

# State of Ohio

Ohio Department of Job and Family  
Services

FY10-11 IT Investment Plan

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### Purpose

This document is designed to facilitate review of the agency IT Plan. The document contains the agency's planned IT strategies and investments for the FY 2010-2011 Biennial planning period.

### Document Structure

The document is structured in the same order as the Agency's view of the ITIP application with one exception: the Executive Summary appears at the beginning of the document.

The document provides a complete collection of all answers from the ITIP application and includes indicators for questions not answered by the agency. The document also notes if the agency has or has not uploaded a Business Plan and / or Technology Plan for review by the Department of Administrative Services, Office of Information Technology.

Each section of the document is identified by the section title prefix (Agency Profile, Project Profile) and the section title with a line above and below each section title.

## Executive Summary

The Ohio Department of Job and Family Services (ODJFS) has submitted Information Technology (IT) Plans for the past eight years. This current version reflects the ODJFS strategic IT Plan and budget information for FY10/11 and includes all anticipated application and infrastructure maintenance activities as well as IT Projects. In this plan, the Office of Information Services (OIS) has streamlined the total number of projects from 27 down to 18.

Adhering to the guidelines set forth by the Ohio Office of Information Technology (OIT), Investment and Governance Division, in Policy No.: ITP-D4 issued April 25, 2006, Information Technology Planning, ODJFS, Office of Information Services (OIS) submits this IT Investment Plan. This plan from ODJFS is a contribution of the OIT statewide IT Investment Plan and provides information for approving the acquisition of IT hardware, software, and contract services for the Agency; and to assist in the provision of IT support services.

The process to create the SFY10/11 IT Investment Plan included the activity of updating the SFY08/09 IT Plan. All information for this plan has been entered into the new OIT Internet-based investment planning application called Information Technology Investment Planning (ITIP). The OIS team members which included representatives for each of the four areas of the organization – Production & Operations, Application Development, Architecture & Engineering, and IT Portfolio Management as well as the Office of the Chief Information Officer (CIO) contributed to the this plan. Each area representative actively sought input from their respective ODJFS Program and Business partners. The OIS Fiscal Team confirmed the budget components of the IT Investment Plan. This SFY10/11 IT Investment Plan supports the crosswalk to the ODJFS SFY10/11 Budget on file with the Office of Budget and Management (OBM).

This IT Investment Plan is a document that will continually be updated throughout the biennium. All application and infrastructure maintenance activities as well as projects have been included in this plan. As federal and state program regulations, rules and laws changes as well as technology advancements occur; the IT Investment Plan will be updated accordingly.

The ODJFS IT Investment Plan contains the following sections: Overview, Assessment, State IT Focus Areas, Maintenance, and Projects.

In the Overview, the Plan Contact Information is available. For this plan, Karen L. Brown, MAS2, is the plan contact.

This Executive Summary and Progress Made Since Last Planning Period are other components of the Overview. ODJFS has made significant progress since the last planning period. For SFY 08/09, there were 27 projects included in the plan. Of these projects many of the current phases were completed with new phases beginning in the SFY 10/11 biennium.

In the Assessment Area, readers of the plan will find the ODJFS Business Plan and Technical Plan. The Business Plan is the ODJFS Annual Report for 2007. This highlights and outlines the accomplishments and goals of the Agency. The Technical Plan is the ODJFS IT Strategic Plan. This ambitious, forward-looking five

year plan is a method to better ally OIS with our ODJFS business partners and county agency customers. The plan, developed in 2006 and rolled out to ODJFS in 2007, focuses on leveraging existing centers of excellence across the OIS enterprise and developing new competencies aligned with industry best practice. The objective of the IT Strategic Plan is to enhance OIS' alignment with business strategy and accelerate IT service delivery. The plan is divided into four performance areas: Service Delivery, Communications, People and Technology. There are twenty-six clear, actionable and measurable initiatives that comprise the plan and that fall into the four performance areas. The twenty-six initiatives will be addressed by OIS throughout the five year life of the plan. During 2008, OIS formed eight teams to address the eight initiatives: Strengthen the Project Support Unit (PSU), Increase Maturity of the KPI Program, Extend MIS Cultural Change Initiatives, Develop Guiding Principles, Develop Communications Plan, Establish Service Catalog, Establish Operational Governance with Counties, and Develop Enterprise Project Estimation Methodology and Tools. Six of the eight initiatives were completed. The other two are underway. Other initiatives were addressed through the structural realignment of OIS. The initiative Establish an Enterprise Architecture Program is the new IT Pillar called Architecture & Engineering. Enterprise/Agency IT Decision-Making, Establish IS Client Partner Role and Establish Project Support Unit have been addressed through the IT Portfolio Management pillar of OIS. Establishment of an Enterprise Application Development Methodology is being addressed by the Application Development pillar of OIS. Through the structural realignment process, the OIS Senior Leadership Team conducted an organization staffing assessment. This assessment was also needed for the SFY09 budget reductions which resulted in staff position abolishment/layoffs (32) and staff accepting the Early Retirement Incentive Program (ERIP) (12). Another development as a result of the budget reductions was the hiring of new positions to replace contract staff whose contracts were not renewed in order to reduce costs to the agency. As stated in the weaknesses section of this IT Investment Plan, the budget reductions of SFY 09 resulted in \$31 million being reduced from the OIS budget. Additional reductions in the OIS budget of \$19 million in General Revenue Funds (GRF) occurred for SFY10/11 which affect OIS' ability to complete all projects as outlined in this plan. Along with these issues, ODJFS executive leadership have established four IT Priorities for OIS. These four IT Priorities are 1.) Medical Information Technology System -MITS (38); 2.) SACWIS (31), 3. Eligibility (34 and 39), and 4.) Employer Resource Information Center – ERIC (37). These four IT priorities will be the primary focus for OIS during this SFY.

The Assessment section of the IT Investment Plan focuses on the Agency Strengths, Agency Weaknesses, Agency Project Management Maturity Level and the Agency Project Management Maturity Plan.

ODJFS Strengths highlight in greater detail the OIS Structural Realignment; the standardization of tools, processes, metrics and platforms; continuous improvement strategies; continuation of our cultural initiative program "Personal Best"; security and protection of critical information; the automate access request workflow (AARW) process that is underway; monitoring of production systems; platform upgrades; escalation processes and formation of Rapid Response Teams; utilization of ITIL as an industry best practice; and strong relationships with county partners.

ODJFS Weaknesses show areas where OIS can assist through technology in making agency improvements. These include a focus needed on non-legacy systems disaster recovery and business continuity planning; documentation of systems; the SFY10 budget cuts and those anticipated for SFY11; transition planning for new systems coming into production; lack of redundancy of systems, hardware, and network; and versioning of software.

The ODJFS Project Management Maturity Level is one where the agency monitors and continuously improves the Project Management processes. The Agency Project Management Maturity Plan encompasses OIS' implementation of the IT Portfolio Management (ITPM) pillar. ITPM focuses on Project Portfolio Management using a team approach. The Five Portfolio Management teams include PMI Certified project managers.

The remainder of the ODJFS IT Investment Plan provides insight into how the agency interacts with the State from an IT perspective. This includes information on how the agency will be Capitalizing on OAKS, participating in the Ohio Business Gateway Expansion, addressing the Consolidated Statewide Email, and addressing the Consolidated Statewide Networks.

In the Maintenance area of the IT Investment Plan, there is detail on the Application Maintenance that is anticipated for SFY 10/11 as well as the Infrastructure Maintenance. Budget details are supplied for each of these two areas.

The final section of the ODJFS IT Investment Plan focuses on the specifics of the 18 Projects planned and budgeted for SFY 10/11.

## Overview

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### Plan Contact Information

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### Progress Made Since Last Planning Period

While OIS has made significant progress on all of our projects, due to the limited space, OIS has chosen to pull out select major projects to highlight below. MITS - Medicaid Information Technology is the replacement of the legacy MMIS used to pay over \$200 million in claims submitted by over 15,000 providers each week. The project has progressed through vendor selection, requirements gathering and scoping. The base configuration was completed May 2008. Priority 1 customizations to meet Ohio requirements are underway. This includes elaborating on requirements through JAD sessions that started in May and continued through Sept. 2008. Testing and training environments are nearing completion. The technology driving the interfaces is the TIBCO-ESB.

SACWIS - Statewide Automated Child Welfare Information System has been delivered and is in the implementation phase. It has been rolled out to all 88 counties. An interface to OAKS was completed. Next steps: financial roll out and enhancements such as Alternative Response.

QuIC and CORe Quarterly Information Consolidation System Modifications allows child support workers to access case information in another state instantaneously. The service leverages new and inexpensive technology to provide improved customer service, consistency in data shared between states, online and real time access to financial and case information in other states and improved collections/enforcement of child support. This project was completed in FY08 and took a year to develop, test and implement. JFS has provided QUICK access to more than 6,000 users statewide.

OAKS Interfaces and Conversion (OFIS) and CFIS (County Finance Information System). Changes to JFS systems were required to accommodate the implementation of OAKS. JFS implemented a solution to process financial transactions that provide both inbound and outbound data in a format that both JFS internal systems and OAKS can process. The implemented solution minimized the changes required by JFS source systems and enabled the agency to meet the timelines established by the OAKS PMO. Staff developed an interface solution to transform and transport financial transactional data between the agency's primary systems. The transformation process was implemented through a collection of ETL processes that extract data from source system datasets, transform that data into the required output and load the resulting output back into the centralized location for transmittal to OAKS. The transport process provides the service of moving data sets to and from JFS and OAKS. Future releases of OAKS will include additional interfaces.

Medical Systems (MMIS) increases Benefit Delivery to Ohioans. This project has been very successful and completed in FY09. It included many components associated with the Governor's Initiatives (B, E and J). The first is the Medicaid Buy -In for Working Enrollees with Disabilities. This new system replaced the old central state accounting, payroll, and HR systems. One of the expanded benefits under this project is the OHP restoration projects for psychiatric and chiropractic benefits. These components of the MMIS project have been implemented.

However, in September 2009, psychiatric, chiropractic and dental services were removed from Ohio Medicaid benefits. Other changes are in the discussion stages. IVR/ACD/VOIP project continued throughout FY08/09. For example, during FY 08, the OIS MSN unit created an 800 number for publishing and a JFS Automatic Call Distribution Call Center application was made available to meet federal law and a project the JFS Director agreed to assist in Butler County. This system provided an access point for illegal immigrant calls and an ACD application available for program staff to utilize for assistance and referrals to affected individuals. This system was an urgent request and the MSN team was able to design, write and test and implement the system in 2 days.

The Office of Budget and Management (OBM) is providing shared fiscal services to state agencies. In the spirit of shared services, ODJFS will be providing OBM with call center technologies. In SFY 09, OBM determined that ODJFS has the competencies and capabilities to provide this technology more cost effectively than OBM building it from the ground up, so entered into an MOU with ODJFS to provide these services. ODJFS will continue to look for shared services opportunities in this biennium.

OJI Performance Improvement saw the reduction of OJI overnight batch runtime. Reducing batch runtime required extensive program review through hundreds of programs and thousands of lines of code. The benefit of this project was more system availability for staff and more time for external customers accessing claims information over the internet or IVR telephone systems (41). JFS encourages unemployed workers and businesses to utilize self-service features available through OJI or the telephone IVR. Reducing batch run time provided customers with more hours of system availability with up to date information resulting in UC benefits being paid more accurately and promptly. This was even more important as of Jan 2008 when the Federal government extended benefits for Ohioians for the third time. JFS saw claims increase to 200,000 per week.

Associated Enterprise Software Upgrades and Purchases (54) project, ODJFS is an active participant in cost containment at the state level. ODJFS has participated in the statewide enterprise procurement of IBM ESSO and will continue to provide assistance as DAS-OIT explores other cost reduction opportunities.

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## Assessment

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Business Plan Uploaded? Yes

Technical Plan Uploaded? Yes

### Agency Strengths

The ODJFS OIS implemented a structural realignment process during SFY09, organizing into Four Pillars which include Portfolio Management, Architecture & Engineering, Application Development and Production & Operations. This matrix approach to IT delivery is how OIS delivers products and services to ODJFS state, county and business partners. With this, OIS went from a vertical approach to a horizontal flattened approach; conception to delivery to support and maintenance. IT Portfolio Management has 5 sections: Health Plans Portfolio, Employment Services Portfolio, Human Services Portfolio, Admin/Enterprise Portfolio, and Business Requirements. OIS Client Partners consists of high level IT professionals who understand IT and the business side of ODJFS. They focus on helping business partners enact change from an IT perspective. Project managers are assigned

various projects requested by our business partners. This area provides a portfolio management methodology that involves facilitating all business stakeholders in making agency IT investment decisions.

Architecture & Engineering (A&E) has 5 sections: Security & Technology, Solutions A&E, Networking A&E, Platform, and Data & Information. A&E identifies, transfers, and integrates new technologies into the OIS environment. Enterprise architecture services include solution architecture, information architecture, Service Oriented Architecture, infrastructure and application detail design, IT standards setting and enforcement, infrastructure and application security, middleware integration, web services development, system interface design, information management, long range IT planning, and providing roadmaps for emerging technology.

Application Development has 5 Enterprise sections: Online Services & Notices, JAVA Application Solutions, Object-Oriented Solutions, Web & Business Solutions, and Systems Testing Center. Application Development provides teams of skilled staff and processes necessary to estimate, develop, test, implement, and maintain all agency application software. This area ensures adequate resources for a wide range of application development, systems analysis and business process competencies, including planning for development of new technologies and sun-setting older applications.

Production & Operations (P&O) provides day to day ongoing support keeping ODJFS running through 5 areas: Client Technology, Provisioning & Configuration, Incident Management & Production Control and Information & Application. P&O is a 24 X 7 command center to monitor infrastructure, business systems and batch jobs. P&O manages the IT service desk and the IT operations center. The P&O focus includes improving change management, configuration management, incident management, problem management, availability management, and robust service-level reporting. P&O provides end user desktop and network management and customer service support for all ODJFS networked offices and agencies.

OIS made progress in the last biennium in standardizing tools, processes, metrics, and platforms. OIS embraces continuous improvement strategies to enhance our overall performance and service levels.

OIS leadership has enhanced the Cultural Initiative program, with "The R Factor" to effectively raise the performance level and morale of staff.

ODJFS relies on the availability of timely, accurate information to effectively serve our business partners. All staff and contractors are responsible and accountable for protection of information to ensure its confidentiality, integrity and availability in all forms. ODJFS, with OIT, implemented SafeBoot data security encryption software on all ODJFS state owned laptops. Computrace has been implemented for all laptops in FY10.

ODJFS developed a workflow to more efficiently provide access to systems and the removal of that access when needed. This strategy includes logging changes to security profiles for auditing, reduced login constraints for system users, automated workflow for authorization of requests, and automation of security forms into the workflow process. This initiative lowers support costs, reduces the administrative overhead, and addresses legislative mandates requiring increased accountability of users' security authorizations.

ODJFS continues to leverage tools to ensure the continuous operation of our production systems and minimize interruptions based on application and business requirements. ODJFS utilizes tools such as transaction monitoring software components in conjunction with software agents designed for monitoring specific components of our production architectures. These monitoring tools include: Tivoli,

CompuWare Vantage Suite, Omegamon, and other tools for monitoring our network.

ODJFS has upgraded all Oracle applications to Oracle 10G database software. DB2 and IMS upgrades will also occur to effectively support ODJFS customers and their projects.

ODJFS OIS is using the Information Technology Infrastructure Library (ITIL). ODJFS has 22 ITIL certified staff. Adopting ITIL guidance offers ODJFS benefits that include: reduced costs, improved IT services through best practice processes, improved customer satisfaction through professional service delivery, standards and guidance, improved productivity, and improved use of skills and experience. Low employee turn over is a strength of the ODJFS organization. The average years of service for ODJFS personnel is 13.7 years. OIS has an average years of service of 10.7 years. This continuity of personnel ensures knowledge and experience in IT related systems. OIS uses industry best practices in hiring of staff by utilizing structured interviews, testing and psychometrics to glean the very best IT personnel from the industry. ODJFS is a culturally diverse organization. Training for all staff members on cultural diversity (age, race, ethnicity) was conducted during SFY08/09.

ODJFS, a state supervised, county administered system of providing services to Ohio citizens, supports and provides guidance to county partners. ODJFS has developed strong county relationships through communication and inclusion of county directors and designees in meetings and strategically including them in decision making. In SFY09, OIS implemented the ODJFS County Agency Technical Strategy (OCATS) Committee, a forum for OIS and County Agencies to discuss, review and prioritize IT service and support matters. through open dialog, communication and coordination.

OIS instituted standards for coding during SFY 08/09. The Standardized Coding project was an effort of the OIS Software Configuration Management Unit. ODJFS strives to keep mission critical systems and applications functioning at all times to best serve our business partners and ultimately the citizens of Ohio. On occasion, issues arise with some of our systems, applications, network, or hardware which cause an outage to occur. OIS has implemented the concept of Rapid Response Teams to meet, triage and get the issue working again and then conduct root cause analysis to avert the same issue happening in the future. Prior to SFY09, a standardized process was not in place to address such issues. OIS convenes Rapid Response Teams each time a system is experiencing major performance issues. OIS has standardized and formalized the process of root cause analysis and rapid response to issues.

For FY10-11, ODJFS OIS reviewed software (SW) and hardware (HW) maintenance renewals to compare technology solutions to explore consolidation of SW and HW to reduce agency cost. ODJFS participated in the statewide enterprise procurement of IBM ESSO and will continue to provide data and assistance as DAS-OIT explores other cost reduction opportunities with ORACLE and MICROSOFT. OIS worked closely with DAS-OIT to remain compliant with the EO Waivers for IT purchases as well as status on our efforts in obtaining the 15% or greater reduction from vendors for IT procurement.

#### Agency Weaknesses

For ODJFS, Disaster Recovery of non-legacy systems (online systems) remains an issue. Proven highly successful at ensuring data and system recovery of legacy systems, OIS recognizes the need to assess requirements for business resumption

and data recovery for the enterprise. Work was completed to develop client server and network recovery and continuity. OIS continues to exercise the recovery of enterprise distributed systems and has completed an exercise for SETS, CRISE and OJI. This will continue with the other systems into FY10/11.

While OIS continues to lack comprehensive documentation in some legacy systems, several systems maintain adequate documentation. Many of the systems have comprehensive "back offices" which maintain process flows that detail batch processes, sequences, input and output datasets and a myriad of documentation. Additionally, SETS fully utilizes an in-stream documentation process that requires change details, author, and approval be maintained in each program module. Many of the systems – both mainframe legacy and online systems use Dimensions for software change management. Several initiatives are underway to address these issues, including an effort involving the legacy CRISE system. Technical documentation has been created to improve the quality and increase the volume of application changes that continue to be required due to federal legislative changes. Adequate and accurate documentation is critical for ensuring efficiencies in software maintenance efforts and on-going software development support activities.

In FY08/09, ODJFS experienced severe budget cuts. Through September 2008, IS had a budget reduction of over \$21 million. This has limited the new projects IS has planned for future years as the budget for FY10/11 was reduced by \$19 million in General Revenue Funding (GRF) from the end of SFY09. As part of the FY08/09 budget reductions, OIS was faced with job abolishment and an early retirement incentive program (ERIP) which saw 44 employees leave our organization. These two events impacted OIS greatly through the loss of key personnel. Those who left with the ERIP had 30 plus years of experience with ODJFS taking with them much knowledge and skills. To reduce the SFY 09 budget initially by \$16 million, OIS replaced contract staff with employees. New positions constituted a transition and knowledge transfer from the contract staff to state employees. Because of a lag time between when the contracts expired at the end of 1st Quarter, SFY09, and when the positions were filled, much of the knowledge transfer was lost. On the heels of this, the additional budget reduction of \$5 million became a reality in mid-September 2008. All of this occurred in the midst of the OIS structural realignment which was official as of September 28, 2008. With the SFY10 budget reductions, OIS is forced to do more with less. The new structural realignment assisted with the flattening of the OIS organization, however, not having bodies in seats to perform key functions has been a challenge and weakness of the organization.

OIS strives to keep ODJFS mission critical systems and applications functioning at all times to best serve our business partners and ultimately the citizens of Ohio. Occasionally, issues will arise with some of our systems, applications, network, or hardware which cause an outage to occur. OIS has implemented for all such instances the concept of Rapid Response Teams to meet, triage the situation and get the issue working again and then conduct root cause analysis to avert the same issue happening again in the future. Prior to SFY 09, a standardized process was not in place to address such issues. In the fall of 2007, the SACWIS system experienced a performance issue and a Rapid Response Team was formed. The team identified changes that had occurred in the system to the infrastructure as

well as the software code and got the system back up and running at better performance than previous to the issue happening. With the success of this team, the Production and Operations Assistant Deputy Director has begun calling Rapid Response Teams together each time a system is experiencing performance issues. This has assisted OIS in standardizing and formalizing the process of root cause analysis and rapid response to issues.

