



# Technology and Service Support Policy

Version 3.0

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FY 06-07

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### TSSP.00 Executive Summary

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The Ohio Department of Job and Family Services (ODJFS), in a continuing effort to improve the level of customer service and responsiveness to County Agencies, is pleased to continue the Technology and Service Support Policy (TSSP) for FY 06-07. New to TSSP in FY 06-07: ODJFS MIS offers connectivity options for One Stops, an expanded list of equipment service units available for purchase by the County Agencies and updated list of standard equipment specifications.

This policy represents a commitment by ODJFS to provide quality, cost-effective networking products, services, and solutions to County Agencies throughout the state. The driving principle behind TSSP is to develop a more holistic view for the provision of networking services that strikes a balance between three main variables in delivering computing services: speed, quality, and cost. Through TSSP, ODJFS seeks to incorporate both fairness and flexibility for County Agencies and responsibility to taxpayers. In short, ODJFS seeks to accomplish the following through the TSSP program:

- Ensure timely and efficient delivery of information technology products and services to ODJFS customers;
- Increase flexibility for County Agencies to select networking products, services, and solutions that best meet their needs;
- Maintain continuity of a safe, sound, and secure computing environment; and
- Ensure budget predictability and cost-effectiveness of networking solutions for ODJFS and County Agencies.

TSSP continues to operate within the larger Service Level Agreement (SLA) framework. Specifically, information about TSSP can be found in **SLA.04 Technology and Service Support**.

### Equipment Options

Prior to TSSP, County Agencies had little flexibility in the model and type of equipment available to meet computing requirements. This policy continues to allow for greater flexibility. As outlined in the **Catalog of Network Services**, County Agencies are able to purchase upgrades to ODJFS-supplied service units. By purchasing service units through TSSP, County Agencies may chose to upgrade and/or augment their ODJFS-supplied equipment to meet needs above and beyond ODJFS defined computing requirements.

The **Catalog of Network Services** displays the networking products and services ODJFS offers to County Agencies. In addition, the catalog details the costs County Agencies will incur when they purchase service units for products and services specified to be their financial responsibility under TSSP.

### Delivery Time

In order to ensure predictability and timeliness in meeting county requests, ODJFS publishes the delivery time for networking products and services provided to County Agencies. The **Catalog of Network Services** includes the delivery time for the most commonly requested products and services.

Additionally, ODJFS will strive to meet the published timeframes for every request received by the County Agency. ODJFS will track actual delivery times and periodically publish the results. ODJFS will also continue to define timeframes for additional services.

## **Request Management**

ODJFS' Office of MIS has appointed a TSSP Coordinator to oversee the TSSP request process. The TSSP Coordinator is responsible for working with County Agencies to facilitate their requests, determine financial responsibilities and costs, verify staff levels, track the progress of requests, relay status information to County Agencies, and answer any questions that may arise through the request process.

## **Funding Requirements**

In order to enable the ODJFS network to effectively and economically continue to meet the needs of County Agencies, County Agencies must continue to assume responsibility for some of the costs of their information technology decisions.

ODJFS will continue to provide the workstations, software, and network access necessary for County Agency employees to complete their state-required job functions in accordance with signed and established SLA levels. ODJFS will also continue to provide the network infrastructure to enable staff to connect to the ODJFS wide area network at a central location for a County Agency. In addition, ODJFS will once again provide an additional allowance of workstations for up to 10% of a County Agency's filled fulltime equivalents (FTEs). This allowance is meant to provide County Agencies with the flexibility to meet additional needs.

Beyond this baseline, counties are responsible for financing computing resources. Unless otherwise specified by an individual County Agency's SLA, County Agencies will accomplish this by purchasing service units from ODJFS. These service units include the maintenance, service, and use of state-owned equipment. Funding requirements are outlined more completely in the **Financial Responsibilities** section.

We look forward to fulfilling your networking needs.

Sincerely,

Kimberley Liston  
Deputy Director ODJFS  
Office of Management Information Services



**TSSP.01 Catalog of Network Services**

The following tables present a list of the most common service units offered by ODJFS to County Agencies. Service units are bundles of equipment and services, which upon purchase fulfill the financial responsibility requirements of a County Agency. Each table indicates both the delivery time in which the County Agencies can expect the fulfillment of their requests and the costs that the County Agency will incur if the item is determined to be the financial responsibility of the County Agency. As new networking services are identified, they will be added to this list along with the associated timeframes and applicable costs. The most up-to-date list of available service units, specifications, timeframes, and costs can be found on the ODJFS Innerweb.

Please note that, in accordance with APM.4061.2, equipment acquisitions which may affect the ODJFS network (regardless of the cost or financial responsibility) must be approved by ODJFS prior to purchase. Approval can be obtained through the TSSP request process.

