Tier 1 Control Standards (State-Wide)

Requesting IOT Activities and Funding IOT Projects

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IOT-CS-OPS-010

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Policy
23.0 Operational Policies
   23.5 Other Policies
      23.5.1 Other Policies

Purpose
Define the requirements for requesting Indiana Office of Technology (IOT) services by all state agencies and for funding Project Success Center Project Managers for projects resulting from the requests for IOT services.

Scope
IOT Supported Entities

Statement
All State of Indiana (SOI) projects that require Indiana Office of Technology (IOT) services included in the IOT Services Catalog Fiscal Year document shall be initiated using either the approved Indiana Department of Administration (IDOA) Call for Procurement process and tool or the Project Success Center (PSC) Project Request form.

Once an IOT service request is initiated, the PSC evaluates the request to determine if the request constitutes an IOT project that requires a PSC Project Manager using the project identification guidelines established by the PSC and included in the "Vol 1 - PM Framework, Overview" document located in the Associated Links section.

- If the request IS NOT a project that requires a PSC Project Manager, the PSC:
  - Shall notify the requester and the project sponsor of the decision via email
  - Shall route the request to the appropriate IOT team that will ultimately partner with the requesting agency to complete the IOT services as part of the request

- If the request IS a project that requires a PSC Project Manager, the PSC:
  - Shall assign a PSC Project Manager
  - Project Manager shall conduct a Project Classification Assessment (PCA) with the project requestor and sponsor to identify the project's priority, complexity, and risk (see document in "Associated Documents" section.
  - Project Manager and project sponsor shall present the project to the IOT Project Portfolio Review Board (PPRB) to obtain a decision whether the project shall be started, when, and at what priority
  - Project Manager shall create a Service Order Form (SOF) to document the high level scope and the level of Project Management effort and associated cost and shall route the SOF to the project sponsor for review and approval
If the request IS a project that does not require a Project Manager from the PSC, the project shall follow the PSC Project Framework.

Once the PPRB approves the start of the project and the sponsor has approved the SOF, the PSC Project Manager shall start billing project specific hours to the billing code(s) provided by the agency sponsor at a rate based on the Project Manager's level as documented in the IOT Services Catalog Fiscal Year document. The PSC Project Manager shall continue to bill the project specific hours until the project has ended.

Roles
Project Management/Sponsor Personnel

Responsibilities
Agency personnel shall adhere to this Standard when requesting IOT services that have a distinct start and finish date, lasts longer than 6 weeks, and requires multiple IOT functional areas, impacts multiple agencies, or is directed by the CIO. IOT resources shall ensure that no IOT services that are documented in the IOT Services Catalog Fiscal Year document are started unless this Standard is followed.

Management Commitment
Management shall ensure that agency personnel are aware of the requirements related to this Standard.

Coordination Among Organizational Entities
Agency personnel shall coordinate with IOT management and the PSC to help keep all requests for IOT services that are documented in the IOT Services Catalog Fiscal Year document in adherence with this Standard.

Compliance
Any in scope services not following this Standard shall be escalated to the State CAO and CIO.

Exceptions
Exceptions will be handled on a case by case basis through the State CIO.

Associated Links
Project Classification Assessment Form
Vol 1 - PM Framework, Overview