Transition Planning for bringing new systems into production (UAT to Pilot to Production) which includes the handing off of a system from developers (vendors/contractors or state staff) to production and operations has long been an issue within IS. While OIS' Production and Operations area has been successful in taking over the support and maintenance of production systems, there is a lack of planning for this to occur at the inception of a system. Planning for the hand off to Production and Operations needs to occur sooner rather than later for all systems and will be a focus during SFY10/11.

Lack of redundancy of systems, hardware, and the network continues to be a weakness for ODJFS OIS, though it has been of heightened importance in recent years. OIS has undertaken an effort to identify single points of failure and working with the Business Continuity team, looking at how best to mitigate risk. Lack of redundancy falls into two main categories: Foundation (e.g., equipment (hardware), data circuits and power) and Systems (e.g., data storage, single mainframe, etc.). For example, at our primary business partner level, counties, facilities are their sole responsibility. They handle their own cabling and electrical systems. In a majority of instances, the power sources are insufficient. Generators are expensive so only the largest counties have this capability for keeping powered up in the event of an emergency situation. Many counties do not have right sized UPS (uninterrupted power supplies) for gracefully taking down equipment when power fails. This was experienced in the fall of 2008 when a major wind storm virtually parallelized 22 Ohio counties which constituted 44 sites that provided direct services to Ohio citizens. Another example is lack of redundancy for middle tier systems such as OJI, SCOTI (Ohiomansjobs), or even the ODJFS Internet which all are singularly dependent on the State of Ohio Computer Center (SOCC) where a majority of ODJFS servers, mainframe and other services are housed. Data circuits are another area ODJFS needs to concentrate on in the future. Instead of having a single central supplier of service, OIS should be considering multiple suppliers so when some one cuts through a line, the whole system is not impacted. Unfortunately, all of these risk mitigation strategies associated with redundancy are a function of the budget we are provided. This all costs large amounts of funds to have duplicate sites, hardware, data storage, etc. In the fiscally constrained times we are in at present, this will remain a weakness until a major catastrophe occurs that drives the situation home to the highest levels of government in Ohio.

#### Agency PM Maturity Level

Agency monitors and continuously improves PM processes.

#### Agency PM Maturity Plan

IS implementing a new IT Portfolio Management organization. IT Portfolio Management will focus on Project Portfolio Management from a team approach. The Five Portfolio teams include PMI Certified PMs.

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## State IT Focus Areas

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### State Capitalizing on the state's investment in OAKS

Explanation: 1)None-ODJFS will review OAKS time and Labor Self Service Functionality in operation during the OBM/DAS pilot and re-examine the feasibility of implementation in the future.

2)ODJFS uses an Oracle based system called TimeKeep for employees to input time, request and approve requests for leave and for Payroll staff to prepare data for submission to OAKS. ODJFS currently does not plan to use the OAKS Time and Labor Self Service module. OAKS functionality lacks the robustness of Timekeep and known concerns were provided to OAKS.

### State New OAKS functions – Hiring Mgt & Learning Mgt

Explanation: 1) ODJFS Employee Business Management and IS has reviewed the hiring and learning management modules in pilot and examine implementation in the future. B2)TEDS (Learning Management System) implementation pursuant to Ohio Child Welfare rule. OAKS training module currently not deployed to agency level / has restricted access. OAKS is not intended to support counties and is not as robust. E-Track (TEDS) is the new application replacing the existing Train Track, an access base application, used to coordinate and facilitate the training program for all Ohio Foster Care staff, managers and resource families. ODJFS has committed to funding OCWTP (Ohio Child Welfare Training Program) to contract out to IHS (Institute of Human Services) to run this training program. OIS with input from IHS is developing and implementing a statewide, comprehensive training system that will train and manage the talent of foster care resources.

### State Advantage Ohio – Ohio Business Gateway Expansion

Explanation: The Ohio Business Gateway is a joint venture between, ODJFS, Ohio Bureau of Workers Compensation and the Department of taxation. This web based system enables businesses to report and pay multiple state taxes through a single website. The Ohio Business Gateway usage surpassed users filing Unemployment tax returns for the first quarter of 2008. ODJFS is implementing an employer driven job matching system to connect the employers and job seekers. Ohio Means Jobs will provide a long-term strategy for self service labor exchange.

### State Consolidation of Email Statewide

Explanation: 1)Migration of enterprise email system to Consolidated email system at State level (OIT), including migration from Blackberry (BES server) to Microsoft Mobile Server. (2) None

### State Consolidation of Statewide Networks

Explanation: 1)The WAN phase 3 project will upgrade network performance to ensure compliance with Broadband Ohio.

2)The essential business reason for the WAN (Wide Area Network) Phase 3 project is to provide a higher degree of network performance and reliability to a large percentage of the user community. Approximately two-thirds of the state and county workers, outside of the campus network, work at approximately one-third of the sites. These sites (approximately 100) will be addressed by WAN Phase 3.

WAN Phase 3.1 will address network performance improvements by implementing WAN optimization and acceleration technology for the larger county sites in our network. This technology is designed to perform data compression on IP (Internet Protocol) communication streams. Our goal in using this technology is to improve performance for applications which the state provides, in addition to reducing the need to buy additional T-1's, so monthly telecommunications charges can be effectively managed.

WAN Phase 3.2 will address network reliability by providing a redundant network path for the larger county sites in our network. Should a failure occur on the network at one of these larger sites, network connectivity could be lost. Implementation of the fault tolerance and redundancy feature would provide a more reliable service to a large percentage of state and county workers, who in turn provide service to the citizens of Ohio.

WAN Phase 3.1 was completed in its entirety.

WAN Phase 3.2 was completed for state sites, but was not completed for county sites. It was placed on hold as the resources required (primarily financial resources to purchase additional circuits) were no longer available, due to the budgetary constraints.

### State Consolidated Disaster Readiness Program

Explanation: (1) The ODJFS Business Continuity Unit has participated in regular monthly Business Continuity and Disaster Recovery meetings with representatives from numerous state agencies. The primary goal of these meetings has been to improve the state's disaster readiness position through collaboration. The group unanimously agreed that the existence of a secondary State of Ohio data center was preferred as it could serve to address many of the concerns shared by all participants. A high-level proposal was drafted and presented to leadership within the Office of Information Technology. An initiative to gather needs and expectations followed and the Business Continuity Unit worked to supply relevant ODJFS information. The Business Continuity Unit fully supports OIT's pursuit of a secondary facility to provide redundancy for day-to-day production operations and to improve the state's disaster recovery resource portfolio.

(2) As a risk mitigation strategy, and recognizing the fact that implementing a secondary facility will require considerable time and effort, the Business Continuity Unit is working within ODJFS to drive the implementation of appropriate hardware fail-over strategies. These strategies include the strategic location and planned utilization of non-production hardware to more quickly recover from an unplanned production outage. As of this time, these plans are being developed and implemented in the rare cases where required resources are readily available. Again, the Business Continuity Unit would readily work to leverage a secondary data center facility, should one be made available.

## Maintenance

### Application Maintenance Budget

#### Application Maintenance Activity Description

IS supports 24,000+ networked users through developing, building, procuring and maintaining a wide array of IT applications.

The Application Development and Architecture & Engineer pillars of IS develops, designs and support applications for the following ODJFS Program Areas Offices: Office of the Director; Child Support; Families and Children; External Affairs; Employee and Business Services; Fiscal and Monitoring Services; Legal Services; Local Operations; Ohio Health Plans; Unemployment Compensation; and Workforce Development. This includes responsibility for the continued development and maintenance of the ODJFS InnerWeb, Internet Web sites, and non program area Client Server and Web-based applications.

The Production and Operations pillar of IS installs and supports applications to maintain the ODJFS desktops, network, infrastructure, architecture and database support for the mainframe legacy systems' development and testing environments, as well as provide 24/7 support for all production applications. OIS conducted a software maintenance assessment to eliminate redundancy and save costs for significantly reduced OIS budget.

ODJFS supports users by procuring, preserving, and improving routine software products which are core to our department's business functions. The maintenance shall allow for fixes, enhancements, upgrades, and improvements to maintain service levels to our customer community.

#### Budget Profile

	FY10	FY11	Total Budget
Total	\$22,048,808	\$21,553,363	\$43,602,171
Software	\$5,359,315	\$5,359,315	\$10,718,630
Purchases & Licenses	\$500,000	\$500,000	\$1,000,000
Maintenance Contracts	\$4,859,315	\$4,859,315	\$9,718,630
Leases	\$0	\$0	\$0
Application/Project Support	\$16,093,973	\$15,598,528	\$31,692,501
Payroll	\$9,156,278	\$9,156,278	\$18,312,556
Purchased Personal Services	\$2,147,616	\$1,922,615	\$4,070,231
Other Services and Fees	\$4,790,079	\$4,519,635	\$9,309,714
Hardware	\$595,520	\$595,520	\$1,191,040
Maintenance Contracts	\$595,520	\$595,520	\$1,191,040
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

## Infrastructure Maintenance Budget

### Infrastructure Maintenance Activity Description

Network infrastructure plays a key role in support of systems availability to our internal and external customers. In order to minimize downtime and provide the performance necessary to support over 250 distributed applications and services, IS must continuously maintain & upgrade infrastructure components that provide seamless and reliable connectivity to approximately 285 geographic locations and 24,000 users. Infrastructure components include routers, search appliances, Fail-over and back-up systems, switches, firewalls, monitoring equipment, servers, cabling plants, UPS equipment. The purchase of applications or licenses requires additional infrastructure or new infrastructure designs to support them. The growth of automation and the simplification of user interfaces also requires infrastructure maintenance activity. All existing network infrastructure will be assessed for reliability, performance, serviceability, end of life, TCO and compatibility with future architectural direction of the enterprise platform. Equipment failing to meet acceptable criteria will be upgraded or replaced, in order to maintain the performance and system availability.

The following maintenance activities have been targeted:

- Filenet-JFS has adopted multiple methods of document imaging to meet the needs of various customers. Fiscal and HR scan or fax documents, which are moved to and stored on servers. OHP and ERIC will store documents in databases.

Infrastructure will allow us to share this data with other State data system. This will reduce the time needed to process disability determination cases, Medstat medical claims, UC Tax, and HR/payroll documents.

- WAN Phase 3 will address network performance improvements by implementing WAN optimization and acceleration technology for the larger county sites in our network. This technology is designed to perform data compression on IP Internet Protocol and to improve network reliability by providing a redundant network path for the larger county sites in our network.

- Unisys mainframe reduction-ODJFS, through it's strategic plan elected to move processing off of the Unisys mainframe for all UC and Work Force Development based application processing. Over the last several years the Ohio Job Net application was replaced by SCOTI and the Benefits application was replaced by the OJI system. At this time IS is in the final stages of creating the ERIC application which will be the replacement for the Unemployment Insurance and Wage Record applications. Upon the successful implementation of ERIC all applications will be off the UNISYS mainframe. It is anticipated that the UNISYS mainframe will remain operational in a read only posture for several months after ERIC go live date.

- The Business Intelligence team will need to implement a new Relational Database Management System on the AIX platform. The software components required will be DB2 UDB ESE with data partitioning featured Version 9 (VIPER). There will also be a need to implement a set of DB2 tools to effectively support this implementation.

ODJFS is in the process of installing DB2 Data Warehouse Edition version 9.5 on Linux Unix Windows. DB2 Version 8 goes out of support 4/2009. The current change management tool that ODJFS has in-house does not support DB2 version 9.5. ODJFS needs a change management tool that will allow us to alter DB2 objects and support the version 9.5 features.

-SETS and MMIS have upgraded to the latest release of COBOL called Enterprise COBOL. Currently, CRISE and ICMS are upgrading their systems to the latest release. The older versions of COBOL have been out of support for a long time and runs the risk of being unusable as the operating system changes. Programmer efforts have been reviewing compiler options, reviewing programs for incompatibilities, upgrading programs to Enterprise COBOL and testing.

-ODJFS is working toward developing more efficient organization wide strategy for providing access to our systems and the removal of that access when appropriate. This strategy(AARW) includes logging changes to our security profiles for auditing purposes, reduced login constraints for our system users, automated workflow for authorization of requests, and automation of security forms into the workflow process.

-ODJFS continues to leverage tools to ensure the continuous operation of our production systems and minimize interruptions according to application and business requirements. As part of this effort ODJFS utilizes tools such as SLA and transaction monitoring software components in conjunction with software agents designed for monitoring specific components of our production architectures. These monitoring tools include but are not limited too: Tivoli for agent specific and transaction based performance monitoring, CompuWare Vantage Suite for SLA and performance monitoring, and Omegamon and DB2 Performance Expert multi platform to monitor DB2 for Z/OS and DB2 LUW for database monitoring and OEM for Oracle DB performance monitoring.

-IS PCTU program was put on hold during FY10 due to budget constraints.

### Budget Profile

	FY10	FY11	Total Budget
Total	\$22,420,027	\$22,149,583	\$44,569,610
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$16,989,742	\$16,719,298	\$33,709,040
Payroll	\$8,391,926	\$8,391,926	\$16,783,852
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$8,597,816	\$8,327,372	\$16,925,188
Hardware	\$5,430,285	\$5,430,285	\$10,860,570
Maintenance Contracts	\$4,170,869	\$4,170,869	\$8,341,738
Purchases	\$1,259,416	\$1,259,416	\$2,518,832
Leases	\$0	\$0	\$0

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## Project Profile

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JFS-030: Child Support Information Technology (SETS)

Agency Project Identifier: J00-068

OAKS Project Identifier:

Project Type: Enhancement/expansion

Start Date: 7/1/2009                      End Date: 6/30/2011

### Project Purpose

The purpose of this project is to complete various system changes that will increase productivity and performance as well as meet the federal requirements outlined in the Deficit Reduction Act of 2005.

### Scope

The scope of the Deficit Reduction Act of 2005 is to add the following functionality to the current Child support system: 1) Cash Medical assignment release will allow SETS to track individuals receiving medical assistance from OHP. 2) Matching of insurance claims against the state child support system to find cases, which own money on child support. 3) SETS application will be changed for Limited Assignment Release to be compliance with the Deficit Reduction Act of 2005. 4) Arrears calculator to assists counties in preparing for court hears. Another major component of this Project is the changes, maintenance, and enhancements needed for the Child Support Payment Central contract that manages all of the child support collections and disbursements. In addition, the scope of this release will be to build a financial data warehouse, which will hold all of the financial data in SETS. This will allow OIS to build reporting cubes for the Office of Child Support to analyze SETS financial data. This initiative will expand the financial reporting capability for the Office of Child Support and the 88 counties it supports.

### Technical Approach

The standard system development life cycle will be followed in the approach to developing and implementing software changes. Will add financial data to the current data warehouse and use COGNOS interfaces. Need to purchase a forms management application, which has friendly interfaces that will allow Child Support to make changes to notice/forms. New hardware may need to be purchased. The process will also to have the ability to print and archive notices/form so that they can be reprinted at any time.

### Assumptions

### Business Justification

This system supports the collection of child support. Without the expansion of this system, ODJFS will not be able to meet its goal of an increase of 1% collection rate as defined in Goal 4 of the GFP Agreement: By 2011 ODJFS will have successfully completed an overhaul of the State's child service system as reported in the federal indicators for safety, permanency, and well-being of children.

Success Criteria

The Office of Child Support and staff in the 88 county CSEAs will be able to run queries and export data with minimal assists from MIS. The Office of Child Support will be able to maintain and create notices/forms with minimal assists from MIS.

Mandated? Yes

Explanation if Mandated

Deficit Reduction Act of 2005

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## Alignments

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### Alignments to Turnaround Ohio Goals

Goal: Revitalizing Our Cities and Towns

Objective: Education that works

Objective: Safe and healthy communities

Goal: The Turnaround Ohio Government Accountability Plan

Objective: Budget for Results

Goal: A Fair Start for Every Ohio Child

Objective: Realign state government to promote healthy early childhood development

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## Enterprise Initiatives

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### Alignments to Enterprise Initiatives

Data Privacy and Security Improvements

Enterprise Disaster Readiness Program

OAKS Integration or Migration

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## FEA Alignments

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### Alignments to FEA Business Reference Model

Information and Technology Management

Regulatory Compliance and Enforcement

### Alignments to FEA Service Reference Model

Data Management

Development and Integration

Document Management

Financial Management

Forms Management

Alignments to FEA Technical Reference Model

Authentication / Single Sign-on

Database

Database Connectivity

Legislative / Compliance

Storage

Supporting Network Services

Supporting Security Services

Test Management

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## Project Information

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1. If the project is mandated, is the mandate related to Federal law/requirements, State law/legislation requirements, State administrative code/requirements, or continuance of operations?  
Federal law/requirements
2. Select the statement that best describes the impact of not completing the IT project:  
Inability to meet legislative / mandates and/or inability to meet federal requirements; the state will be subject to significant loss of federal funding.
3. How would you define the benefits of this project?  
High benefit
4. How would you characterize the time to maturity for this project to reach the plateau of productivity: mainstream adoption?  
2 to 5 years
5. What are the quantified cost benefits for this project?  
Value >5M to 15M
6. What is the Pay Back Period?  
Pay Back within 5 or more years
7. Select the statement that best describes the anticipated impact of the IT project on the agency's existing IT infrastructure and networks:  
Requires minor, insignificant changes to the agency's existing IT infrastructure/networks.
8. Select the statement that best describes the impact of the IT project on state operations:  
The project will provide services or systems that will be used by specific workgroups or units within the agency.
9. Select the statement that best describes the anticipated effect the IT project will have on agency business processes:  
Requires minor changes to existing business processes and/or development of new, moderately complex business processes.
10. Select the statement that best describes the maturity of this project's planned Project Manager:  
The project manager assigned is not certified by either the Office of Information Technology with the Ohio PM certification or the Project Management Institute.
11. Will the Project involve external vendors during the lifecycle of the project:  
No external vendors involved.
12. Select the statement that best describes the agency's experience implementing projects of similar size and effort:  
Agency has had success with projects of similar development and/or integration effort, and has a track record that suggests strong ability to mitigate risks for projects of similar development effort.



## Interagency Information

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Explanation of Agency Collaborations

Agencies Identified for this Project

Office of Information Technology

Project Budget

Biennial Profile

	FY10	FY11	Total FY10-FY11
Total	\$35,587,224	\$35,774,810	\$71,362,034
Software	\$334,007	\$334,007	\$668,014
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$334,007	\$334,007	\$668,014
Leases	\$0	\$0	\$0
Application/Project Support	\$35,237,071	\$35,424,657	\$70,661,728
Payroll	\$10,195,579	\$10,233,165	\$20,428,744
Purchased Personal Services	\$20,841,492	\$20,991,492	\$41,832,984
Other Services and Fees	\$4,200,000	\$4,200,000	\$8,400,000
Hardware	\$16,146	\$16,146	\$32,292
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$16,146	\$16,146	\$32,292
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY10-11	Future FYs	Lifecycle Budget
Total	\$107,052,837	\$71,362,034	\$0	\$178,414,871
Software	\$759,080	\$668,014	\$0	\$1,427,094
Purchases & Licenses	\$62,780	\$0	\$0	\$62,780
Maintenance Contracts	\$696,300	\$668,014	\$0	\$1,364,314
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$106,293,757	\$70,661,728	\$0	\$176,955,485
Payroll	\$16,969,211	\$20,428,744	\$0	\$37,397,955
Purchased Personal Services	\$77,145,888	\$41,832,984	\$0	\$118,978,872
Other Services and Fees	\$12,178,658	\$8,400,000	\$0	\$20,578,658
Hardware	\$0	\$32,292	\$0	\$32,292
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$0	\$32,292	\$0	\$32,292
Leases	\$0	\$0	\$0	\$0

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## Project Profile

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JFS-031: SACWIS (Statewide Automated Child Welfare Information System)

Agency Project Identifier: J00-063

OAKS Project Identifier:

Project Type: Enhancement/expansion

Start Date: 7/1/2009                      End Date: 6/30/2011

### Project Purpose

ODJFS, in partnership with the eighty-eight (88) county public children service agencies (PCSAs) is committed to designing, developing, and implementing a comprehensive case management system that will assist county staff in managing their workloads and provide accurate data for decision making.

### Scope

The scope of this project is to expand the functionality of SACWIS for the following services:

- 1)Alternative response-Traditional child protective services focus on investigations of possible maltreatment to determine if children have been or are at risk of being harmed. They are generally governed by legal requirements. Alternate response allows child welfare agencies to intervene with families in more supportive ways, often by focusing on assessing families' strengths and needs and providing services.
- 2)National Youth in Transition Database-This effort is to track and assist youth that are emancipated from foster care in Ohio. The law that was signed into effect provides the State with funding to make independent living services available to youth in foster care between the ages of 16 and 21.
- 3)Comprehensive Assessment and Planning Model-To rework/overhaul the existing CAPMIS tools within SACWIS to reflect the modifications deemed necessary as a result of the pilot effort.
- 4)Private Agency Implementation-This effort includes system changes around the security, provider, person, case, and administration modules. This work will need to be completed prior to beginning this roll-out.
- 5)Juvenile Court Implementation-This effort is to tract youth that are served within the Juvenile Justice System.
- 6)Financial Services Implementation-Implement improved financial functionality in 14 SACWIS counties and deploy financial functionality to the remaining 74 counties.

