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Section-02 Information Management	OP-020702	Page: 1	Effective Date: 07/18/2014 Annual Review: 11/2015
Request for Information Services	ACA Standards: 2-CO-1F-03, 2-CO-1F-04, 4-4100, 4-4106, 4-APPFS-3D-12		
Robert Patton, Director Oklahoma Department of Corrections		Signature on File	

Request for Information System and Telecommunications Services

When it is determined that information system or telecommunications services are needed, the user will submit a request for services to the administrator of Information Technology (IT). (2-CO-1F-03, 4-APPFS-3D-12)

I. Requests for Information System and Telecommunications Services

All information system and telecommunications services acquisitions require submission of plans, budgets, and actual purchases to the Office of Management and Enterprise Services (OMES) for final review and approval. Such requests for hardware and software purchases must be submitted to and approved by the IT Unit or the Information Systems and Telecommunications Services Review Board before submission to the OMES.

Requests for information system and telecommunications services will be made by submitting a memorandum to the IT Unit indicating what services are needed. These requests will be processed by the IT Unit and the appropriate actions taken.

A. Guidelines for Completing Information System and Telecommunications Services Requests

Requests shall include the following:

1. The requesting unit and the name of the primary contact person and phone number;
2. Project name and description of need;

3. Justification for the request;
4. Other units affected by this request;
5. Requested completion date; and
6. Requestor's division head approval.

B. Analysis

The IT Unit, working with the requestor, will perform an analysis of the request. This analysis will include:

1. Identification of business processes/needs;
2. Project scope;
3. Hardware and software requirements;
4. Alternatives analysis;
5. Projected costs;
6. Level of effort; and
7. Projected benefits.

C. Request Review

The IT Unit will review the analysis of the request. The IT Unit will approve, disapprove or submit the request to the review board.

1. Approval

The IT Unit may approve requests that fit the following criteria:

- a. Within the current IT budget;
- b. Can be accomplished with no increase in manpower;
- c. Do not require hardware or software acquisitions exceeding \$25,000;
- d. Are limited in scope; and
- e. Take less than one year to complete.

The IT Unit will assign a priority to the approved request.

2. Disapproval

The IT Unit may disapprove the request based on any of the following criteria:

- a. The capability already exists within the DOC;
- b. The request is technically infeasible;
- c. The request does not conform to the DOC technology architecture;
- d. There is no benefit gained from implementing the request;
- e. The request is economically infeasible; or
- f. The request does not meet security requirements.

The IT Unit will provide an explanation for the disapproval to the requestor. The requestor may submit the disapproved request for reconsideration to the administrator of IT. The requestor may also provide additional information supporting the request. The administrator of IT will evaluate the information submitted and make the decision to either reconsider or close the request. This decision will be sent to the requestor with an information copy sent to the chief of Administrative Services.

3. Review Board

- a. The Information Systems and Telecommunications Services Review Board is established to review, evaluate, and make recommendations on significant information systems and telecommunications services requests. Some criteria for significant requests are:
 - (1) Exceeding \$25,000 in cost;
 - (2) Requiring additional manpower or contracting services;
 - (3) Affecting multiple divisions or the entire agency;
 - (4) Creating a major change in the information system/telecommunications environment;
 - (5) Creating a major change in the operation of the agency;
or

- (6) Are multi-year in duration.
 - b. The review board is comprised of one representative from each of the following:
 - (1) Field Operations;
 - (2) Administrative Services;
 - (3) Community Corrections
 - (4) Community Sentencing and Offender Information Services; and
 - (5) Treatment and Rehabilitation Services.
4. The administrator of IT is the facilitator of the board. The IT Unit provides administrative support for the board. The board will meet on an as needed basis.
5. The review board will evaluate requests assigned to them. Based upon this evaluation, the board will make a recommendation to the director on the action to be taken on each request. (2-CO-1F-04)

D. Project Management

The control and tracking of projects resulting from approved user requests will involve a structured project management approach.

1. The administrator of IT will assign a project manager/lead to oversee each project.
2. Project planning documents and schedules will include the project plan, responsibilities, milestones, and test plan.
3. Project control will include tracking, status reporting, and change control.
4. A standard systems life cycle approach involving analysis, design, development, testing, and installation phases will be used.

II. Requests for Computer/Telecommunications Hardware and Software

All computer/telecommunications hardware and software acquisitions require submission of plans, budgets, and actual purchases to the Office of Management and Enterprise Services (OMES) for final review and approval. Such requests for hardware and software purchases must first be submitted to and approved by the IT

Unit or the Information Systems and Telecommunications Services Review Board before submission to the OMES.

A. Information Systems and Telecommunications Budget Process

1. The division heads will select a representative to participate in the annual planning and budget process. The representative will coordinate the needs and requirements for the division.
2. The administrator of IT will provide templates to the division representatives for submission of the division's requirements. The division representatives will fill out the templates and return them to the IT Unit.
3. The administrator of IT will consolidate the input from all divisions and ensure the annual projects plan is submitted to the OMES.
4. The administrator of IT will prepare the hardware and software budgetary input for the agency.

B. Information System and Telecommunications Hardware and Software Purchases

1. All information system and telecommunications purchases are to be submitted using established purchasing procedures for intra-agency acquisitions in accordance with [OP-120103](#) entitled "Acquisitions and Dispositions."
2. The administrator of IT will ensure the purchases are within the project's plan before forwarding the purchase requisition to the OMES.

III. Annual Evaluation

The effectiveness of the information system is evaluated at least annually. (4-4106, 4-APPFS-3D-12)

IV. References

Policy Statement No. P-020700 entitled "Oklahoma Department of Corrections Information System"

OP-120103 entitled "Acquisitions and Dispositions"

V. Action

The chief administrator of Analytic and Systems Quality Services is responsible for compliance with this procedure.

The associate director of Administrative Operations is responsible for the annual review and revision.

Any exceptions to this procedure will require prior written approval from the director.

This procedure is effective as indicated.

Replaced: Operations Memorandum OP-020702 entitled "Request for Information System and Telecommunication Services" dated January 22, 2013

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