrypts data at rest for HIPAA compliance.
- **Communication:** Real-time reporting and dashboard capabilities are built into the tool which can report at the project, program or portfolio levels.

### OIT Provides

- Project Success Center's Program and Project Management Practice Guide.
- Assistance configuring the Agency's practice in the project management tool.
- On-line training for Project Managers and Team Members.
- Service issue escalation.
- Master Service Agreement and Service attachment for the project management tool.

### Maintenance Schedule

Workfront (formerly known as AtTask) is the service provider of the project management tool. Currently the maintenance windows are:

Instance	Days	Time
OnDemand (CL01)	Every <b>Saturday</b>	<b>10:00 pm to 2:00 am</b> EDT
OnDemand (CL02)	Every <b>Saturday</b>	<b>10:00 pm to 2:00 am</b> EDT
OnDemand (CL03)	Every <b>Saturday</b>	<b>10:00 pm to 2:00 am</b> EDT
Sandbox	Every <b>Mon. / Wed.</b>	<b>9:00 pm to 11:00 pm</b> EDT
	Every <b>Saturday</b>	<b>10:00 pm to 5:00 am</b> EDT
	Every <b>Sunday</b>	<b>3:00 am to 5:00 am</b> EDT
<i>Sandbox data will be re-synced with OnDemand during Sunday maintenance. Any change made to Sandbox will be lost.</i>		
Helpdesk.workfront.com	Every <b>Mon. / Wed.</b>	<b>9:00 pm to 11:00 PM</b> EDT
	Every <b>Saturday</b>	<b>10:00 pm to 2:00 am</b> EDT

## Incident Response & Resolution

Level-2 Support is provided by the Project Success Center for incident reporting and resolution. Staff will respond to a customer within 60 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to make the customer's Group Administrator available to work through issue resolution.

## Service Objectives

Category	Evaluation Criteria	Target
Service Availability	Workfront's service availability excluding scheduled maintenance and outages caused by circumstances beyond Workfront's reasonable control. Real-time performance status available at <a href="http://trust.attask.com">http://trust.attask.com</a>	99.9%
Incident Responsiveness	PSC will respond to (i.e. acknowledge and confirm the receipt of an incident ticket) within 60 minutes between the hours of 8:00 AM to 4:00 PM, excluding weekends and holidays.	100%

## Customer Requirements

- Commit resources to assist with the project management tool configuration
- Maintain Contact List
- Maintain customer licenses
- Provide Group Administrator for customer Level 1 Requests
- Provide internet connectivity for customer's users to access the Workfront web application
- Provide Project Managers who possess basic knowledge of the project management discipline
- Provide resource to build reports and dashboards for customer

## Additional Information

For more information on this service or the Service Level Agreement, contact the Customer Service Center at [CSC@ohio.gov](mailto:CSC@ohio.gov).

Visit us on the web at: <http://das.ohio.gov/Divisions/InformationTechnology.aspx>.