### Technical Approach

This project will be accomplished within the body of the SACWIS application. We will reuse the development implementation processes and artifacts that have been used in the past with any necessary modifications.

### Assumptions

Sufficient funding, staffing, hardware, and software will be available not only to maintain, but to improve this system's performance and productivity.

#### Business Justification

This system provides data that serves as the basis for claiming over \$300,000,000 in the collection of federal funds for child welfare services. This project support Goal 4 of the GFP Agreement to successfully complete an overhaul of the state's child serving system as reported in the federal indicators for safety and permanency and well being of children.

#### Success Criteria

The accomplishment of the high level project goals noted above will determine the success of this project. Secondary success criteria consist of the application realizing the specifications set forth in the SACWIS use cases.

Mandated? Yes

#### Explanation if Mandated

Foster Care Independence Act  
The National Youth in Transition Database -Children's Bureau, The Administration for Children and Families

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## Alignments

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### Alignments to Turnaround Ohio Goals

Goal: Revitalizing Our Cities and Towns

Objective: Education that works

Objective: Safe and healthy communities

Goal: Improving Our Healthcare System to Benefit All Ohioans

Objective: Increase the number of Ohioans with healthcare

Goal: The Turnaround Ohio Government Accountability Plan

Objective: Budget for Results

Goal: A Fair Start for Every Ohio Child

Objective: Work to make high-quality early care and learning for all children a reality in Ohio

Objective: Recognize the critical importance of a child's social, emotional and physical development to school readiness and lifelong learning

Objective: Realign state government to promote healthy early childhood development

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## Enterprise Initiatives

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### Alignments to Enterprise Initiatives

Criminal or Juvenile Justice Information Sharing

Data Privacy and Security Improvements

Enterprise Disaster Readiness Program

Electronic Health Records / Information Sharing

OAKS Integration or Migration

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## FEA Alignments

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### Alignments to FEA Business Reference Model

Administrative Management

Community and Social Services

Direct Services for Citizens

Alignments to FEA Service Reference Model

Analysis and Statistics

Collaboration

Communication

Data Management

Document Management

Forms Management

Management of Process

Records Management

Reporting

Search

Security Management

Tracking and Workflow

Alignments to FEA Technical Reference Model

Application Servers

Authentication / Single Sign-on

Collaboration / Communications

Data Exchange

Data Format / Classification

Database

Dynamic / Server-Side Display

Enterprise Application Integration

Internet

Legislative / Compliance

Network Devices / Standards

Platform Dependent Technologies

Reporting and Analysis

Servers / Computers

Web Servers

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## Project Information

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1. If the project is mandated, is the mandate related to Federal law/requirements, State law/legislation requirements, State administrative code/requirements, or continuance of operations?  
Federal law/requirements
2. Select the statement that best describes the impact of not completing the IT project:  
Inability to meet legislative / mandates and/or inability to meet federal requirements; the state will be subject to significant loss of federal funding.
3. How would you define the benefits of this project?  
High benefit
4. How would you characterize the time to maturity for this project to reach the plateau of productivity: mainstream adoption?  
Less than 2 years
5. What are the quantified cost benefits for this project?  
Value >5M to 15M
6. What is the Pay Back Period?  
Don't know.
7. Select the statement that best describes the anticipated impact of the IT project on the agency's existing IT infrastructure and networks:  
Requires some changes to the agency's existing IT infrastructure/networks.
8. Select the statement that best describes the impact of the IT project on state operations:  
The project will provide services or systems that will be used by specific workgroups or units within the agency.
9. Select the statement that best describes the anticipated effect the IT project will have on agency business processes:  
Requires minor changes to existing business processes and/or development of new, moderately complex business processes.
10. Select the statement that best describes the maturity of this project's planned Project Manager:  
The project manager is certified by the Project Management Institute.
11. Will the Project involve external vendors during the lifecycle of the project:  
No external vendors involved.
12. Select the statement that best describes the agency's experience implementing projects of similar size and effort:  
Agency has had success with projects of similar development and/or integration effort, and has a track record that suggests strong ability to mitigate risks for projects of similar development effort.

## Interagency Information

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### Explanation of Agency Collaborations

#### Agencies Identified for this Project

Counselor, Social Worker & Marriage & Family Therapist Board  
Office of Information Technology

**Project Budget**

**Biennial Profile**

	FY10	FY11	Total FY10-FY11
Total	\$10,433,855	\$10,278,581	\$20,712,436
Software	\$176,873	\$176,873	\$353,746
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$176,873	\$176,873	\$353,746
Leases	\$0	\$0	\$0
Application/Project Support	\$10,079,959	\$9,924,685	\$20,004,644
Payroll	\$7,196,055	\$7,241,781	\$14,437,836
Purchased Personal Services	\$338,904	\$137,904	\$476,808
Other Services and Fees	\$2,545,000	\$2,545,000	\$5,090,000
Hardware	\$177,023	\$177,023	\$354,046
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$177,023	\$177,023	\$354,046
Leases	\$0	\$0	\$0

**Lifecycle Profile**

	Prior FYs	Total FY10-11	Future FYs	Lifecycle Budget
Total	\$32,364,329	\$20,712,436	\$0	\$53,076,765
Software	\$977,644	\$353,746	\$0	\$1,331,390
Purchases & Licenses	\$782,044	\$0	\$0	\$782,044
Maintenance Contracts	\$195,600	\$353,746	\$0	\$549,346
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$31,386,685	\$20,004,644	\$0	\$51,391,329
Payroll	\$9,879,970	\$14,437,836	\$0	\$24,317,806
Purchased Personal Services	\$16,076,402	\$476,808	\$0	\$16,553,210
Other Services and Fees	\$5,430,313	\$5,090,000	\$0	\$10,520,313
Hardware	\$0	\$354,046	\$0	\$354,046
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$0	\$354,046	\$0	\$354,046
Leases	\$0	\$0	\$0	\$0

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## Project Profile

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JFS-032: OHP - Medicaid Data Warehouse and Decision Support System

Agency Project Identifier: J00-057

OAKS Project Identifier:

Project Type: Enhancement/expansion

Start Date: 5/15/2006      End Date: 6/30/2011

### Project Purpose

Enhancing medical data available in a newly designed combination of the MITS/BIAR system and the ODJFS SAS Enterprise Suite. These new or upgraded systems will service all of the analytical business need of the Office of Ohio Health Plans.

### Scope

This project is to replace the current Ohio Health Plans (OHP) Decision Support System (DSS) with an integrated data mining and analytical reporting suite. The processing capabilities will be expanded and enhanced to reduce customer response time to the OHP DSS products. This service is being extended from the current customer (OHP) to include the Departments of Health, MRDD, Aging, the Attorney General, LSC, OBM, EMMA, and Auditor of State.

### Technical Approach

System will operate on the MITS/BIAR system and the ODJFS SAS Enterprise server using the ODJFS Data Warehouse.

The MITS/BIAR application uses relational database technology with a variety of pre-packaged set of pre-built online analytical reporting models. This system uses Business Objects as the base tool and OHP has the option to purchase additional analytical tools for HEDIS measures. External data sources for peer comparisons for program management can be handled through the SAS Enterprise suite of applications.

Hardware – The system is currently being designed and the hardware platform has not been finalized. As the number of concurrent users and data requirements increase, it is expected that the current hardware will need to be assessed to determine if it can continue to perform to expectations in the future.

Software – The basis of the solution are COTS products from Business Objects or SAS. This allows OHP to be compliant with the CMS MITA initiatives.

### Assumptions

The OHP DSS will be replaced by the MITS project. There is a service contract with the Medstat to maintain current analytical capabilities while the MITS/BIAR and SAS Enterprise Suite are brought into operation.

The ODJFS Data Warehouse will continue to be an analysis location and a hub for data moving in and out of ODJFS. OHP will continue to leverage this application when appropriate.

The premise for the solution for MITS/BIAR and SAS Enterprise was to leverage as much of already purchased systems as possible to keep costs down, without sacrificing capabilities.

#### Business Justification

This project supports analysis for budgeting, fraud analysis and overall monitoring the Medicaid program to meet State and Federal requirements and supports Goal 2 of the GFP Agreement to provide quality, affordable health insurance for every eligible Ohioan and cut the number of total uninsured Ohioans by 50 Percent.

#### Success Criteria

System continues to meet OHP needs to analyze the Medicaid program.

Mandated? Yes

#### Explanation if Mandated

There are Federal requirements to analyze and audit the Medicaid expenditures.

To ensure the safety and health of children.

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## Alignments

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### Alignments to Turnaround Ohio Goals

Goal: Revitalizing Our Cities and Towns

Objective: Education that works

Objective: Safe and healthy communities

Goal: Improving Our Healthcare System to Benefit All Ohioans

Objective: Increase the number of Ohioans with healthcare

Objective: Initiate Healthy Ohio to improve the health of Ohioans and save State dollars through prevention

Goal: The Turnaround Ohio Government Accountability Plan

Objective: Budget for Results

Goal: A Fair Start for Every Ohio Child

Objective: Recognize the critical importance of a child's social, emotional and physical development to school readiness and lifelong learning

Objective: Realign state government to promote healthy early childhood development

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## Enterprise Initiatives

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### Alignments to Enterprise Initiatives

Data Privacy and Security Improvements

Electronic Health Records / Information Sharing

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## FEA Alignments

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### Alignments to FEA Business Reference Model

Information and Technology Management

### Alignments to FEA Service Reference Model

Business Intelligence

Data Management

Document Management

Records Management

### Alignments to FEA Technical Reference Model

Database

Servers / Computers

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## Project Information

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1. If the project is mandated, is the mandate related to Federal law/requirements, State law/legislation requirements, State administrative code/requirements, or continuance of operations?  
Federal law/requirements
2. Select the statement that best describes the impact of not completing the IT project:  
Inability to meet legislative / mandates and/or inability to meet federal requirements; the state will be subject to significant loss of federal funding.
3. How would you define the benefits of this project?  
High benefit
4. How would you characterize the time to maturity for this project to reach the plateau of productivity: mainstream adoption?  
2 to 5 years
5. What are the quantified cost benefits for this project?  
Value 1M to 5M
6. What is the Pay Back Period?  
Pay Back within 2 years
7. Select the statement that best describes the anticipated impact of the IT project on the agency's existing IT infrastructure and networks:  
Requires some changes to the agency's existing IT infrastructure/networks.
8. Select the statement that best describes the impact of the IT project on state operations:  
The project will provide services or systems that will be used by multiple agencies.
9. Select the statement that best describes the anticipated effect the IT project will have on agency business processes:  
Requires minor changes to existing business processes and/or development of new, moderately complex business processes.
10. Select the statement that best describes the maturity of this project's planned Project Manager:  
The project manager assigned is not certified by either the Office of Information Technology with the Ohio PM certification or the Project Management Institute.
11. Will the Project involve external vendors during the lifecycle of the project:  
No external vendors involved.
12. Select the statement that best describes the agency's experience implementing projects of similar size and effort:  
Agency has had some success implementing projects of similar development and/or integration effort; however, track record does not yet demonstrate repeatability.

## Interagency Information

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### Explanation of Agency Collaborations

#### Agencies Identified for this Project

Aging Department

Attorney General

Auditor of State

Health Department

**Project Budget**

**Biennial Profile**

	FY10	FY11	Total FY10-FY11
Total	\$2,313,729	\$2,188,008	\$4,501,737
Software	\$125,721	\$0	\$125,721
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$125,721	\$0	\$125,721
Leases	\$0	\$0	\$0
Application/Project Support	\$2,188,008	\$2,188,008	\$4,376,016
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$2,188,008	\$2,188,008	\$4,376,016
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

**Lifecycle Profile**

	Prior FYs	Total FY10-11	Future FYs	Lifecycle Budget
Total	\$18,870,110	\$4,501,737	\$0	\$23,371,847
Software	\$1,030,000	\$125,721	\$0	\$1,155,721
Purchases & Licenses	\$0	\$0	\$0	\$0
Maintenance Contracts	\$1,030,000	\$125,721	\$0	\$1,155,721
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$17,835,000	\$4,376,016	\$0	\$22,211,016
Payroll	\$0	\$0	\$0	\$0
Purchased Personal Services	\$17,835,000	\$4,376,016	\$0	\$22,211,016
Other Services and Fees	\$0	\$0	\$0	\$0
Hardware	\$5,110	\$0	\$0	\$5,110
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$5,110	\$0	\$0	\$5,110
Leases	\$0	\$0	\$0	\$0

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## Project Profile

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JFS-033: OJI - Performance Improvement, Interface, & Enhancements

Agency Project Identifier: J00-086

OAKS Project Identifier:

Project Type: Enhancement/expansion

Start Date: 7/1/2009                      End Date: 6/30/2011

### Project Purpose

The Ohio Job Insurance (OJI) has been in production since August 17, 2004, and many new system development efforts are planned into June 2009 and beyond. OJI has assumed the role of its predecessor, the legacy Unemployment Compensation Benefits system, providing many additional customer service features and enhanced automation. OJI facilitates the administration of Unemployment Benefits paid to individuals who are laid off or otherwise become unemployed through no fault of their own. OJI is a web-based system offering full self-service capabilities to employers and claimants (unemployed individuals). OJI also offers a web-based internal staff view which is highly integrated and was designed to facilitate Unemployment Compensation Benefits business processes.

While still a relatively new system, OJI will find it necessary to make selected improvements to adapt to changing hardware and software support structures that will be upgraded in support of the agency. Also, as more clients choose to use the OJI interfaces, the product structures may require changes to provide a necessary level of responsiveness and robustness.

The Office of Unemployment Compensation, UC Benefits, anticipates an increase in the level and kinds of federal reporting and the need for data sharing with federal and other state agencies. To this end, OJI will construct reports, enhance reporting tools and structures and create new data sharing solutions. OJI may be modified to accommodate and leverage new sources of data collected by other applications. New mandates created by legislative changes, both federal and state, will likely continue to drive application modifications.

The OJI support team will continue to increase staff effectiveness through training. In addition, the OJI support team will seek to optimize their practices in project management and software service delivery with the goal of greater customer satisfaction and an optimized application.

The OJI application has proven successful in that customers' use of the online system has increased and nearly half of the continued claims filings are completed online. Many online filed claims are now processed without staff intervention and federal reporting process automation has assisted timely delivery of required reports. OJI continues to be functional for external users nearly 24x7. Working with OIT, planned maintenance has been reduced, thereby providing even greater end customer accessibility.

### Scope

OJI has replaced the legacy Unemployment Compensation Benefits system. OJI is the state system that is used to administer Unemployment Compensation Benefits. OJI has provided a higher level of integrated functionality to the Unemployment Insurance (UI) program staff.

Deliverables include producing the required documentation (statement of work (SOW), requirements, design, testing) and the delivery of each work item. The following list of deliverables for product enhancement initiatives are targeted to begin and some will be completed within the planning time frame:

- \* SIDES (Separation Information Data Exchange System)
- \* UIQ (Unemployment Insurance Query)
- \* Further development of cross-matches, new cross-matches, data sharing opportunities
- \* Single Sign-On (ERIC / OJI)
- \* Legislative changes (Federal and / or State)
- \* FileNet Integration & Imaging Initiatives
- \* FileNew pdf. Conversion (from OJI Document Server)
- \* Reporting / Reporting enhancements
- \* Knowledge Management
- \* Further Data Archiving / Purging
- \* Selective claim refresh process is proposed to further improve application testing capabilities, data management improvements
- \* Further process and technological improvements in the testing arena to help ensure quality product delivery
- \* Test environment management; Automated test script development; System/Functional test process development/enhancement
- \* COBOL & Java related Upgrades
- \* WebSphere 7 Upgrade
- \* Production Performance Tuning and Processing Improvements
- \* Facilitate better access and flexibility of use of OJI data through developing API's (Application Program Interfaces)
- \* Partial Employer Transfer functionality / Reversal functionality Enhancements anticipated post-ERIC implementation
- \* Audit Responses
- \* Product New Functionality and Enhancements
- \* Adding software that enhances OJI Fraud applications which helps to calculate overpayment and has the added feature of near paperless case management
- \* Adding software (AWARE) that will support tax avoidance and detection efforts through sophisticated queries
- \* OJI Extended Online Hours: enhance OJI to support increased claims intake
- \* UCIT (OJI BARTS-Like Enhancements): OJI fraud detection / claimant notice enhancements / automated adjudication
- \* OJI/RC Express Integration
- \* OJI Web Interface Refresh: enhance OJI Web interface look, feel, and usability
- \* Trade - Phase II: implement changes in OJI system required to support Stimulus Package legislation related Trade benefits

OJI OIS staff will continue to maintain the production system providing daily production support, defect corrections and enhancements as prioritized by the UI program area.

Strategic initiatives such as the development of a data warehouse to facilitate

improved federal reporting and to provide better data analysis functions for UI program staff remain on the planning radar. Additional federal and state initiatives will be addressed along with routine maintenance and enhancement activities.

### Technical Approach

OJI resides on OIT-maintained mainframe z/OS Enterprise Server and AIX servers. OJI is available via the Internet to both internal staff and external customers. OJI was developed using Java on the front-end and COBOL on the back-end. The underlying database is DB2.

- Hardware - IBM OS/390, AIX, Windows XP
- Development Software - Visual Age Java, Visual Age COBOL
- Software Technology - Java, Java objects, Java server pages (JSP), HTML, COBOL, JCL, MQ Series, Crystal Enterprise, AQT, Stream A2P, CSF, Crystal Reports, Mercury WinRunner, LoadRunner, Test Director and Dimensions, FileAid for DB2 FileAid, Xpeditor, CA Unicenter, EZ DB2, Strobe
- Database - DB2

### Planned Technical Additions

- Imaging (ERIC) – Kofax, Filenet
- Data Warehouse or Reporting Database – COGNOS
- Code Coverage software – Systems Analysis tool
- Archive/Purge Utility

### Assumptions

Resources are available, hardware and software can be acquired timely. As OJI adds new functionality for Extended benefits more capacity will be needed on the z/OS enterprise server.

### Business Justification

This project ensures that ODJFS is able to successfully administer Unemployment Compensation Benefits according to state and federal rules and regulations and supports Goal 1 of the GFP Agreement to increase the consumer access to benefits and information.

### Success Criteria

Timely delivery of customer requests

- Improved services to customers
- Seamless integration of OJI and ERIC application program interfaces (APIs)
- Adherence to state/federal reporting requirements & enhanced reporting capabilities.
- Development and upward trending of Key Performance Indicators (KPIs)

Mandated? Yes

### Explanation if Mandated

Federal

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## Alignments

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Alignments to Turnaround Ohio Goals

Goal: The Turnaround Ohio Government Accountability Plan

Objective: Budget for Results

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## Enterprise Initiatives

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Alignments to Enterprise Initiatives

Advantage Ohio: Ohio Business Gateway Enhancement

OAKS Integration or Migration

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## FEA Alignments

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Alignments to FEA Business Reference Model

Economic Development

Federal Financial Assistance

Information and Technology Management

Regulatory Compliance and Enforcement

Workforce Management

Alignments to FEA Service Reference Model

Analysis and Statistics

Data Management

Document Management

Financial Management

Forms Management

Management of Process

Reporting

Systems Management

Tracking and Workflow

Alignments to FEA Technical Reference Model

Application Servers

Data Exchange

Database

Enterprise Application Integration

Integrated Development Environment (IDE)

Internet

Intranet

Legislative / Compliance

Middleware

Platform Dependent Technologies

Reporting and Analysis

Software Configuration Management

Supporting Network Services

Supporting Security Services

Test Management

Web Browser

Web Servers

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## Project Information

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1. If the project is mandated, is the mandate related to Federal law/requirements, State law/legislation requirements, State administrative code/requirements, or continuance of operations?  
Federal law/requirements
2. Select the statement that best describes the impact of not completing the IT project:  
Inability to accomplish agency mission (mission critical system).
3. How would you define the benefits of this project?  
High benefit
4. How would you characterize the time to maturity for this project to reach the plateau of productivity: mainstream adoption?  
2 to 5 years
5. What are the quantified cost benefits for this project?  
Value 1M to 5M
6. What is the Pay Back Period?  
Pay Back within 2 years
7. Select the statement that best describes the anticipated impact of the IT project on the agency's existing IT infrastructure and networks:  
Requires some changes to the agency's existing IT infrastructure/networks.
8. Select the statement that best describes the impact of the IT project on state operations:  
The project will provide services or systems that will be used by multiple agencies.
9. Select the statement that best describes the anticipated effect the IT project will have on agency business processes:  
Requires minor changes to existing business processes and/or development of new, moderately complex business processes.
10. Select the statement that best describes the maturity of this project's planned Project Manager:  
The project manager is certified by the Project Management Institute.
11. Will the Project involve external vendors during the lifecycle of the project:  
External vendors involved (totaling contracts < \$1M).
12. Select the statement that best describes the agency's experience implementing projects of similar size and effort:  
Agency has had success with projects of similar development and/or integration effort, and has a track record that suggests strong ability to mitigate risks for projects of similar development effort.

## Interagency Information

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### Explanation of Agency Collaborations

### Agencies Identified for this Project

Attorney General

**Project Budget**

**Biennial Profile**

	FY10	FY11	Total FY10-FY11
Total	\$13,656,773	\$10,785,918	\$24,442,691
Software	\$870,418	\$220,418	\$1,090,836
Purchases & Licenses	\$700,000	\$50,000	\$750,000
Maintenance Contracts	\$170,418	\$170,418	\$340,836
Leases	\$0	\$0	\$0
Application/Project Support	\$12,744,545	\$10,540,500	\$23,285,045
Payroll	\$6,540,000	\$6,540,000	\$13,080,000
Purchased Personal Services	\$2,204,045	\$0	\$2,204,045
Other Services and Fees	\$4,000,500	\$4,000,500	\$8,001,000
Hardware	\$41,810	\$25,000	\$66,810
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$41,810	\$25,000	\$66,810
Leases	\$0	\$0	\$0

**Lifecycle Profile**

	Prior FYs	Total FY10-11	Future FYs	Lifecycle Budget
Total	\$30,742,281	\$24,442,691	\$0	\$55,184,972
Software	\$150,000	\$1,090,836	\$0	\$1,240,836
Purchases & Licenses	\$150,000	\$750,000	\$0	\$900,000
Maintenance Contracts	\$0	\$340,836	\$0	\$340,836
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$30,592,281	\$23,285,045	\$0	\$53,877,326
Payroll	\$9,581,956	\$13,080,000	\$0	\$22,661,956
Purchased Personal Services	\$7,126,725	\$2,204,045	\$0	\$9,330,770
Other Services and Fees	\$13,883,600	\$8,001,000	\$0	\$21,884,600
Hardware	\$0	\$66,810	\$0	\$66,810
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$0	\$66,810	\$0	\$66,810
Leases	\$0	\$0	\$0	\$0

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## Project Profile

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JFS-034: CRIS-E Enhancement-Eligibility Modernization-E-Gateway

Agency Project Identifier: J00-009

OAKS Project Identifier:

Project Type: Enhancement/expansion

Start Date: 7/1/2009                      End Date: 6/30/2011

### Project Purpose

Eligibility Modernization will allow ODJFS to extend the useful life of the core CRISE mainframe system by: replacing all mainframe screens and reports with web-enabled screens and reports; and, adding web functionality enabling community based organizations, citizens and providers to submit benefit applications, changes, and benefit status inquiries using the internet.

E-gateway will be the single integrated statewide eligibility determination gateway for Food Stamps, Medical Assistance, Medicare Premium Assistance, Cash Assistance, Work Participation, and Disability Assistance programs for the State of Ohio.

In the mid 1980's, the Federal government mandated that all states develop improvements to the manual, error prone state procedures associated with the ADC, Food Stamp, and Medicaid benefits processing. In 1992, the CRIS-E system became a statewide, automated solution which assists county caseworkers as they determine OWF/cash, Food Stamp, and Medicaid eligibility and provide benefits' issuance. In the mid 1990's, a Child Care administration automated component was added to the CRIS-E system to assist in state budget management and the tracking of facility licensing.

Since the full implementation of CRIS-E, continuous federal and state legislative/rule changes have required both minor and major programming changes. The following list describes some of those changes:

- EBT (Electronic Benefits Transfer) Vendor Conversion Project – New Ohio Directio Card;
- Data exchange pilot between ODJFS and the National Directory of New Hires;
- Employer Retention Incentive (ERI) program - a cash incentive bonus to recipients administered by the County Department of Job And Family Services (CDJFS), effective August 1, 2006.
- Food Stamp 24-Month Certification Program - Notices sent to all recipients, with 12 Month Follow-up Notices per requirements;
- Department of Development and ODJFS collaboration to administer the Home Energy Assistance Program (HEAP).

Working through the various program and policy offices, and county operational groups, CRIS-E continues to provide and improve the online, real time processes which access the nightly batch processing which directly assists county and state administration of the OWF, Food Stamp, Medicaid, and Child Care programs.

### Scope

The system automates all of the county caseworker support activities from scheduling appointments, taking applications, calculating and determining benefit eligibility for all programs, generating notices, and actually distributing benefits to clients. The system has over 18,000 real time users in Ohio, with those users being located in all 88 counties as well as grouped in regional and central ODJFS office sites. The Deficit Reduction Act of 2006 mandates CRIS-E development changes by October 2009 which include, but are not limited to, the following:

- Change in the documentation requirements related to verification of citizenship for all people on Medicaid (Title XIX) and State Children's Health Insurance Program (SCHIP – Title XXI).
- Significant changes to eligibility for people considered 'institutionalized', including:
  - o People living in or moving into nursing facilities (NF) or Intermediate Care Facility for people with Mental Retardation (ICFMR),
  - o People enrolled in or applying for home and community based services (HCBS) waiver programs,
  - o People enrolled in or applying for the Program for All-Inclusive Care for the Elderly (PACE) program.
- DRA impact will result in different periods of ineligibility for medical assistance and some changes will result in different periods of ineligibility for 'payment of long term care (LTC) services'.
- MIPPA-Federal Mandated Low Income Subsidy

### Technical Approach

CRIS-E operates as a legacy, IBM mainframe system hosted at the State of Ohio Computer Center (SOCC) in Columbus, Ohio. Utilizing existing statewide network capacity, the mainframe is networked to county and central site users in an online, real time environment. The mainframe system mainly employs COBOL/IMS/Telon software tools to develop and maintain over 2700 programs in support of its online processes and nightly/weekly/monthly batch cycles, providing access to over 100 IMS databases. The production online system processes in excess of 2,500,000 transactions daily. During the summer of 2003, CRIS-E recorded a record transaction count for one day, exceeding 4,000,000 transactions.

### Assumptions

Sufficient funding, staffing, hardware, and software will be available not only to maintain, but to improve CRIS-E's performance and productivity.

### Business Justification

This project supports Goal 2 of the GFP Agreement to provide access to quality, affordable health insurance for every Ohioan and cut the number of total uninsured Ohioans by 50%.

### Success Criteria

System online availability over 99% each day is the primary success criteria. In addition, the ability to issue hundreds of thousands of OWF cash warrants, Food Stamps and EBT transactions with 100% accuracy and on time. CRIS-E supports 18,000 users servicing those who need assistance and success is measured on ensuring that the case workers can quickly provide services to those in need. CRIS-E will be compliant with Federal mandates of DRA.

Mandated? Yes

Explanation if Mandated

Deficit Reduction Act of 2005

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## Alignments

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### Alignments to Turnaround Ohio Goals

Goal: Revitalizing Our Cities and Towns

Objective: Education that works

Objective: Safe and healthy communities

Goal: Improving Our Healthcare System to Benefit All Ohioans

Objective: Increase the number of Ohioans with healthcare

Objective: Initiate Healthy Ohio to improve the health of Ohioans and save State dollars through prevention

Goal: The Turnaround Ohio Government Accountability Plan

Objective: Sign a Performance Contract with Every Department

Objective: Budget for Results

Goal: Learning for Life: Skills for High-Quality Jobs

Objective: Getting Jobs Ready for Ohioans

Objective: Getting Ohioans Ready for Jobs

Objective: Make Ohio's workforce development system a system that works

Goal: A Fair Start for Every Ohio Child

Objective: Work to make high-quality early care and learning for all children a reality in Ohio

Objective: Recognize the critical importance of a child's social, emotional and physical development to school readiness and lifelong learning

Objective: Realign state government to promote healthy early childhood development

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## Enterprise Initiatives

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### Alignments to Enterprise Initiatives

Enterprise Disaster Readiness Program

OAKS Integration or Migration

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## FEA Alignments

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### Alignments to FEA Business Reference Model

Federal Financial Assistance

Financial Management

Information and Technology Management

Alignments to FEA Service Reference Model

Data Management

Document Management

Financial Management

Management of Process

Records Management

Tracking and Workflow

Alignments to FEA Technical Reference Model

Database

Internet

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## Project Information

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1. If the project is mandated, is the mandate related to Federal law/requirements, State law/legislation requirements, State administrative code/requirements, or continuance of operations?  
Federal law/requirements
2. Select the statement that best describes the impact of not completing the IT project:  
Inability to accomplish agency mission (mission critical system).
3. How would you define the benefits of this project?  
High benefit
4. How would you characterize the time to maturity for this project to reach the plateau of productivity: mainstream adoption?  
2 to 5 years
5. What are the quantified cost benefits for this project?  
Value 1M to 5M
6. What is the Pay Back Period?  
Pay Back within 2 years
7. Select the statement that best describes the anticipated impact of the IT project on the agency's existing IT infrastructure and networks:  
Requires some changes to the agency's existing IT infrastructure/networks.
8. Select the statement that best describes the impact of the IT project on state operations:  
The project will provide services or systems that will be used by multiple agencies.
9. Select the statement that best describes the anticipated effect the IT project will have on agency business processes:  
Requires minimal changes to existing business processes and/or development of new, low-complexity business processes.
10. Select the statement that best describes the maturity of this project's planned Project Manager:  
The project manager is certified by the Project Management Institute.
11. Will the Project involve external vendors during the lifecycle of the project:  
No external vendors involved.
12. Select the statement that best describes the agency's experience implementing projects of similar size and effort:  
Agency has had some success implementing projects of similar development and/or integration effort; however, track record does not yet demonstrate repeatability.

## Interagency Information

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### Explanation of Agency Collaborations

No collaborating agencies

### Agencies Identified for this Project

Aging Department

Agriculture Department

Development Department

Health Department

Mental Health Department

Project Budget

Biennial Profile

	FY10	FY11	Total FY10-FY11
Total	\$20,287,824	\$20,607,177	\$40,895,001
Software	\$0	\$71,908	\$71,908
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$71,908	\$71,908
Leases	\$0	\$0	\$0
Application/Project Support	\$20,287,824	\$20,524,712	\$40,812,536
Payroll	\$8,765,609	\$8,788,487	\$17,554,096
Purchased Personal Services	\$5,272,215	\$5,486,225	\$10,758,440
Other Services and Fees	\$6,250,000	\$6,250,000	\$12,500,000
Hardware	\$0	\$10,557	\$10,557
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$10,557	\$10,557
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY10-11	Future FYs	Lifecycle Budget
Total	\$30,053,378	\$40,895,001	\$0	\$70,948,379
Software	\$331,390	\$71,908	\$0	\$403,298
Purchases & Licenses	\$331,390	\$0	\$0	\$331,390
Maintenance Contracts	\$0	\$71,908	\$0	\$71,908
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$29,721,988	\$40,812,536	\$0	\$70,534,524
Payroll	\$12,294,671	\$17,554,096	\$0	\$29,848,767
Purchased Personal Services	\$5,432,944	\$10,758,440	\$0	\$16,191,384
Other Services and Fees	\$11,994,373	\$12,500,000	\$0	\$24,494,373
Hardware	\$0	\$10,557	\$0	\$10,557
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$0	\$10,557	\$0	\$10,557
Leases	\$0	\$0	\$0	\$0

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## Project Profile

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JFS-035: Ohio Means Jobs / Workforce Case Management System

Agency Project Identifier: J00-073

OAKS Project Identifier:

Project Type: Enhancement/expansion

Start Date: 7/1/2009                      End Date: 6/30/2012

### Project Purpose

Ohio Means Jobs (OMJ) and Ohio's Workforce Case Management System is the job matching system and eligibility case management system used by the State of Ohio to incorporate the Federal Workforce Investment Act initiatives and Labor Exchange services. These systems will contain both self-service and staff-assisted components. These systems will support the "One Stop" service centers across the state, enhance the employers ability to post jobs and search resumes, and provide job seekers the ability to post resumes and search for jobs.

The final phase to complete the Ohio Means Jobs (OMJ) integration between the Ohio Business Gateway (OBG), Monster Government Solutions, Job Central, and Indeed is currently underway with an implementation date to be late December 2009 with some of these pieces currently in place. The site will emphasize information and features pertaining to employers and job seekers while providing greater access to a larger pool of resumes for employers through our integration with Monster Government Solutions and greater pool of job opportunities through our job opportunity bank, Indeed. After the final implementation of OMJ, along with the current capability of being able to log into the Ohio Business Gateway and have a seamless authentication to Monster in order to perform resume searches from OBG to Monster, the Employers will also be able to have a seamless authentication to use OMJ functionality for Advance Job Posts, Workshops, and Job Fairs. Also via a web service, employer information will be sent real time to the OMJ application. Upon implementation of the final phase the interaction of OMJ and its business partners will be as follows: employer will be able to enter a quick job post with no log on into OMJ, log into the Ohio Business Gateway and from there be able to search resumes via Monster without additional sign on authentication, have seamless authentication to use OMJ for advance job posts, Workshops and Job Fairs, have employer information loaded real time to OMJ, have hourly job post feeds to Indeed, and receive and send data daily to and from Job Central. Job seekers will be able to log into Monster to do job searches and enter resume information which will in turn be loaded into OMJ.

### Scope

The current scope of the OMJ and Ohio's Workforce Case Management System project include completing the final phase of the OMJ project and kick off of the review and redesign of the staff-assisted piece (SCOTI) of the application that would allow the new application to be an extension of the self-service piece of Ohio Means Jobs. The redesign will include: an enhancement of the current platform (Oracle Forms) to a more resilient and robust platform/language such as Java, modifications of the existing functionality, deletion of some the existing screens and functionality, and the addition of new functionality which will include new screens, some functionality may be moved from the current staff-assisted system and reengineered/coded into the OMJ application while sharing the same data and screens, potential updates to feeder systems such as OJI, CRISE, OBG, Skillmax, the Upload Processes, and removal of canned reports and placing all canned and adhoc reports in Discoverer.

### Technical Approach

The technical approach utilized in the Ohio Means Jobs (OMJ) Internet system is as follows: OMJ is a distributed N-tier application and has been built on an AIX/Oracle and Java/Internet platform running on 64-bit kernels. The web servers are isolated in a Secured Server Environment and load balancing is accomplished through the use of an F5 Networks BIGIP 5100. It currently provides the existing Workforce Case Management System (formally known as Staff-Assisted/SCOTI) (WIA and LE) and Self-Service (OMJ) network communications. Ohio Means Jobs Online Self Service (OMJ) provides the Agency with the ability to support its new business model of self service and self sufficiency by being available to the public for free, 24 hours a day, seven days a week while providing access to a broader range of resumes for employers and additional job opportunities to job seekers. The current Workforce Case Management System piece of the application (Labor Exchange and Workforce Investment Act) will be reviewed and enhanced to run under a more robust platform rather than the Oracle Forms development platform that exist within the present application. The new Ohio's Workforce Case Management System could potentially be accessible past the current time frame of 5:00pm.

The application consist of web cache, report, infrastructure, database, application, and batch servers that support the processing of the application functionality. FTP, Novell, Grid Control, Vantage, Tivoli, Control M manager, and X Windows servers are used for production support monitoring. Various environments such as unit test, system test, user acceptance test, integration test, training, load test, and production will be maintained and structured in order to maintain the application through the system development life cycle. An additional environment to be build will be for business resumption/disaster recovery testing of the entire application. Software - The software supporting the application includes the IBM AIX Unix Operating System, Oracle 10giAS Application Server running on both the web and application servers with Oracle's HTTP Tunneling being employed on the web servers. The primary Oracle 10giAS software running on the application servers is Oracle Apache, Oracle Forms, Oracle OC4J Servers, Oracle Discoverer and Oracle Reports. The databases currently run Oracle 10g and will be updated as technological advancements are released. The Ohio Means Jobs application is built on the JavaEE technology. All Ohio Means Job and Ohio's Workforce Case Management System servers will take full advantage of new features to enhance performance and processing. The system will be monitored and additional hardware and software will be procured as the growth and functionality of the system require changes in the infrastructure and processing.

### Assumptions

Resources and funding are available, hardware and software can be acquired timely, and requirements and stakeholders are in agreement to the desired direction and timeline.

### Business Justification

This project supports the key initiatives of the Workforce Development area which are in alignment with the Workforce Investment Act and the Wagner-Peyser Act. This project supports Goal 1 of the GFP Agreement: By 2010, improve the economic well-being of Ohio's workforce by reducing the state's unemployment rates and increasing consumers' access to benefits.

### Success Criteria

1. Increasing youths ability to become responsible adults and helping businesses and individuals realize their greatest degree of economic well-being.
2. Increase the number of employer/job seekers who use our services.
3. Ability to assist employers in obtaining skilled and productive employees.
4. Delivered on time and within budget while meeting the customer needs.
5. Increase job seekers ability to have greater access to a wider range of job opportunities that match their skill level thus providing them with a greater chance of increasing their economic well-being.
6. Increased employment, job retention, earnings of participants, and occupational skill attained by participants.
7. Response time of the application is built within the agreed upon SLA for delivery

Mandated? Yes

Explanation if Mandated

Workforce Investment Act  
Wagner Peyser Act

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## Alignments

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### Alignments to Turnaround Ohio Goals

Goal: Revitalizing Our Cities and Towns

Objective: Jobs in vibrant cities

Objective: Education that works

Goal: The Turnaround Ohio Government Accountability Plan

Objective: Sign a Performance Contract with Every Department

Objective: Budget for Results

Goal: Jobs Worthy of Ohioans

Objective: Take aggressive action to create Jobs Worthy of Ohioans

Goal: Learning for Life: Skills for High-Quality Jobs

Objective: Getting Jobs Ready for Ohioans

Objective: Getting Ohioans Ready for Jobs

Objective: Make Ohio's workforce development system a system that works

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## Enterprise Initiatives

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### Alignments to Enterprise Initiatives

Advantage Ohio: Ohio Business Gateway Enhancement

OAKS Integration or Migration

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## FEA Alignments

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### Alignments to FEA Business Reference Model

Income Security

Information and Technology Management

### Alignments to FEA Service Reference Model

Customer Initiated Assistance

Human Capital / Workforce Management

### Alignments to FEA Technical Reference Model

Database

Internet

Servers / Computers

Web Servers

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## Project Information

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1. If the project is mandated, is the mandate related to Federal law/requirements, State law/legislation requirements, State administrative code/requirements, or continuance of operations?  
Federal law/requirements
2. Select the statement that best describes the impact of not completing the IT project:  
Inability to meet legislative / mandates and/or inability to meet federal requirements; the state will be subject to significant loss of federal funding.
3. How would you define the benefits of this project?  
High benefit
4. How would you characterize the time to maturity for this project to reach the plateau of productivity: mainstream adoption?  
2 to 5 years
5. What are the quantified cost benefits for this project?  
Value 1M to 5M
6. What is the Pay Back Period?  
Pay Back within 2 years
7. Select the statement that best describes the anticipated impact of the IT project on the agency's existing IT infrastructure and networks:  
Requires some changes to the agency's existing IT infrastructure/networks.
8. Select the statement that best describes the impact of the IT project on state operations:  
The project will provide services or systems that will be used by multiple agencies.
9. Select the statement that best describes the anticipated effect the IT project will have on agency business processes:  
Requires minor changes to existing business processes and/or development of new, moderately complex business processes.
10. Select the statement that best describes the maturity of this project's planned Project Manager:  
The project manager is certified by both the Office of Information Technology with the Ohio PM Certification and the Project Management Institute.
11. Will the Project involve external vendors during the lifecycle of the project:  
No external vendors involved.
12. Select the statement that best describes the agency's experience implementing projects of similar size and effort:  
Agency has had success with projects of similar development and/or integration effort, and has a track record that suggests strong ability to mitigate risks for projects of similar development effort.

## Interagency Information

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### Explanation of Agency Collaborations

### Agencies Identified for this Project

Education Department

Rehabilitation and Correction Department

Project Budget

Biennial Profile

	FY10	FY11	Total FY10-FY11
Total	\$8,787,686	\$8,889,588	\$17,677,274
Software	\$716,877	\$752,004	\$1,468,881
Purchases & Licenses	\$262,500	\$275,625	\$538,125
Maintenance Contracts	\$454,377	\$476,379	\$930,756
Leases	\$0	\$0	\$0
Application/Project Support	\$8,020,809	\$8,087,584	\$16,108,393
Payroll	\$5,264,700	\$5,264,700	\$10,529,400
Purchased Personal Services	\$1,806,109	\$1,872,884	\$3,678,993
Other Services and Fees	\$950,000	\$950,000	\$1,900,000
Hardware	\$50,000	\$50,000	\$100,000
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$50,000	\$50,000	\$100,000
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY10-11	Future FYs	Lifecycle Budget
Total	\$47,776,816	\$17,677,274	\$0	\$65,454,090
Software	\$4,804,312	\$1,468,881	\$0	\$6,273,193
Purchases & Licenses	\$3,900,424	\$538,125	\$0	\$4,438,549
Maintenance Contracts	\$903,888	\$930,756	\$0	\$1,834,644
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$41,311,751	\$16,108,393	\$0	\$57,420,144
Payroll	\$7,537,091	\$10,529,400	\$0	\$18,066,491
Purchased Personal Services	\$23,155,405	\$3,678,993	\$0	\$26,834,398
Other Services and Fees	\$10,619,255	\$1,900,000	\$0	\$12,519,255
Hardware	\$1,660,753	\$100,000	\$0	\$1,760,753
Maintenance Contracts	\$407,786	\$0	\$0	\$407,786
Purchases	\$1,252,967	\$100,000	\$0	\$1,352,967
Leases	\$0	\$0	\$0	\$0

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## Project Profile

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JFS-037: ERIC - Employer Resource Information Center

Agency Project Identifier: J00-016

OAKS Project Identifier:

Project Type: Enhancement/expansion

Start Date: 5/1/2004                      End Date: 6/30/2011

### Project Purpose

ERIC (Employer Resource Information Center) is a wholesale replacement of the legacy Unemployment Compensation Tax and Wage systems. We are doing this to help Ohioans improve the quality of their lives and to be one of the national leaders in Workforce Development Systems. The legacy system resides on a Unisys mainframe and our agency's direction involves eliminating the reliance on Unisys and moving all applications under the IBM environment. ERIC will provide a more stable, up-to-date technological platform that will offer more functionality and a broader range of online available services to both internal and external users of the system. ERIC is an innovative application and will provide exceptional service delivery opportunities for the employers in the State of Ohio.

### Scope

UC Tax's mission is to provide a system that exceeds our customers' expectations by modernizing our processes and providing employer customers with the ability to interact (reporting and paying) in the easiest, most efficient manner possible. We will also be one of the Nation's leaders in Workforce Development systems.

The single highest priority of UC Tax is an innovative approach to the modernization of business processes, including the replacement of the existing UC Tax mainframe system (Employment Security Tax Accounting System [ESTAS]). The current system was designed in the 1970s and must be updated if Ohio is to continue to control costs and improve service levels to all interested parties. A new tax system will facilitate the efficient and timely cashing of State Unemployment Tax Avoidance (SUTA) payments, maximize interest earnings and enhance the integrity of the trust fund. A new tax system is necessary to facilitate our ability to meet the U.S. Department of Labor (US DOL) annual evaluation of the UC tax functions in accordance with the Tax Performance System (TPS) standards.

Once ERIC goes live ODJFS will continue to improve performance and develop a Production support and Maintenance plan that will ensure the application continues to meet the customer needs.

### Technical Approach

ERIC is being developed using Java for its Web front-end and middle-tier application server processes running on IBM AIX servers. The Batch process was developed using Java and SQL Stored Procedures. The database will be DB2 running on an IBM z/OS mainframe interfacing with the application layer via IBM DB2 Connect services running on an IBM AIX server.

- Hardware/Operating System- IBM z/OS, AIX, Win 2000
- Development Software- Websphere Studio Application Developer (WSAD), Rational Suite and Dimensions
- Software Technology- Websphere Business Integration, Websphere Application Server, Websphere Portal Server, Java, Java Objects, Java Server Pages (JSP), HTML, Informatica, Cognos, Mercury WinRunner, LoadRunner, Test Director, Kofax, FileNet and Adobe Form Server Java Server Faces (JSF), Enterprise Java Beans (EJBs) and Java Servlets , DB2 Connect, IBM z/OS, DB2 UDB on z/OS and DB2 UDB on AIX.

### Assumptions

Resources are available, hardware and software can be acquired timely.

### Business Justification

This project support the efficient and timely cashing of State Unemployment Tax Avoidance payments, maximize interest earnings and enhances the integrity of the trust funds.

### Success Criteria

1. Completed on time and on budget.
2. Meets users needs.
3. Extend services to customers
4. Adherence to state/federal reporting requirements
5. Provide exceptional Service Delivery

Mandated? Yes

### Explanation if Mandated

US Department of Labor

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## Alignments

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### Alignments to Turnaround Ohio Goals

Goal: The Turnaround Ohio Government Accountability Plan

Objective: Sign a Performance Contract with Every Department

Objective: Budget for Results

Goal: Jobs Worthy of Ohioans

Objective: Take aggressive action to create Jobs Worthy of Ohioans

Goal: Learning for Life: Skills for High-Quality Jobs

Objective: Getting Jobs Ready for Ohioans

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## Enterprise Initiatives

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### Alignments to Enterprise Initiatives

Advantage Ohio: Ohio Business Gateway Enhancement

Enterprise Disaster Readiness Program

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## FEA Alignments

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### Alignments to FEA Business Reference Model

Information and Technology Management

Knowledge Creation and Management

### Alignments to FEA Service Reference Model

Communication

Customer Relationship Management

### Alignments to FEA Technical Reference Model

Database Connectivity

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## Project Information

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1. If the project is mandated, is the mandate related to Federal law/requirements, State law/legislation requirements, State administrative code/requirements, or continuance of operations?  
Not Applicable
2. Select the statement that best describes the impact of not completing the IT project:  
Inability to accomplish agency mission (mission critical system).
3. How would you define the benefits of this project?  
High benefit
4. How would you characterize the time to maturity for this project to reach the plateau of productivity: mainstream adoption?  
2 to 5 years
5. What are the quantified cost benefits for this project?  
Value 1M to 5M
6. What is the Pay Back Period?  
Pay Back within 2 years
7. Select the statement that best describes the anticipated impact of the IT project on the agency's existing IT infrastructure and networks:  
Requires some changes to the agency's existing IT infrastructure/networks.
8. Select the statement that best describes the impact of the IT project on state operations:  
The project will provide services or systems that will be used by multiple agencies.
9. Select the statement that best describes the anticipated effect the IT project will have on agency business processes:  
Requires minor changes to existing business processes and/or development of new, moderately complex business processes.
10. Select the statement that best describes the maturity of this project's planned Project Manager:  
The project manager is certified by the Office of Information Technology with an Ohio PM certification.
11. Will the Project involve external vendors during the lifecycle of the project:  
One external vendor involved (totaling contracts over \$1M).
12. Select the statement that best describes the agency's experience implementing projects of similar size and effort:  
Agency has had success with projects of similar development and/or integration effort, and has a track record that suggests strong ability to mitigate risks for projects of similar development effort.

## Interagency Information

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### Explanation of Agency Collaborations

### Agencies Identified for this Project

Attorney General

Office of Information Technology

**Project Budget**

**Biennial Profile**

	FY10	FY11	Total FY10-FY11
Total	\$11,209,525	\$10,087,179	\$21,296,704
Software	\$397,979	\$397,979	\$795,958
Purchases & Licenses	\$50,000	\$50,000	\$100,000
Maintenance Contracts	\$347,979	\$347,979	\$695,958
Leases	\$0	\$0	\$0
Application/Project Support	\$10,761,546	\$9,639,200	\$20,400,746
Payroll	\$3,139,200	\$3,139,200	\$6,278,400
Purchased Personal Services	\$6,122,346	\$5,000,000	\$11,122,346
Other Services and Fees	\$1,500,000	\$1,500,000	\$3,000,000
Hardware	\$50,000	\$50,000	\$100,000
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$50,000	\$50,000	\$100,000
Leases	\$0	\$0	\$0

**Lifecycle Profile**

	Prior FYs	Total FY10-11	Future FYs	Lifecycle Budget
Total	\$43,364,530	\$21,296,704	\$0	\$64,661,234
Software	\$5,482,949	\$795,958	\$0	\$6,278,907
Purchases & Licenses	\$4,717,051	\$100,000	\$0	\$4,817,051
Maintenance Contracts	\$765,898	\$695,958	\$0	\$1,461,856
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$34,482,560	\$20,400,746	\$0	\$54,883,306
Payroll	\$3,899,047	\$6,278,400	\$0	\$10,177,447
Purchased Personal Services	\$30,314,447	\$11,122,346	\$0	\$41,436,793
Other Services and Fees	\$269,066	\$3,000,000	\$0	\$3,269,066
Hardware	\$3,399,021	\$100,000	\$0	\$3,499,021
Maintenance Contracts	\$6,331	\$0	\$0	\$6,331
Purchases	\$3,392,690	\$100,000	\$0	\$3,492,690
Leases	\$0	\$0	\$0	\$0

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## Project Profile

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JFS-038: MITS - Medicaid Information Technology System

Agency Project Identifier: J00-057

OAKS Project Identifier:

Project Type: New capability

Start Date: 7/1/2004                      End Date: 6/30/2013

### Project Purpose

MITS is a strategic project to develop and implement an IT system to support the business needs of Ohio's Medicaid health plans, OHP.

The current IT system supporting OHP is a twenty (20) year old stand-alone mainframe system, with some client server systems and a decision support system (DSS). Although health care is one of the most regulated and rapidly changing businesses in the country, the vast majority of OHP's business processes are manual, people-dependent, and costly in terms of time and staff. At best, many of these processes are managed through isolated databases, including paper claims and adjustments, third party liability and coordination of benefits, rules management, rate setting and projecting, county medical services, provider enrollment and network management.

Other critical health plan functions, including long term care rate setting and managed care performance management are maintained on stand alone client-server environments. Financial management and cost projection for various provider types and the Medicaid program is largely dependent on subject matter experts with limited technology supports.

Ohio MITS will be based on a transfer system, which will be designed and modified to meet the system requirements for each of the business functions. In addition, JFS expects that Commercial of the Shelf software and other Best of Breed solutions will be utilized to meet applicable business requirements.

### Scope

The system will:

- Meet or exceed all requirements in 42 CFR 433, Subpart C and Part 11 of State Medicaid Manual:
- Anticipate, address, and support emerging Federal guidelines for MITA;
- Meet or exceed Federal MMIS certification standards;
- Obtain and exchange consumer eligibility information with the current Ohio eligibility determination system, the Social Security Administration and Medicare;
- Interface and provide data to non-traditional managed care/enhanced managed care data systems, and with any other new stand-alone components selected by the Contractor and brought in to meet required business functions;
- Provide the information and processing capabilities necessary for JFS to be compliant with all regulations under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) including accepting and sending all electronic data interchange (EDI) formats;
- Meet or exceed all functional requirements identified in the RFP; and
- Facilitate the implementation of future program initiatives and legislative requirements.
- Meet specified performance processing system requirements.
- Meet contractual System Disaster Recovery specifications.

#### Technical Approach

The solution will align with MITA architecture and meet the following MITA requirements:

- Industry based, open architectural standards;
- Modular components;
- Relational database;
- Web and real-time processing;
- Rules Engine management;
- Data privacy, security and integrity with access limited by staff role;
- Interoperable systems that support e-communication and processing between systems.

#### Assumptions

- In addition to the vendor, the project team will be appropriately staffed by OIS and OHP personnel.
- Sufficient funding will continue to be available.

#### Business Justification

The MITS project will support the business of the Ohio Medicaid Health Plans. This project supports Goal 2 of the GFP Agreement to provide quality, affordable health insurance for every eligible Ohioan and cut the number of total uninsured Ohioans by 50 Percent.

#### Success Criteria

The success of this project will be determined by the modification, implementation and operational training of a transfer system that meets the stated functional and operational requirements and the above stated business justification goal, in the time frames defined in the RFP and within budget.

Mandated? Yes

Explanation if Mandated

Federal guidelines for MITA  
HIPPA

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## Alignments

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### Alignments to Turnaround Ohio Goals

Goal: Revitalizing Our Cities and Towns

Objective: Safe and healthy communities

Goal: Improving Our Healthcare System to Benefit All Ohioans

Objective: Increase the number of Ohioans with healthcare

Objective: Initiate Healthy Ohio to improve the health of Ohioans and save State dollars through prevention

Goal: The Turnaround Ohio Government Accountability Plan

Objective: Sign a Performance Contract with Every Department

Objective: Budget for Results

Goal: A Fair Start for Every Ohio Child

Objective: Recognize the critical importance of a child's social, emotional and physical development to school readiness and lifelong learning

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## Enterprise Initiatives

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### Alignments to Enterprise Initiatives

Data Privacy and Security Improvements

Enterprise Disaster Readiness Program

Electronic Health Records / Information Sharing

OAKS Integration or Migration

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## FEA Alignments

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### Alignments to FEA Business Reference Model

Community and Social Services

Direct Services for Citizens

Disaster Management

Health

Information and Technology Management

Alignments to FEA Service Reference Model

Analysis and Statistics

Business Intelligence

Customer Relationship Management

Data Management

Document Management

Financial Management

Knowledge Management

Management of Process

Records Management

Reporting

Tracking and Workflow

Alignments to FEA Technical Reference Model

Application Servers

Authentication / Single Sign-on

Collaboration / Communications

Data Exchange

Data Transformation

Data Types / Validation

Database

Database Connectivity

Enterprise Application Integration

Internet

Portal Servers

Servers / Computers

Supporting Security Services

Web Servers

Wide Area Network (WAN)

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## Project Information

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1. If the project is mandated, is the mandate related to Federal law/requirements, State law/legislation requirements, State administrative code/requirements, or continuance of operations?  
Continuance of operations
2. Select the statement that best describes the impact of not completing the IT project:  
Potential failure of aging system that supports critical internal function or agency service.
3. How would you define the benefits of this project?  
High benefit
4. How would you characterize the time to maturity for this project to reach the plateau of productivity: mainstream adoption?  
2 to 5 years
5. What are the quantified cost benefits for this project?  
Value >5M to 15M
6. What is the Pay Back Period?  
Pay Back within 3 years
7. Select the statement that best describes the anticipated impact of the IT project on the agency's existing IT infrastructure and networks:  
Requires some changes to the agency's existing IT infrastructure/networks.
8. Select the statement that best describes the impact of the IT project on state operations:  
The project will provide services or systems that will be used by multiple agencies.
9. Select the statement that best describes the anticipated effect the IT project will have on agency business processes:  
Requires major changes to existing business processes and/or development of new, complex business processes.
10. Select the statement that best describes the maturity of this project's planned Project Manager:  
The project manager is certified by the Project Management Institute.
11. Will the Project involve external vendors during the lifecycle of the project:  
One external vendor involved (totaling contracts over \$1M).
12. Select the statement that best describes the agency's experience implementing projects of similar size and effort:  
Agency has no experience with a project of similar development and/or integration effort.

## Interagency Information

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### Explanation of Agency Collaborations

#### Agencies Identified for this Project

Administrative Services Department

Aging Department

Alcohol and Drug Addiction Services Department

Auditor of State

Health Department

Inspector General

Mental Health Department

Mental Retardation and Developmental Disabilities

**Project Budget**

**Biennial Profile**

	FY10	FY11	Total FY10-FY11
Total	\$30,235,000	\$26,235,000	\$56,470,000
Software	\$3,812,772	\$2,895,972	\$6,708,744
Purchases & Licenses	\$1,500,000	\$500,000	\$2,000,000
Maintenance Contracts	\$2,312,772	\$2,395,972	\$4,708,744
Leases	\$0	\$0	\$0
Application/Project Support	\$25,422,228	\$23,339,028	\$48,761,256
Payroll	\$1,635,000	\$1,635,000	\$3,270,000
Purchased Personal Services	\$23,787,228	\$21,704,028	\$45,491,256
Other Services and Fees	\$0	\$0	\$0
Hardware	\$1,000,000	\$0	\$1,000,000
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$1,000,000	\$0	\$1,000,000
Leases	\$0	\$0	\$0

**Lifecycle Profile**

	Prior FYs	Total FY10-11	Future FYs	Lifecycle Budget
Total	\$118,679,061	\$56,470,000	\$0	\$175,149,061
Software	\$7,130,434	\$6,708,744	\$0	\$13,839,178
Purchases & Licenses	\$4,251,422	\$2,000,000	\$0	\$6,251,422
Maintenance Contracts	\$2,879,012	\$4,708,744	\$0	\$7,587,756
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$101,140,294	\$48,761,256	\$0	\$149,901,550
Payroll	\$7,860,712	\$3,270,000	\$0	\$11,130,712
Purchased Personal Services	\$90,388,380	\$45,491,256	\$0	\$135,879,636
Other Services and Fees	\$2,891,202	\$0	\$0	\$2,891,202
Hardware	\$10,408,333	\$1,000,000	\$0	\$11,408,333
Maintenance Contracts	\$1,957,875	\$0	\$0	\$1,957,875
Purchases	\$8,450,458	\$1,000,000	\$0	\$9,450,458
Leases	\$0	\$0	\$0	\$0

## Project Profile

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JFS-039: EBT - Electronic Benefits Transfer (Enhancements & Contract Maintenance)

Agency Project Identifier: J00-102

OAKS Project Identifier:

Project Type: Enhancement/expansion

Start Date: 7/13/2005      End Date: 6/30/2011

### Project Purpose

The purpose of this project is to maintain the existing federally required EBT method of issuing Food Stamp benefits with the Affiliated Computer Services, Inc (ACS) for another year through 06/30/09.

Affiliated Computer Services, Inc., based in Dallas, was awarded the contract through the Ohio Office of Information Technology. The total estimated cost of the project is about \$45 million which is based on ODJFS projections of the number of food stamp recipients multiplied by a cost of \$1.08 per case per month. The contract started July 2005 and is renewable through SFY 2013. The new system was fully operational in March of 2006.

### Scope

Ohio is maintaining its EBT system, magnetic swipe card platform. This Project is to maintain the existing system, implement continuous performance improvement, and implement enhancements in accordance with Food Stamp program rule changes.

The Ohio Direction Card EBT system is the electronic method for the delivery of food stamp benefits to the eligible food stamp population. EBT is not a discretionary program; it is mandated by federal law and available statewide. The Personal Responsibility and Work Opportunity Reconciliation Act of 1996, Section 825-Encouragement of Electronic Benefit Transfer Systems amended Section 7(i) of the Food Stamp Act of 1977 (U.S.C. 2016(i)(1)(A) required all states to deliver food stamp benefits by the EBT system by October 2002. This was further defined and mandated with the passage of the Farm Bill in 2008. Paper coupons are no longer available and used for the delivery of benefits. EBT also provides a more efficient and secure method for the delivery of benefits.

The Ohio Direction Card EBT system was converted to an on-line magnetic stripe technology system in March 2006. Benchmarks set by the state are based on the number of participating households in the Food Stamp Program to determine program costs. Numerous reports detailing card activity, dollar total purchases by retail grocery location and monetary amounts that are entered into the local economy are used to determine the progress and usage by the Food Stamp eligible population. Approximately 500,000 food stamp households receive \$115 million dollars in food stamp benefits per month (1.38 billion yearly).

EBT allows the eligible food stamp population the ability to conduct purchases the same as the general population by using an electronic method to purchase eligible food items. The necessary Point of Sale (POS) equipment which allows the transactions to occur, are available in approximately 6,300 retail grocery locations throughout Ohio. The online magnetic stripe card can also be used at existing debit card equipment at retailers which alleviates the stigma of using Food Stamps for customers

The State provides oversight for the Ohio Direction Card EBT system. However, the vendor provides overall project management for the tasks in the Contract, including the day-to-day management of its staff and assistance to the State staff as pertaining to their assignment for the EBT system. The vendor will provide administrative support for its staff and activities.

ODJFS does not own any hardware, software or telecommunications services. The vendor is responsible for all equipment. The vendor is only reimbursed on a CPCM (Cost per Case Month) basis. No other payments will be made.

### Technical Approach

ACS' software platform for all EBT host and transaction processing is a comprehensive, Web-based system that offers ODJFS improved services and outstanding ease of use. The EPPIC system provides all the necessary reporting and tracking of benefits.

ODJFS will not own any hardware, software or telecommunications services. The vendor is responsible for all equipment. The vendor will only be reimbursed on a CPCM (Cost per Case Month) basis. No other payments will be made.

### Assumptions

The fixed CPCM (Cost per Case Month) and no other costs contract will not change.

Sufficient funding and staffing will continue to maintain the system.

#### Business Justification

This project is necessary to support the state issuance of Food Stamp benefits in the federally mandated manner to over 1.1 million eligible Ohioans. Failure to exchange account set-up and benefit files from CRIS-E to the vendor multiple times each day would result in an inability to administer the Food Stamp Program. This program support Goal 1 of the GFP Agreement to increase the consumer access to benefits information.

#### Success Criteria

Measures are in place to determine the number of participating households in the Food Stamp Program and determine program costs. Numerous reports detailing card activity, dollar total purchases by retail grocery location and monetary amounts that are entered into the local economy are used to determine the progress and usage by the Food Stamp eligible population.

Mandated? Yes

#### Explanation if Mandated

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996, Section 825-Encouragement of Electronic Benefit Transfer Systems amended Section 7(i) of the Food Stamp Act of 1977 (U.S.C.

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## Alignments

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Alignments to Turnaround Ohio Goals

Goal: Revitalizing Our Cities and Towns

Objective: Safe and healthy communities

Goal: The Turnaround Ohio Government Accountability Plan

Objective: Sign a Performance Contract with Every Department

Objective: Budget for Results

Goal: A Fair Start for Every Ohio Child

Objective: Recognize the critical importance of a child's social, emotional and physical development to school readiness and lifelong learning

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## Enterprise Initiatives

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Alignments to Enterprise Initiatives

Enterprise Disaster Readiness Program

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## FEA Alignments

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Alignments to FEA Business Reference Model

Direct Services for Citizens

Information and Technology Management

Alignments to FEA Service Reference Model

Customer Initiated Assistance

Alignments to FEA Technical Reference Model

Web Browser

Web Servers

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## Project Information

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1. If the project is mandated, is the mandate related to Federal law/requirements, State law/legislation requirements, State administrative code/requirements, or continuance of operations?  
Federal law/requirements
2. Select the statement that best describes the impact of not completing the IT project:  
Inability to meet legislative / mandates and/or inability to meet federal requirements; the state will be subject to significant loss of federal funding.
3. How would you define the benefits of this project?  
High benefit
4. How would you characterize the time to maturity for this project to reach the plateau of productivity: mainstream adoption?  
2 to 5 years
5. What are the quantified cost benefits for this project?  
Value 1M to 5M
6. What is the Pay Back Period?  
Pay Back within 2 years
7. Select the statement that best describes the anticipated impact of the IT project on the agency's existing IT infrastructure and networks:  
Requires some changes to the agency's existing IT infrastructure/networks.
8. Select the statement that best describes the impact of the IT project on state operations:  
The project will provide services or systems that will be used by multiple agencies.
9. Select the statement that best describes the anticipated effect the IT project will have on agency business processes:  
Requires minor changes to existing business processes and/or development of new, moderately complex business processes.
10. Select the statement that best describes the maturity of this project's planned Project Manager:  
The project manager assigned is not certified by either the Office of Information Technology with the Ohio PM certification or the Project Management Institute.
11. Will the Project involve external vendors during the lifecycle of the project:  
One external vendor involved (totaling contracts over \$1M).
12. Select the statement that best describes the agency's experience implementing projects of similar size and effort:  
Agency has had success with projects of similar development and/or integration effort, and has a track record that suggests strong ability to mitigate risks for projects of similar development effort.

## Interagency Information

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### Explanation of Agency Collaborations

### Agencies Identified for this Project

Agriculture Department

Commerce Department

Office of Information Technology

**Project Budget**

**Biennial Profile**

	FY10	FY11	Total FY10-FY11
Total	\$7,420,829	\$7,999,829	\$15,420,658
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$7,420,829	\$7,999,829	\$15,420,658
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$7,420,829	\$7,999,829	\$15,420,658
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

**Lifecycle Profile**

	Prior FYs	Total FY10-11	Future FYs	Lifecycle Budget
Total	\$45,545,069	\$15,420,658	\$0	\$60,965,727
Software	\$0	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$45,530,732	\$15,420,658	\$0	\$60,951,390
Payroll	\$2,412,328	\$0	\$0	\$2,412,328
Purchased Personal Services	\$42,763,336	\$15,420,658	\$0	\$58,183,994
Other Services and Fees	\$355,068	\$0	\$0	\$355,068
Hardware	\$14,337	\$0	\$0	\$14,337
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$14,337	\$0	\$0	\$14,337
Leases	\$0	\$0	\$0	\$0

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## Project Profile

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JFS-040: HIPAA/EDI - HIPAA Performance Improvement and Enhancements

Agency Project Identifier: J00-096

OAKS Project Identifier:

Project Type: Enhancement/expansion

Start Date: 7/1/2005                      End Date: 6/30/2011

### Project Purpose

The project purpose was to modify Agency technologies to achieve and/or maintain compliance with the Health Insurance Portability and Accountability Act of 1996. The project is composed of several active and planned future initiatives. Originally, OHP used a contracted vendor, HTP, to collect and convert claims from providers into a recognized standard electronic data interchange, EDI, transaction. Daily, these converted electronic claims were transmitted from HTP to Medical Systems for processing. As a cost saving measure and to exercise control over key processing areas, Medical Systems and OHP embarked on a project to make the collection and conversion of electronic provider claims an internal state function. This project was developed and implemented, February 2008. A secondary project to allow claims entry through a web portal was also initiated. The claims entry web portal project was designed, developed and implemented in July 2008. Currently, significant system changes are being designed to change the editing and validation processes for the EDI transactions. The estimated completion date for this project is in 2012.

Reduce costs associated with postage, stationary, reduced research on lost/stolen checks, increased efficiency to the customer, and a reduction in return mail processing time. The state will provide governance and guidance for the Managed Care Plans through data standardization. This cost containment initiative will be realized during the second year and monitored through quality measurement indicators.

### Scope

Modify Agency technologies to maintain compliance with the Health Insurance Portability and Accountability Act of 1996. The project is composed of several active and planned future initiatives and is planned for completion 6/30/2011. Converting the processing of EDI claims from a vendor managed process to one administered by the state was done to save costs and provide more direct control over key processing areas.

Other objectives of this project are the reformulation of the edit and validation processes used on the EDI transactions. These edits will be changed to ensure that the EDI transaction processed by MMIS and MITS will conform to the latest HIPAA standards.

Another function within the scope is to develop Interoperable Electronic Health Records (EHRs) which can reduce costs by cutting the time physicians and other health care providers spend on searching and organizing patient information. Coordination of care is also improved as paper-based medical records are unattainable in many cases which leads to duplication of expensive medical tests and services. Accountability structures would be improved as outcomes can be monitored much more closely with EHR.

#### Technical Approach

Changes to the EDI edits will require system modifications and extensive Trading Partner collaborative testing. Electronic Health Records continue as a concept that continues to grow in popularity and technical capability. Future industry and possibly Federal requirements will set best practices, data safeguard procedures, format and processing methods.

#### Assumptions

Sufficient funding and staffing will be available to make these MMIS upgrades.

#### Business Justification

This project supports the Special Project IV of the GFP Agreement to enhance the efficiency/perception/image of Medicaid services/programs throughout the state of Ohio.

#### Success Criteria

MMIS collections and disbursements will be performed using EFT and EDI technology.

Mandated? Yes

#### Explanation if Mandated

Health Insurance Portability and Accountability Act

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## Alignments

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### Alignments to Turnaround Ohio Goals

Goal: Revitalizing Our Cities and Towns

Objective: Safe and healthy communities

Goal: Improving Our Healthcare System to Benefit All Ohioans

Objective: Increase the number of Ohioans with healthcare

Objective: Initiate Healthy Ohio to improve the health of Ohioans and save State dollars through prevention

Goal: The Turnaround Ohio Government Accountability Plan

Objective: Sign a Performance Contract with Every Department

Objective: Budget for Results

Goal: A Fair Start for Every Ohio Child

Objective: Recognize the critical importance of a child's social, emotional and physical development to school readiness and lifelong learning

Objective: Realign state government to promote healthy early childhood development

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## Enterprise Initiatives

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### Alignments to Enterprise Initiatives

Data Privacy and Security Improvements

Enterprise Disaster Readiness Program

Electronic Health Records / Information Sharing

Web Site Standardization or Accessibility

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## FEA Alignments

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### Alignments to FEA Business Reference Model

Community and Social Services

Health

Human Resource Management

Information and Technology Management

Public Goods Creation and Management

Alignments to FEA Service Reference Model

Analysis and Statistics

Business Intelligence

Collaboration

Customer Initiated Assistance

Data Management

Document Management

Knowledge Management

Records Management

Reporting

Security Management

Alignments to FEA Technical Reference Model

Application Servers

Authentication / Single Sign-on

Data Transformation

Database Connectivity

Legislative / Compliance

Modeling

Servers / Computers

Supporting Security Services

Test Management

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## Project Information

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1. If the project is mandated, is the mandate related to Federal law/requirements, State law/legislation requirements, State administrative code/requirements, or continuance of operations?  
Federal law/requirements
2. Select the statement that best describes the impact of not completing the IT project:  
Inability to meet legislative / mandates and/or inability to meet federal requirements; the state will be subject to significant loss of federal funding.
3. How would you define the benefits of this project?  
High benefit
4. How would you characterize the time to maturity for this project to reach the plateau of productivity: mainstream adoption?  
2 to 5 years
5. What are the quantified cost benefits for this project?  
Value 1M to 5M
6. What is the Pay Back Period?  
Don't know.
7. Select the statement that best describes the anticipated impact of the IT project on the agency's existing IT infrastructure and networks:  
Requires minor, insignificant changes to the agency's existing IT infrastructure/networks.
8. Select the statement that best describes the impact of the IT project on state operations:  
The project will provide services or systems that will be used by the entire agency but not outside the agency.
9. Select the statement that best describes the anticipated effect the IT project will have on agency business processes:  
Requires minor changes to existing business processes and/or development of new, moderately complex business processes.
10. Select the statement that best describes the maturity of this project's planned Project Manager:  
The project manager assigned is not certified by either the Office of Information Technology with the Ohio PM certification or the Project Management Institute.
11. Will the Project involve external vendors during the lifecycle of the project:  
One external vendor involved (totaling contracts over \$1M).
12. Select the statement that best describes the agency's experience implementing projects of similar size and effort:  
Agency has had success with projects of similar development and/or integration effort, and has a track record that suggests strong ability to mitigate risks for projects of similar development effort.



## Interagency Information

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### Explanation of Agency Collaborations

No collaborating agencies

### Agencies Identified for this Project

Aging Department

Health Department

**Project Budget**

**Biennial Profile**

	FY10	FY11	Total FY10-FY11
Total	\$778,164	\$778,164	\$1,556,328
Software	\$46,164	\$46,164	\$92,328
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$46,164	\$46,164	\$92,328
Leases	\$0	\$0	\$0
Application/Project Support	\$732,000	\$732,000	\$1,464,000
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$300,000	\$300,000	\$600,000
Other Services and Fees	\$432,000	\$432,000	\$864,000
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

**Lifecycle Profile**

	Prior FYs	Total FY10-11	Future FYs	Lifecycle Budget
Total	\$20,250,544	\$1,556,328	\$0	\$21,806,872
Software	\$45,912	\$92,328	\$0	\$138,240
Purchases & Licenses	\$45,912	\$0	\$0	\$45,912
Maintenance Contracts	\$0	\$92,328	\$0	\$92,328
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$19,869,632	\$1,464,000	\$0	\$21,333,632
Payroll	\$1,630,322	\$0	\$0	\$1,630,322
Purchased Personal Services	\$7,629,652	\$600,000	\$0	\$8,229,652
Other Services and Fees	\$10,609,658	\$864,000	\$0	\$11,473,658
Hardware	\$335,000	\$0	\$0	\$335,000
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$335,000	\$0	\$0	\$335,000
Leases	\$0	\$0	\$0	\$0

## Project Profile

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JFS-041: IVR/ACD/VOIP (Interactive Voice Resp/Auto.Call Dist/Voice Over IP)

Agency Project Identifier:

OAKS Project Identifier:

Project Type: Enhancement/expansion

Start Date: 7/1/2005      End Date: 6/30/2011

Project Purpose

The purpose of this project is to maintain, expand, and enhance the integrated enterprise call center telephone system, automated call distribution (ACD), interactive voice response (IVR) application, predictive dialer, workforce management tool, quality monitoring system and converged network collaboration products for the Telephone Registration Centers located across the state supporting the delivery of Unemployment Compensation Benefits. OIS continues to work with ODJFS Program areas such as Unemployment Compensation Call Centers and Processing Centers to deploy, maintain, expand and enhance VoIP and traditional telephone infrastructure components and peripherals at new locations as well as training our employees on the new phone equipment. Integration of collaborative external facing self service Web applications and IVR technologies provides even more opportunities and means for customers to conduct business with ODJFS. ODJFS intends to continue migration to Voice Over IP (VOIP) technology on it's single converged QOS Multi-service network. ODJFS recognizes that next generation Voice, Call Center and Multichannel Technologies (chat, email skills based routing, speech to text and etc.) are based on TCP\IP collaboration solutions and with the completion of the Ohio Shared Services IPT and Call Center project ODJFS has in place the foundation for transitioning it's own Voice and Call Center technologies both as a short term and long-term business focus. Also ODJFS is looking to build upon its realized economies by offering and providing these next generation Voice and Call Center services to county and other state agency entities during these tough economic and budget times. ODJFS will look to finish converting campus locations' telephone systems to a to VoIP solution (one site remaining - SOT) so every ODJFS state site will be incorporated into the ODJFS Enterprise Statewide Telephone System. Integration of the VOIP and traditional telephone systems will provide for more efficient and effective maintenance and support and keep us on industry supported platforms as many traditional telephony vendors are ending support for their tradional (TDM) solutions. The enterprise-wide IVR applications integrated with Internet and customer collaboration technologies will provide an effective and efficient way to communicate with customers and provide them with more self service. Utilizing an enterprise IVR with CTI Screen Pop capabilities provides for easier maintenance and enhancement capabilities and signifacntly reduces Agent call time by implementing CTI application screen pops . ODJFS Enterprise Consolidation of Call Centers, Processing Centers and all help desks utilizing the current production ACD and IVR technologies enables greater efficiency and improved customer service. As we slowly migrate to the next generation Collaborative Call Center, Converged Voice and CTI technologies which integrates more customer self service we will realize even more efficencies resulting in a better customer experience. ODJFS will continue to meet future business needs by upgrading this infrastructure following industry standards which at this time is heading to a single vendor solution for voice, ACD, IVR and web portal integration. At the same time ODJFS will also look at best of breed solutions as long as they seamlessly integrate with other vendor solutions enabling the total ODJFS collaboration strategy.

### Scope

The project calls for continued analysis, design, development, enhancement, and integrated testing of the various IVR and web applications as they are modified, expanded and/or replaced with new technologies. Modification of the various IVR, web applications and next generation collaborative solutions will be needed to conform with eDirectory which will be the IS enterprise solution for authentication. This effort requires programming of the current and future collaborative ACD and IVR systems; rollout of new telephone infrastructure equipment; facility construction, wiring and furniture installation; and training of staff. All of these activities will be performed at many of the 90+ One Stop offices and the IS Service Desk as well as during the 2010/2011 fiscal biennium. The project also includes the incorporation of the remaining ODJFS campus locations' telephone systems into the Enterprise Statewide Telephone system. ODJFS intends that this project will result in a complete analysis of all the activities and associated costs for implementation of VOIP and collaborative call center technologies. Included will be estimates of the implementation time line, hardware requirements, software requirements, infrastructure requirements, resources (including skill sets and training needs), and overall costs versus benefits in both monetary and technological terms.

#### Technical Approach

IVR modifications will be required as a result of mainframe applications upgrades, host screen changes, FTP file changes, phrase changes, internal and customer requests for collaborative IVR, CTI and web application enhancements and modifications. The call center environment includes multiple remote sites functioning as a single virtual call center operation. The system is scaleable, provides priority queuing, load balancing across multiple sites, and provides call routing over the appropriate trunk group. Incorporating the campus offices and the IS Service Desk into the statewide telephone system provides uniformity and greater efficiency. ODJFS will continue to review Automated Call Distribution, Integrated Voice Response (ACD/IVR) and collaborative technologies as they expand and upgrade its enterprise telephone system to IP Telephony and next generation call center solutions. In addition we will be reviewing and addressing Business Resumption and Redundancy options for the entire architecture.

#### Assumptions

#### Business Justification

ODJFS also maintains IVR applications and web applications supporting Child Support Enforcement, Medicaid, Unemployment Compensation Review Commission, and Unemployment Compensation Tax. The use of IVR and enhanced contact center technologies are demonstrated ways of communicating with a customer base. Through IVR technology, information can be disseminated and collected in a more cost effective manner.

#### Success Criteria

1. All IVR applications are fully integrated. 2. eDirectory is utilized as the enterprise mechanism for authentication for IVR applications. 3. Campus office locations are fully integrated with the ODJFS enterprise statewide telephone system.

Mandated? No

Explanation if Mandated

No entry made

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## Alignments

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### Alignments to Turnaround Ohio Goals

Goal: Revitalizing Our Cities and Towns

Objective: Safe and healthy communities

Goal: Improving Our Healthcare System to Benefit All Ohioans

Objective: Increase the number of Ohioans with healthcare

Objective: Initiate Healthy Ohio to improve the health of Ohioans and save State dollars through prevention

Goal: The Turnaround Ohio Government Accountability Plan

Objective: Budget for Results

Goal: Jobs Worthy of Ohioans

Objective: Take aggressive action to create Jobs Worthy of Ohioans

Goal: Learning for Life: Skills for High-Quality Jobs

Objective: Getting Jobs Ready for Ohioans

Objective: Getting Ohioans Ready for Jobs

Objective: Make Ohio's workforce development system a system that works

Goal: A Fair Start for Every Ohio Child

Objective: Work to make high-quality early care and learning for all children a reality in Ohio

Objective: Recognize the critical importance of a child's social, emotional and physical development to school readiness and lifelong learning

Objective: Realign state government to promote healthy early childhood development

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## Enterprise Initiatives

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### Alignments to Enterprise Initiatives

Data Privacy and Security Improvements

Enterprise Disaster Readiness Program

Electronic Health Records / Information Sharing

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## FEA Alignments

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### Alignments to FEA Business Reference Model

Information and Technology Management

### Alignments to FEA Service Reference Model

Communication

Alignments to FEA Technical Reference Model

Application Servers

Authentication / Single Sign-on

Peripherals

Servers / Computers

Wide Area Network (WAN)

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## Project Information

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1. If the project is mandated, is the mandate related to Federal law/requirements, State law/legislation requirements, State administrative code/requirements, or continuance of operations?  
Not Applicable
2. Select the statement that best describes the impact of not completing the IT project:  
Inability to accomplish agency mission (mission critical system).
3. How would you define the benefits of this project?  
High benefit
4. How would you characterize the time to maturity for this project to reach the plateau of productivity: mainstream adoption?  
2 to 5 years
5. What are the quantified cost benefits for this project?  
Value >5M to 15M
6. What is the Pay Back Period?  
Pay Back within 5 or more years
7. Select the statement that best describes the anticipated impact of the IT project on the agency's existing IT infrastructure and networks:  
Requires some changes to the agency's existing IT infrastructure/networks.
8. Select the statement that best describes the impact of the IT project on state operations:  
The project will provide services or systems that will be used by multiple agencies.
9. Select the statement that best describes the anticipated effect the IT project will have on agency business processes:  
Requires minor changes to existing business processes and/or development of new, moderately complex business processes.
10. Select the statement that best describes the maturity of this project's planned Project Manager:  
The project manager assigned is not certified by either the Office of Information Technology with the Ohio PM certification or the Project Management Institute.
11. Will the Project involve external vendors during the lifecycle of the project:  
No external vendors involved.
12. Select the statement that best describes the agency's experience implementing projects of similar size and effort:  
Agency has had success with projects of similar development and/or integration effort, and has a track record that suggests strong ability to mitigate risks for projects of similar development effort.

## Interagency Information

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### Explanation of Agency Collaborations

### Agencies Identified for this Project

Office of Information Technology

**Project Budget**

**Biennial Profile**

	FY10	FY11	Total FY10-FY11
Total	\$6,271,436	\$6,271,436	\$12,542,872
Software	\$1,554,278	\$1,554,278	\$3,108,556
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$1,554,278	\$1,554,278	\$3,108,556
Leases	\$0	\$0	\$0
Application/Project Support	\$4,717,158	\$4,717,158	\$9,434,316
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$1,002,158	\$1,002,158	\$2,004,316
Other Services and Fees	\$3,715,000	\$3,715,000	\$7,430,000
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

**Lifecycle Profile**

	Prior FYs	Total FY10-11	Future FYs	Lifecycle Budget
Total	\$0	\$12,542,872	\$0	\$12,542,872
Software	\$0	\$3,108,556	\$0	\$3,108,556
Purchases & Licenses	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$3,108,556	\$0	\$3,108,556
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$0	\$9,434,316	\$0	\$9,434,316
Payroll	\$0	\$0	\$0	\$0
Purchased Personal Services	\$0	\$2,004,316	\$0	\$2,004,316
Other Services and Fees	\$0	\$7,430,000	\$0	\$7,430,000
Hardware	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0

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## Project Profile

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JFS-043: CFIS (County Finance Information System)

Agency Project Identifier: J00-052

OAKS Project Identifier:

Project Type: Enhancement/expansion

Start Date: 7/1/2008                      End Date: 12/31/2009

### Project Purpose

The County Finance Information System (CFIS) replaced the functionality of CORE. Phase II requirements and modifications are necessary to accommodate Federal Cash Draw Edits. Once these modifications are complete, the project will focus on the transfer of knowledge from the consultant to ODJFS state staff.

### Scope

The current county finance reporting system needs improvements in order to meet the demands of our ever changing business requirements. The implementation of CFIS Phase 2 activities include configuration changes to accommodate Federal Cash Draw edits and review of the INF41 and 42 error processing to ensure that individual error records are rejected.

### Technical Approach

Make modifications to the current CFIS\_FS system to implement Phase II requirements. This involves configuration changes to Informatica workflows that support the processing of interface files from and to OAKS.

### Assumptions

Counties will use a standard accounting model and shared chart of accounts.

### Business Justification

This project supports goal 3 of the GFP Agreement to improve relationships with external vendors by reducing barriers and time delays in the contracting process.

### Success Criteria

CFIS Phase II requirements successfully implemented in production and transfer of knowledge to ODJFS state staff.

Mandated? Yes

### Explanation if Mandated

Compliance required by Federal OMB A-133

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## Alignments

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Alignments to Turnaround Ohio Goals

Goal: The Turnaround Ohio Government Accountability Plan

Objective: Budget for Results

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## Enterprise Initiatives

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Alignments to Enterprise Initiatives

OAKS Integration or Migration

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## FEA Alignments

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Alignments to FEA Business Reference Model

Information and Technology Management

Planning and Budgeting

Alignments to FEA Service Reference Model

Financial Management

Management of Process

Alignments to FEA Technical Reference Model

Database

Servers / Computers

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## Project Information

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1. If the project is mandated, is the mandate related to Federal law/requirements, State law/legislation requirements, State administrative code/requirements, or continuance of operations?  
Federal law/requirements
2. Select the statement that best describes the impact of not completing the IT project:  
Inability to accomplish agency mission (mission critical system).
3. How would you define the benefits of this project?  
Moderate benefit
4. How would you characterize the time to maturity for this project to reach the plateau of productivity: mainstream adoption?  
2 to 5 years
5. What are the quantified cost benefits for this project?  
Value <1M
6. What is the Pay Back Period?  
Pay Back within 2 years
7. Select the statement that best describes the anticipated impact of the IT project on the agency's existing IT infrastructure and networks:  
Requires minor, insignificant changes to the agency's existing IT infrastructure/networks.
8. Select the statement that best describes the impact of the IT project on state operations:  
The project will provide services or systems that will be used by specific workgroups or units within the agency.
9. Select the statement that best describes the anticipated effect the IT project will have on agency business processes:  
Requires minimal changes to existing business processes and/or development of new, low-complexity business processes.
10. Select the statement that best describes the maturity of this project's planned Project Manager:  
The project manager is certified by the Project Management Institute.
11. Will the Project involve external vendors during the lifecycle of the project:  
No external vendors involved.
12. Select the statement that best describes the agency's experience implementing projects of similar size and effort:  
Agency has had some success implementing projects of similar development and/or integration effort; however, track record does not yet demonstrate repeatability.

## Interagency Information

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### Explanation of Agency Collaborations

No collaborating agencies

### Agencies Identified for this Project

Administrative Services Department

Budget and Management Office

**Project Budget**

**Biennial Profile**

	FY10	FY11	Total FY10-FY11
Total	\$204,477	\$206,477	\$410,954
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$204,477	\$206,477	\$410,954
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$204,477	\$206,477	\$410,954
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

**Lifecycle Profile**

	Prior FYs	Total FY10-11	Future FYs	Lifecycle Budget
Total	\$6,390,200	\$410,954	\$0	\$6,801,154
Software	\$0	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$6,390,200	\$410,954	\$0	\$6,801,154
Payroll	\$0	\$0	\$0	\$0
Purchased Personal Services	\$6,390,200	\$410,954	\$0	\$6,801,154
Other Services and Fees	\$0	\$0	\$0	\$0
Hardware	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0

## Project Profile

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JFS-046: Medical Systems(MMI S)-Increase Benefit Delivery-Cost Cont and Web Portal

Agency Project Identifier: J00-040

OAKS Project Identifier:

Project Type: Enhancement/expansion

Start Date: 7/1/2007      End Date: 6/30/2011

Project Purpose

#### MMIS:

The purpose of these initiatives is to increase Medicaid Benefit Delivery to Ohioans through implementation of the following initiatives within the ODJFS Office of Ohio Health Plans: Ohio Home Care Self-directed Waiver; Acute Non-Institutional Benefits Financial and Adjustment Packages; Adult preventative medicine visits; Consumer-directed health care pilot; presumptive eligibility for healthy start Medicaid; Reinstate Medicaid eligibility to qualified aliens; Limited English proficiency; Self-declaration of income for Healthy Start/Healthy Families; Simplify eligibility for Healthy Families; Temporary formalization language for ODJFS; and Expand assisted living services waiver. This project also includes initiatives to contain the increasing costs of administering the Medicaid Program. The initiatives, from the ODJFS Office of Ohio Health Plans include, but are not limited to the following: Ohio Home Care Slot Management – to both contain costs as needed while increasing the capacity of and access to the Ohio Home Care Waiver to allow more people to reside safely in a home and community-based setting; Ohio Home Care sliding fee scales; Exemption from re-issuance of voided warrants; Outsource the verification and maintenance of Third Party Liability; Expansion of Medicaid coverage for pregnant women because better prenatal care translates to healthier babies and prenatal cost savings; and institute a consumer co-pay vision and dental services.

While it was initially planned to outsource the Third Party Liability initiative, State OIS staff have made significant system changes to support and enhance this function. To-date, the system modifications have allowed the Third Party Liability function to save approximately \$8 million in GRF expenditures.

#### Medicaid Web Portal:

The purpose of this initiative is to increase Medicaid Benefit Delivery to Ohioans through implementation of the following initiatives of the ODJFS Office of Ohio Health Plans: Medicaid Provider Portal for Claims Submission, Eligibility Verification and reduce the costs of printing and delivering of Remittance Advices.

Medicaid Provider Portal (MPP) web site provides online access to weekly remittance advices, reports and other resources utilized by Ohio Medicaid providers.

Ohio Medicaid Eligibility Batch Inquiry (MEBI) web site provides access to a online query tool for Medicaid providers to verify recipient eligibility information up to 500 recipients at a time.

Ohio Medicaid Claims Submission portal provides access to submit up to 25 institutional claims per day.

The project consists of initiatives from the ODJFS Office of Ohio Health Plans. Maintenance of the above three web portal modules is required in order to ensure business continuity. In addition to providing new functionalities that includes non-institutional claims and web services for mass eligibility processing, continued work needs to be done in order to maintain the application on upgraded platform for business continuity.

#### Scope

MMIS:

The scope of these initiatives range from changing the claim eligibility/disbursement criteria to updating reimbursement rates and creating monitoring and tracking MMIS functionality to designing and developing a performance-based payment scale to providers.

Medicaid Web Portal:

The scope of these initiatives range from tracking the claim submission, eligibility verification and remit processing towards creating a performance-based web portal application.

Technical Approach

These initiatives will require moderate to significant program changes in MMIS.

Assumptions

Necessary staffing and funding will be available.  
Changes to MMIS will be incorporated in and data converted to MITS.

Business Justification

This project supports the Special Project IV of the GFP Agreement to enhance the efficiency/perception/image of Medicaid services/programs throughout the state of Ohio.

Success Criteria

Successfully develop and implement these initiatives in MMIS prior to the implementation and conversion to MITS.

Mandated? No

Explanation if Mandated

No entry made

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## Alignments

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### Alignments to Turnaround Ohio Goals

Goal: Revitalizing Our Cities and Towns

Objective: Safe and healthy communities

Goal: Improving Our Healthcare System to Benefit All Ohioans

Objective: Increase the number of Ohioans with healthcare

Objective: Initiate Healthy Ohio to improve the health of Ohioans and save State dollars through prevention

Goal: The Turnaround Ohio Government Accountability Plan

Objective: Sign a Performance Contract with Every Department

Objective: Budget for Results

Goal: A Fair Start for Every Ohio Child

Objective: Recognize the critical importance of a child's social, emotional and physical development to school readiness and lifelong learning

Objective: Realign state government to promote healthy early childhood development

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## Enterprise Initiatives

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### Alignments to Enterprise Initiatives

Data Privacy and Security Improvements

Enterprise Disaster Readiness Program

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## FEA Alignments

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### Alignments to FEA Business Reference Model

Administrative Management

Community and Social Services

Credit and Insurance

General Government

Health

Information and Technology Management

Public Goods Creation and Management

Alignments to FEA Service Reference Model

Assets/Materials Management  
Customer Initiated Assistance  
Customer Preferences  
Customer Relationship Management  
Financial Management  
Knowledge Management  
Reporting

Alignments to FEA Technical Reference Model

Application Servers  
Data Exchange  
Database Connectivity  
Enterprise Application Integration  
Local Area Network (LAN)  
Platform Dependent Technologies  
Test Management

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## Project Information

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1. If the project is mandated, is the mandate related to Federal law/requirements, State law/legislation requirements, State administrative code/requirements, or continuance of operations?  
Administrative code/requirements
2. Select the statement that best describes the impact of not completing the IT project:  
Potential failure of aging system that supports critical internal function or agency service.
3. How would you define the benefits of this project?  
Transformational benefit
4. How would you characterize the time to maturity for this project to reach the plateau of productivity: mainstream adoption?  
2 to 5 years
5. What are the quantified cost benefits for this project?  
Value <1M
6. What is the Pay Back Period?  
Pay Back within 2 years
7. Select the statement that best describes the anticipated impact of the IT project on the agency's existing IT infrastructure and networks:  
Requires some changes to the agency's existing IT infrastructure/networks.
8. Select the statement that best describes the impact of the IT project on state operations:  
The project will provide services or systems that will be used by the entire agency but not outside the agency.
9. Select the statement that best describes the anticipated effect the IT project will have on agency business processes:  
Requires minor changes to existing business processes and/or development of new, moderately complex business processes.
10. Select the statement that best describes the maturity of this project's planned Project Manager:  
The project manager assigned is not certified by either the Office of Information Technology with the Ohio PM certification or the Project Management Institute.
11. Will the Project involve external vendors during the lifecycle of the project:  
No external vendors involved.
12. Select the statement that best describes the agency's experience implementing projects of similar size and effort:  
Agency has had success with projects of similar development and/or integration effort, and has a track record that suggests strong ability to mitigate risks for projects of similar development effort.

## Interagency Information

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### Explanation of Agency Collaborations

No collaborating agencies

### Agencies Identified for this Project

Aging Department

Alcohol and Drug Addiction Services Department

Health Department

Insurance Department

Mental Health Department

Project Budget

Biennial Profile

	FY10	FY11	Total FY10-FY11
Total	\$9,739,229	\$7,451,892	\$17,191,121
Software	\$476,379	\$53,592	\$529,971
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$476,379	\$53,592	\$529,971
Leases	\$0	\$0	\$0
Application/Project Support	\$9,262,850	\$7,398,300	\$16,661,150
Payroll	\$6,398,300	\$6,398,300	\$12,796,600
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$2,864,550	\$1,000,000	\$3,864,550
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY10-11	Future FYs	Lifecycle Budget
Total	\$22,058,097	\$17,191,121	\$0	\$39,249,218
Software	\$925,000	\$529,971	\$0	\$1,454,971
Purchases & Licenses	\$700,000	\$0	\$0	\$700,000
Maintenance Contracts	\$225,000	\$529,971	\$0	\$754,971
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$21,133,097	\$16,661,150	\$0	\$37,794,247
Payroll	\$6,136,053	\$12,796,600	\$0	\$18,932,653
Purchased Personal Services	\$5,184,000	\$0	\$0	\$5,184,000
Other Services and Fees	\$9,813,044	\$3,864,550	\$0	\$13,677,594
Hardware	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0

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## Project Profile

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JFS-049: Campus Plan

Agency Project Identifier: J00-045

OAKS Project Identifier:

Project Type: Enhancement/expansion

Start Date: 7/1/2006                      End Date: 6/30/2011

### Project Purpose

The Campus Plan is a key phase in aligning the agency's ODJFS staff to maximize the efficiency of operations. The goal is to relocate all of the ODJFS personnel within Franklin County to three campus locations, and to consolidate field offices across the state. The Joint Budget Committee recommended that ODJFS consider consolidating of offices to save resources and preserve ODJFS ability to provide needed services to the citizens of Ohio. Seven offices will be effected:

Jackson Processing Center – Staff will move to the Chillicothe or Ironton Processing Centers

Zanesville Processing Center – Staff will move to the Columbus Call Center or Bridgeport Processing Center

Cincinnati Call Center – Staff from the sixth floor will join staff on the fifth floor

Painesville Processing Center – Staff will move to the Richmond Heights Processing Center or Cleveland District Office

Sherwood Processing Center – Staff will move to the Bowling Green or Lima Processing Centers

Lorain Call Center – Staff will move to the Akron Call Center or Richmond Heights

Toledo District Office – Staff will move to the Toledo Call Center in Maumee.

EBS and IS are working in a collaborative manner on this project with EBS taking the lead in determining office space requirements and IS taking the lead in deploying the appropriate technology to ensure an effective office environment.

### Scope

The IS team will consider the following activities to be within the scope of this project.

- Develop the standard infrastructure baseline for the campus environment. Work with the ODJFS offices to document and define solutions for all variances to the standard.
- Develop the space, power and HVAC requirements for the Server Room (MDF), the Wiring Closets (IDF), produce the cable tray design document and produce requirement specifications for all portions of the facilities that require technical infrastructure.
- Inventory the computer equipment located within the current office space.
- Disconnect/reconnect User PC's, printers and other peripherals.
- Procure and install network infrastructure
- Design and procure WAN connection
- Design and procure logical network infrastructure
- Prepare bid specifications and oversee cable installation
- Ensure e-mail solution supports new building requirements
- Coordinate purchase and installation of ACD display screens as requested by the offices
- Assist in determining backup generator requirements
- Improve wiring and fiber connections

#### Technical Approach

Provide a state-of-the-art infrastructure that will support the current needs of the offices being relocated well as prepare for future needs and technology direction. Utilize a combination of ODJFS IS employees and State Term Schedule contractors to implement the solution.

#### Assumptions

ODJFS will be able to purchase the necessary equipment and appropriate software licenses.

Staff resources will be made available to ensure timely and satisfactory delivery for all activities and tasks associated with the project plan.

#### Business Justification

This project supports the Special Project VI of the GFP Agreement to finalize the relocation plan for ODJFS from the Rhodes State Office Tower into 145 S. Front St.

#### Success Criteria

- Network and telephone infrastructure installed and operational per move plan schedule
- PC's and peripherals installed and operational per move plan schedule
- Customer directed technology upgrades completed and operational per move plan schedule
- Minimal user downtime incurred due to IS move activities

Mandated? No

#### Explanation if Mandated

No entry made

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## Alignments

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Alignments to Turnaround Ohio Goals

Goal: Revitalizing Our Cities and Towns

Objective: Safe and healthy communities

Goal: The Turnaround Ohio Government Accountability Plan

Objective: Sign a Performance Contract with Every Department

Objective: Budget for Results

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## Enterprise Initiatives

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Alignments to Enterprise Initiatives

Data Privacy and Security Improvements

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## FEA Alignments

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Alignments to FEA Business Reference Model

Information and Technology Management

Workforce Management

Alignments to FEA Service Reference Model

Collaboration

Alignments to FEA Technical Reference Model

Collaboration / Communications

Servers / Computers

Wide Area Network (WAN)

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## Project Information

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1. If the project is mandated, is the mandate related to Federal law/requirements, State law/legislation requirements, State administrative code/requirements, or continuance of operations?  
Not Applicable
2. Select the statement that best describes the impact of not completing the IT project:  
Lost opportunity to improve cost savings to the agency.
3. How would you define the benefits of this project?  
Moderate benefit
4. How would you characterize the time to maturity for this project to reach the plateau of productivity: mainstream adoption?  
2 to 5 years
5. What are the quantified cost benefits for this project?  
Value 1M to 5M
6. What is the Pay Back Period?  
Pay Back within 5 or more years
7. Select the statement that best describes the anticipated impact of the IT project on the agency's existing IT infrastructure and networks:  
Requires some changes to the agency's existing IT infrastructure/networks.
8. Select the statement that best describes the impact of the IT project on state operations:  
The project will provide services or systems that will be used by the entire agency but not outside the agency.
9. Select the statement that best describes the anticipated effect the IT project will have on agency business processes:  
Requires minimal changes to existing business processes and/or development of new, low-complexity business processes.
10. Select the statement that best describes the maturity of this project's planned Project Manager:  
The project manager assigned is not certified by either the Office of Information Technology with the Ohio PM certification or the Project Management Institute.
11. Will the Project involve external vendors during the lifecycle of the project:  
Multiple external vendors involved (totaling contracts over \$1M).
12. Select the statement that best describes the agency's experience implementing projects of similar size and effort:  
Agency has had success with projects of similar development and/or integration effort, and has a track record that suggests strong ability to mitigate risks for projects of similar development effort.

## Interagency Information

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### Explanation of Agency Collaborations

### Agencies Identified for this Project

Administrative Services Department

Office of Information Technology

**Project Budget**

**Biennial Profile**

	FY10	FY11	Total FY10-FY11
Total	\$493,446	\$493,446	\$986,892
Software	\$249,182	\$249,182	\$498,364
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$249,182	\$249,182	\$498,364
Leases	\$0	\$0	\$0
Application/Project Support	\$244,264	\$244,264	\$488,528
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$244,264	\$244,264	\$488,528
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

**Lifecycle Profile**

	Prior FYs	Total FY10-11	Future FYs	Lifecycle Budget
Total	\$5,271,382	\$986,892	\$0	\$6,258,274
Software	\$0	\$498,364	\$0	\$498,364
Purchases & Licenses	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$498,364	\$0	\$498,364
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$2,271,382	\$488,528	\$0	\$2,759,910
Payroll	\$780,000	\$0	\$0	\$780,000
Purchased Personal Services	\$1,491,382	\$488,528	\$0	\$1,979,910
Other Services and Fees	\$0	\$0	\$0	\$0
Hardware	\$3,000,000	\$0	\$0	\$3,000,000
Maintenance Contracts	\$500,000	\$0	\$0	\$500,000
Purchases	\$2,500,000	\$0	\$0	\$2,500,000
Leases	\$0	\$0	\$0	\$0

## Project Profile

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JFS-051: CMS RC Express Enhancements-(Replacement UCRC CMS-Web Enabled)

Agency Project Identifier: J00-107

OAKS Project Identifier:

Project Type: Enhancement/expansion

Start Date: 10/15/2007      End Date: 6/30/2011

### Project Purpose

#### Phase - 2

UCRC is seeking to replace their current Case Management System because the platform it is currently running on (AS400) which is no longer supported as of April 2007. Also, the current application is inefficient as it involves many manual processes that include: docketing, scheduling, sending notices and decisions etc. The federal reporting is an essential functionality missing from the CMS application.

#### Phase – 3

UCRC conducts hearings to gather required facts for hearings on unemployment compensation cases based upon the unemployment compensation laws of the State of Ohio. The stakeholders include UCRC staff, Ohio Employees, Employers and UC Staff.

The purpose of this project is to provide case status information to all stakeholders via the internet, in order to improve communication, reduce mailing cost incurred by notices and decisions and provide one stop shop of all UCRC related activities.

### Scope

#### Phase-2

The State of Ohio Unemployment Compensation Review Commission (UCRC) handles the appeal process in cases of disputed unemployment claims either by the employee or the employer. This process starts as a letter or other form of communication from the entity making the appeal, and moves through the UCRC department as data until a decision is made and the appeal is closed. The current CMS system allows UCRC personnel to track appeals at all stages of its life-cycle. The replacement of the CMS system with a new system that leverages the OJI infrastructure and platform brings two benefits – paperless and automated. The new system moves the operation to a strictly paperless process that reduces some of the queuing delays to hours rather than weeks. In addition, the new system will automate both the scheduling of hearings as well as moving the print interface to the common print shop resources run by OIT. The new application will also provide access to generate automated management and federal reports.

#### Phase-3

The State of Ohio Unemployment Compensation Review Commission (UCRC) handles the appeal process in cases of disputed unemployment claims either by the employee or the employer. This process starts as a letter or other form of communication from the entity making the appeal, and moves through the UCRC department as data until a decision is made and the appeal is closed. The new UCRC system provides an automated and efficient process to handle UCRC hearings. Phase three of UCRC project will ensure access of all relevant hearing information to appropriate stakeholders, while providing access via the web. The stakeholders will also be able to view notices and decisions via the web. This will result in cost saving by not having to send the notices and decisions via regular mail.

### Technical Approach

#### Phase-2

There are plans to replace the current CMS system with an internally developed system. This system will be built into the UC System family of technology building on enhanced OJI infrastructure and ERIC document management technology. The RC Express OIS team has completed a business process re-engineering activity and is now well into development of a new support system for the UCRC. The ongoing IT program for RC Express will include the full development lifecycle for new features and optimization triggered by technology improvements or changing expectations from the DOL. The primary technologies used on RC Express include Java EE, Filenet, and Adobe on relational database. Object oriented concepts using frameworks have been utilized in order to develop the application with simplicity in a very short period of time.

#### Phase-3

R C Express phase three will include development of software to handle requests from employees, employers, UCRC and UC Staff. The current system will be placed behind a envelop of web services to enclose the software is appropriate for web access. The hardware scaling will need to be performed in order to ensure secure access via the web by setting-up the HTTP and web servers in clustered environment with firewall configured.

### Assumptions

UCRC will have funding for this replacement solution.

Business Justification

Phase-2

Project work ensures the Unemployment Compensation Review Commission is able to successfully handle the appeal process to administer Unemployment Compensation Benefits according to state and federal rules and regulations. The new RC Express application will be instrumental in handling over 10,000 UC claims that have been accumulated over the past year. Business process automation using JavaEE and Filenet will help UCRC handle workload efficiently.

Phase-3

Project work ensures the Un

Success Criteria

Efficient use of UCRC time to resolve UC cases from RC Express

On-time delivery of RC Express application

Development of core modules to adjudicate UC cases.

Accurate reporting for management and federal stakeholders towards displaying performance statistics.

Mandated? Yes

Explanation if Mandated

Department of Labor

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## Alignments

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Alignments to Turnaround Ohio Goals

Goal: The Turnaround Ohio Government Accountability Plan

Objective: Budget for Results

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## Enterprise Initiatives

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Alignments to Enterprise Initiatives

No alignments identified

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## FEA Alignments

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Alignments to FEA Business Reference Model

Information and Technology Management

Alignments to FEA Service Reference Model

Management of Process

Reporting

Alignments to FEA Technical Reference Model

Servers / Computers

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## Project Information

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1. If the project is mandated, is the mandate related to Federal law/requirements, State law/legislation requirements, State administrative code/requirements, or continuance of operations?  
Federal law/requirements
2. Select the statement that best describes the impact of not completing the IT project:  
Inability to meet legislative / mandates and/or inability to meet federal requirements; the state will be subject to significant loss of federal funding.
3. How would you define the benefits of this project?  
Moderate benefit
4. How would you characterize the time to maturity for this project to reach the plateau of productivity: mainstream adoption?  
2 to 5 years
5. What are the quantified cost benefits for this project?  
Value 1M to 5M
6. What is the Pay Back Period?  
Pay Back within 2 years
7. Select the statement that best describes the anticipated impact of the IT project on the agency's existing IT infrastructure and networks:  
Requires some changes to the agency's existing IT infrastructure/networks.
8. Select the statement that best describes the impact of the IT project on state operations:  
The project will provide services or systems that will be used by specific workgroups or units within the agency.
9. Select the statement that best describes the anticipated effect the IT project will have on agency business processes:  
Requires minimal changes to existing business processes and/or development of new, low-complexity business processes.
10. Select the statement that best describes the maturity of this project's planned Project Manager:  
The project manager is certified by the Project Management Institute.
11. Will the Project involve external vendors during the lifecycle of the project:  
External vendors involved (totaling contracts < \$1M).
12. Select the statement that best describes the agency's experience implementing projects of similar size and effort:  
Agency has had success with projects of similar development and/or integration effort, and has a track record that suggests strong ability to mitigate risks for projects of similar development effort.

## Interagency Information

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### Explanation of Agency Collaborations

No collaborating agencies

### Agencies Identified for this Project

Employment Relations Board

Legal Rights Service

**Project Budget**

**Biennial Profile**

	FY10	FY11	Total FY10-FY11
Total	\$565,179	\$559,657	\$1,124,836
Software	\$540,554	\$516,657	\$1,057,211
Purchases & Licenses	\$36,639	\$36,639	\$73,278
Maintenance Contracts	\$503,915	\$480,018	\$983,933
Leases	\$0	\$0	\$0
Application/Project Support	\$24,625	\$43,000	\$67,625
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$24,625	\$43,000	\$67,625
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

**Lifecycle Profile**

	Prior FYs	Total FY10-11	Future FYs	Lifecycle Budget
Total	\$670,000	\$1,124,836	\$0	\$1,794,836
Software	\$345,000	\$1,057,211	\$0	\$1,402,211
Purchases & Licenses	\$275,000	\$73,278	\$0	\$348,278
Maintenance Contracts	\$70,000	\$983,933	\$0	\$1,053,933
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$325,000	\$67,625	\$0	\$392,625
Payroll	\$0	\$0	\$0	\$0
Purchased Personal Services	\$325,000	\$67,625	\$0	\$392,625
Other Services and Fees	\$0	\$0	\$0	\$0
Hardware	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0

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## Project Profile

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JFS-054: Enterprise Software Upgrades and Purchases

Agency Project Identifier: J00-045

OAKS Project Identifier:

Project Type: Enhancement/expansion

Start Date: 1/3/2006                      End Date: 6/30/2012

### Project Purpose

The purpose of this Project is to upgrade a broad range of software that supports day-to-day operations spanning more than one specific program. This project includes upgrades and additions of software that are not covered by existing software maintenance and support agreements. Much of the focus of this project is to continue providing better, more efficient tools to maintain and improve productivity, but it also includes upgrades of existing software to newer, supported versions to ensure that vendor support, including bug fixes and security patches, remains available.

### Scope

The project will upgrade major components of the standard agency desktop. Additionally, MS Software Assurance will be purchased to facilitate keeping versions of software consistent across the environment while providing a mechanism to upgrade in the future without incurring additional software purchase expenses. In addition to desktop software, there are several major tools and support software that need to be upgraded for the same reasons we upgrade desktop applications. ODJFS will continue to obtain new software functionality that will integrate and enhance the use of the FileNet and Adobe Lifecycle suite of products. E-CRM, as well as enterprise upgrades of eDirectory, Symantec, StatSeeker, and Spectrum will be purchased to meet the needs of a rapidly changing environment.

Improved collaboration tools such as MS Live Meeting, GO2Meeting and eRoom, .Net development and support software, enterprise testing tools, security enhancement software, portfolio management tools, and Service-Oriented Architecture (SOA) enabling software will be purchased and installed during the next biennium.

### Technical Approach

The project will prioritize the upgrade of software based on four factors: (1) business criticality, (2) expiration date of vendor support, (3) compatibility with other standard software, and (4) increased functionality. The decision to engage contract support will be based on the urgency of each selected product. If personnel resource augmentation is required, the intention is to use deliverable based contracts where practical. Purchases of upgraded software will be phased throughout the biennium to match the availability of resources to deploy the software. All software upgrades will be thoroughly tested for full functionality and integration in accordance with JFS standards. Automated deployment methods will be used where possible to reduce the overall cost of deployment.

### Assumptions

Software maintenance and support agreements will continue to be used as the vehicle to upgrade software without additional cost where they can be used based on the terms and conditions of the agreements. There will be costs associated with upgrading software regardless of whether the software is upgraded using an existing maintenance and support agreement, or it is purchased directly. Upgrade costs may include personal services contracts to assist with upgrades and installations. Every effort will be made to eliminate unsupported status for all business critical software. Vendor upgrade and support schedules are not absolutely predictable; therefore, some upgrades will be necessary during the next biennium that are not known at this time.

### Business Justification

This project supports goal 3 of the GFP Agreement to improve ODJFS relationships with external vendors by reducing barriers and time delays in the contracting process.

### Success Criteria

All critical software is current and supported. New software is deployed and operational meeting organizational needs.

Mandated? No

### Explanation if Mandated

No entry made

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## Alignments

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Alignments to Turnaround Ohio Goals

Goal: The Turnaround Ohio Government Accountability Plan

Objective: Sign a Performance Contract with Every Department

Objective: Budget for Results

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## Enterprise Initiatives

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Alignments to Enterprise Initiatives

Consolidated Enterprise Email

Data Privacy and Security Improvements

Enterprise Disaster Readiness Program

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## FEA Alignments

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Alignments to FEA Business Reference Model

Information and Technology Management

Alignments to FEA Service Reference Model

Assets/Materials Management

Business Intelligence

Data Management

Management of Process

Records Management

Tracking and Workflow

Alignments to FEA Technical Reference Model

Application Servers

Servers / Computers

Software Configuration Management

Supporting Network Services

Supporting Security Services

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## Project Information

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1. If the project is mandated, is the mandate related to Federal law/requirements, State law/legislation requirements, State administrative code/requirements, or continuance of operations?  
Not Applicable
2. Select the statement that best describes the impact of not completing the IT project:  
Lost opportunity to improve cost savings to the agency.
3. How would you define the benefits of this project?  
Moderate benefit
4. How would you characterize the time to maturity for this project to reach the plateau of productivity: mainstream adoption?  
Less than 2 years
5. What are the quantified cost benefits for this project?  
Value <1M
6. What is the Pay Back Period?  
Pay Back within 2 years
7. Select the statement that best describes the anticipated impact of the IT project on the agency's existing IT infrastructure and networks:  
Requires minor, insignificant changes to the agency's existing IT infrastructure/networks.
8. Select the statement that best describes the impact of the IT project on state operations:  
The project will provide services or systems that will be used by the entire agency but not outside the agency.
9. Select the statement that best describes the anticipated effect the IT project will have on agency business processes:  
Requires minimal changes to existing business processes and/or development of new, low-complexity business processes.
10. Select the statement that best describes the maturity of this project's planned Project Manager:  
The project manager assigned is not certified by either the Office of Information Technology with the Ohio PM certification or the Project Management Institute.
11. Will the Project involve external vendors during the lifecycle of the project:  
External vendors involved (totaling contracts < \$1M).
12. Select the statement that best describes the agency's experience implementing projects of similar size and effort:  
Agency has had success with projects of similar development and/or integration effort, and has a track record that suggests strong ability to mitigate risks for projects of similar development effort.

## Interagency Information

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### Explanation of Agency Collaborations

No collaborating agencies

Project Budget

Biennial Profile

	FY10	FY11	Total FY10-FY11
Total	\$8,125,454	\$8,125,454	\$16,250,908
Software	\$8,125,454	\$8,125,454	\$16,250,908
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$8,125,454	\$8,125,454	\$16,250,908
Leases	\$0	\$0	\$0
Application/Project Support	\$0	\$0	\$0
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY10-11	Future FYs	Lifecycle Budget
Total	\$31,100,829	\$16,250,908	\$0	\$47,351,737
Software	\$28,257,251	\$16,250,908	\$0	\$44,508,159
Purchases & Licenses	\$5,750,000	\$0	\$0	\$5,750,000
Maintenance Contracts	\$22,507,251	\$16,250,908	\$0	\$38,758,159
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$2,843,578	\$0	\$0	\$2,843,578
Payroll	\$1,000,000	\$0	\$0	\$1,000,000
Purchased Personal Services	\$1,843,578	\$0	\$0	\$1,843,578
Other Services and Fees	\$0	\$0	\$0	\$0
Hardware	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0

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## Project Profile

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JFS-055: LMS - Learning Management System

Agency Project Identifier: J00-050

OAKS Project Identifier:

Project Type: Other IT-related activity

Start Date: 7/1/2007                      End Date: 6/30/2011

### Project Purpose

Implement a comprehensive and easy-to-use curriculum training / tracking system to meet the needs of ODJFS training personnel, county caseworkers, and ODJFS and county supervisors. TEDS Talent Mangement solutions will also allow ODJFS managers the ability to administer training program for the Ohio Child Welfare Training Program.

### Scope

The Talent Mangement Solution (TEDS) would be available statewide and will accommodate all tracking activities associated with any training conducted through ODJFS. This would include all program area related training activities such as the Ohio Child Welfare Training Program.

### Technical Approach

TEDS -COTS was purchased to implement this project.

### Assumptions

None – an in-depth review of available software was conducted by a ODJFS interdisciplinary workgroup which deemed this the most cost effective and usable approach.

### Business Justification

This project addresses Goal 4 of the Governor's ODJFS Flexible Performance Agreement: By 2011 the Department will have successfully completed an overhaul of the state child serving system as reported in the federal indicators for safety, permanency, and well being of children.

### Success Criteria

System stores and tracks relevant core curriculum path training classes for all of ODJFS training needs plus the added requirement of the 8 tiers of child welfare competency. System efficiently performs administrative training functions and state and county case workers progress toward timely coursework completion. System correctly documents both state staff and caseworker coursework status in meeting appropriate competencies. System allows for the creation of customized web based training courses to meet competencies not available elsewhere. All state and county program areas will receive more timely and professional service by properly-trained state and county staff.

Mandated? No

Explanation if Mandated

No entry made

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## Alignments

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### Alignments to Turnaround Ohio Goals

Goal: Improving Our Healthcare System to Benefit All Ohioans

Objective: Increase the number of Ohioans with healthcare

Goal: The Turnaround Ohio Government Accountability Plan

Objective: Budget for Results

Objective: Establish a Priority Investment Fund

Goal: Learning for Life: Skills for High-Quality Jobs

Objective: Getting Ohioans Ready for Jobs

Goal: A Fair Start for Every Ohio Child

Objective: Realign state government to promote healthy early childhood development

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## Enterprise Initiatives

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### Alignments to Enterprise Initiatives

OAKS Integration or Migration

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## FEA Alignments

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### Alignments to FEA Business Reference Model

Information and Technology Management

### Alignments to FEA Service Reference Model

Human Capital / Workforce Management

Records Management

### Alignments to FEA Technical Reference Model

Database

Servers / Computers

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## Project Information

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1. If the project is mandated, is the mandate related to Federal law/requirements, State law/legislation requirements, State administrative code/requirements, or continuance of operations?  
Not Applicable
2. Select the statement that best describes the impact of not completing the IT project:  
Lost opportunity to improve cost savings to the agency.
3. How would you define the benefits of this project?  
Moderate benefit
4. How would you characterize the time to maturity for this project to reach the plateau of productivity: mainstream adoption?  
2 to 5 years
5. What are the quantified cost benefits for this project?  
Value <1M
6. What is the Pay Back Period?  
Pay Back within 2 years
7. Select the statement that best describes the anticipated impact of the IT project on the agency's existing IT infrastructure and networks:  
Requires minor, insignificant changes to the agency's existing IT infrastructure/networks.
8. Select the statement that best describes the impact of the IT project on state operations:  
The project will provide services or systems that will be used by specific workgroups or units within the agency.
9. Select the statement that best describes the anticipated effect the IT project will have on agency business processes:  
Requires minimal changes to existing business processes and/or development of new, low-complexity business processes.
10. Select the statement that best describes the maturity of this project's planned Project Manager:  
The project manager assigned is not certified by either the Office of Information Technology with the Ohio PM certification or the Project Management Institute.
11. Will the Project involve external vendors during the lifecycle of the project:  
External vendors involved (totaling contracts < \$1M).
12. Select the statement that best describes the agency's experience implementing projects of similar size and effort:  
Agency has had some success implementing projects of similar development and/or integration effort; however, track record does not yet demonstrate repeatability.

## Interagency Information

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### Explanation of Agency Collaborations

No collaborating agencies

**Project Budget**

**Biennial Profile**

	FY10	FY11	Total FY10-FY11
Total	\$31,600	\$31,600	\$63,200
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$31,600	\$31,600	\$63,200
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$31,600	\$31,600	\$63,200
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

**Lifecycle Profile**

	Prior FYs	Total FY10-11	Future FYs	Lifecycle Budget
Total	\$200,000	\$63,200	\$0	\$263,200
Software	\$200,000	\$0	\$0	\$200,000
Purchases & Licenses	\$0	\$0	\$0	\$0
Maintenance Contracts	\$200,000	\$0	\$0	\$200,000
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$0	\$63,200	\$0	\$63,200
Payroll	\$0	\$0	\$0	\$0
Purchased Personal Services	\$0	\$63,200	\$0	\$63,200
Other Services and Fees	\$0	\$0	\$0	\$0
Hardware	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0

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## Project Profile

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JFS-056: New Child Care Management System

Agency Project Identifier: J00-050

OAKS Project Identifier:

Project Type: New capability

Start Date: 7/1/2007                      End Date: 12/31/2010

### Project Purpose

The goal of implementing a centralized and integrated Statewide Child Care Delivery System is to replace the current State and county systems with one system that will provide an end-to-end solution that determines program eligibility, manages case and provider information, provides funds management, and supports automated provider payment calculation and issuance functions, as well as State and federal reporting. This will replace several parts of existing systems.

### Scope

Integrated Statewide Child Care Delivery System proposed components:

- The case management component would establish and maintain Child Care case information. The data would be stored in a statewide repository and enable the users to track case data throughout the processes, from first contact through case termination. The eligibility engine is anticipated to be contained within the CRIS-E system and interface to the new Child Care system.
- The provider management component would establish and maintain Child Care provider information in one statewide Child Care provider repository in order to manage and distribute provider information to improve the effectiveness of the program for Child Care centers and homes that contract with CDJFS agencies. This component would enable the users to track provider data throughout the process, from application through monitoring.
- The provider payment issuance component would capture attendance data, and utilize electronically stored provider and case data to validate, authorize, calculate and issue provider disbursements.
- The fiscal management component would facilitate Child Care payment issuance and funds management. The data would be stored in a statewide repository utilizing State system information and would enable the users to track data throughout the processes, from federal monies received to year-end reconciliation.
- The reporting component would collect the required information from ODJFS system repositories and generate reports for the state and federal governments.

### Technical Approach

The standard system development life cycle will be followed in the approach to developing and implementing software changes. The system is being built using COBOL, IMS and Telon.

### Assumptions

The major assumption is the effort to complete a business case analysis is completed on-time. The business case analysis is currently underway to assess the child care practices in the State of Ohio and develop recommendations to move this project forward.

#### Business Justification

This project addresses Goal 4 of the Governor's ODJFS Flexible Performance Agreement: By 2011 the Department will have successfully completed an overhaul of the state child serving system as reported in the federal indicators for safety, permanency, and well being of children. This system will address the total numbers of licensed child care centers rated through Step Up to Quality.

#### Success Criteria

The accomplishment of the high level project goals noted above will determine the success of this project. Secondary success criteria consist of the application realizing the specifications set forth in any use cases created for this effort.

Mandated? Yes

#### Explanation if Mandated

Federal: 45 CFR 98, Subpart G - Financial Management, Subpart H - Reporting Requirements (sections 98.70 and 98.71). State: ORC Section 104.38 Rules Governing Financial Aid and Admin. Requirement

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## Alignments

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### Alignments to Turnaround Ohio Goals

Goal: The Turnaround Ohio Government Accountability Plan

Objective: Sign a Performance Contract with Every Department

Objective: Budget for Results

Goal: A Fair Start for Every Ohio Child

Objective: Work to make high-quality early care and learning for all children a reality in Ohio

Objective: Recognize the critical importance of a child's social, emotional and physical development to school readiness and lifelong learning

Objective: Realign state government to promote healthy early childhood development

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## Enterprise Initiatives

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### Alignments to Enterprise Initiatives

OAKS Integration or Migration

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## FEA Alignments

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### Alignments to FEA Business Reference Model

Information and Technology Management

### Alignments to FEA Service Reference Model

Customer Initiated Assistance

Customer Relationship Management

Financial Management

Management of Process

Records Management

### Alignments to FEA Technical Reference Model

Internet

Reporting and Analysis

Servers / Computers

Web Browser

Web Servers

Wide Area Network (WAN)

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## Project Information

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1. If the project is mandated, is the mandate related to Federal law/requirements, State law/legislation requirements, State administrative code/requirements, or continuance of operations?  
Federal law/requirements
2. Select the statement that best describes the impact of not completing the IT project:  
Inability to accomplish agency mission (mission critical system).
3. How would you define the benefits of this project?  
Transformational benefit
4. How would you characterize the time to maturity for this project to reach the plateau of productivity: mainstream adoption?  
2 to 5 years
5. What are the quantified cost benefits for this project?  
Value 1M to 5M
6. What is the Pay Back Period?  
Pay Back within 2 years
7. Select the statement that best describes the anticipated impact of the IT project on the agency's existing IT infrastructure and networks:  
Requires some changes to the agency's existing IT infrastructure/networks.
8. Select the statement that best describes the impact of the IT project on state operations:  
The project will provide services or systems that will be used by the entire agency but not outside the agency.
9. Select the statement that best describes the anticipated effect the IT project will have on agency business processes:  
Requires major changes to existing business processes and/or development of new, complex business processes.
10. Select the statement that best describes the maturity of this project's planned Project Manager:  
The project manager is certified by both the Office of Information Technology with the Ohio PM Certification and the Project Management Institute.
11. Will the Project involve external vendors during the lifecycle of the project:  
One external vendor involved (totaling contracts over \$1M).
12. Select the statement that best describes the agency's experience implementing projects of similar size and effort:  
Agency has had success with projects of similar development and/or integration effort, and has a track record that suggests strong ability to mitigate risks for projects of similar development effort.

## Interagency Information

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### Explanation of Agency Collaborations

No collaborating agencies

### Agencies Identified for this Project

Counselor, Social Worker & Marriage & Family Therapist Board

**Project Budget**

**Biennial Profile**

	FY10	FY11	Total FY10-FY11
Total	\$2,699,550	\$20,000,000	\$22,699,550
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$2,433,750	\$20,000,000	\$22,433,750
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$2,433,750	\$20,000,000	\$22,433,750
Other Services and Fees	\$0	\$0	\$0
Hardware	\$265,800	\$0	\$265,800
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$265,800	\$0	\$265,800
Leases	\$0	\$0	\$0

**Lifecycle Profile**

	Prior FYs	Total FY10-11	Future FYs	Lifecycle Budget
Total	\$2,000,000	\$22,699,550	\$0	\$24,699,550
Software	\$0	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$2,000,000	\$22,433,750	\$0	\$24,433,750
Payroll	\$0	\$0	\$0	\$0
Purchased Personal Services	\$2,000,000	\$22,433,750	\$0	\$24,433,750
Other Services and Fees	\$0	\$0	\$0	\$0
Hardware	\$0	\$265,800	\$0	\$265,800
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$0	\$265,800	\$0	\$265,800
Leases	\$0	\$0	\$0	\$0