**Stocked Equipment Service Units**

ODJFS maintains an adequate supply of stocked equipment service units to fulfill routine requests. If a County Agency requests a large number of service units, ODJFS may have to procure service units to fulfill all or part of the request. In these exceptional cases, the TSSP Coordinator will notify the County Agency within 15 business days with an anticipated delivery time.

<b>Service Units</b>	<b>Description</b>	<b>Delivery Time** (business days)</b>	<b>Cost *</b>
Desktop PC Service Unit	Standard PC workstation, 17" flat panel (TFT), standard software, and technical support	35 days	\$1172.00
	Add 256MB memory kit	+ 5 days	+ \$91.00
	Upgrade to 19" flat panel (TFT)	+ 5 days	+ \$101.00
Desktop Printer Service Unit	Desktop printer connected to a single workstation, standard software, and technical support (HP LaserJet 1300 or equivalent)	40 days	\$400.00
Low-Speed Workgroup Printer Service Unit	Low-speed printer, standard software, and technical support (HP LaserJet 4250N or equivalent)	40 days	\$1,456.60
High-Speed Workgroup Printer Service Unit	High-speed printer, standard software, and technical support (HP LaserJet 8150N or equivalent)	40 days	\$2,175.00
External Print Server	Device used to connect non-HP printers to the ODJFS network	40 days	\$144.00

\* Cost estimate, if determined to be a County Agency financial responsibility.

\*\* In the event a service unit is out of stock; the delivery time may be extended.

## Non-Stocked Equipment Service Units

Non-stocked equipment service units are not kept on-hand by ODJFS. When a request for non-stocked units is received, ODJFS must procure the requested service units. The TSSP Coordinator will notify the County Agency within 15 business days with an anticipated delivery time and current cost to ODJFS.

Service Units	Description	Cost *
Laptop PC Service Unit	Laptop PC, standard software, and technical support	\$2,163.50
Multi-function printers	HP LJ-4345 or equivalent with copy, print, fax and scan features	\$4,000.00
	Xerox WCP35H or equivalent with the copy, print, fax, scan features plus email, finisher with 3 hole drill, deluxe scan with 25 seat licenses . Maintenance Costs – charge for copies @ .0169, includes all supplies except paper and staples	\$17,000.00
Color Desktop Printers	HP 3550N or equivalent	\$999.00
DVD CDRW Burners	Hardware and Software	\$75.00
External Floppy Disk Drives	144mb capacity	\$39.00
USB Flash Memory Drives	256mg USB port ready	\$39.00
Tokens	Double encryption dial up access	\$21.00 per year
Video Conferencing Equipment	Polycom View Station FX or equivalent with 5 years of Gold Seal Maintenance	\$13,000.00 plus \$400.00 monthly recurring cost for T1 and \$400 monthly recurring cost for DAS OIT Administration Fee.

\* Cost estimate, if determined to be a County Agency financial responsibility.

## Software Services

Service	Description	Delivery Time (business days )	Cost
Locally-Loaded Software	Software installed, configured, and maintained by County Agency	20 days	Service provided at no charge.
Network-Distributed Software	Software loaded onto a server and distributed via the ODJFS network	50 days	Service provided at no charge.

## Connectivity Services for One Stops

ODJFS, as a mandated partner in the One Stops, supplies connectivity and all devices necessary to provide full network services to ODJFS and County Agency DJFS staff connected to the ODJFS network and located in a One Stop. In an effort to provide cost effective connectivity services for the One Stop Resource Rooms and the other partners within the One Stop, ODJFS offers the following Connectivity Services at minimal cost.

Service	Description	Delivery Time (business days)	Cost
Public Access Workstations in One Stop resource rooms with Internet only access	Web-based traffic only via proxy server. Firewall protection, LAN w/capability of IP printer sharing and peer to peer networking. Devices could be non-ODJFS (third Party) or ODJFS owned.	30 days	\$40.00 per site and the first device per month, \$10.00 for each additional device up to a maximum of \$400.00 per mo.
One Stop partners with Internet only access or specialized connectivity ie. Training room workstations.	Outbound network traffic only. Web-based traffic via proxy server. Virtual Private Network (VPN) requires the use of a token for each user. See page 5 for details.	30 days	\$40.00 per site and the first device per month, \$10.00 for each additional device up to a maximum of \$400.00 per mo.
One Stop partners with full seat on the ODJFS Novell Network	Workstations (on ODJFS refresh cycle), desktop software, maintenance and help desk services, full suite of ODJFS applications including Groupwise. All devices are ODJFS assets.	60 days	\$150.00 per month per Workstation.

Those One Stops that are administered by a County DJFS are eligible to fully utilize TSSP for the purchase of service units (equipment) and services. One Stops that are privately operated and who are using any of the connectivity options above are also eligible to utilize TSSP for devices to be connected to the ODJFS network.

### Move Services

Since ODJFS strives to meet County Agency time lines for individual and site moves, move services are treated differently in TSSP. Instead of publishing delivery times for moves, ODJFS publishes the amount of time before a move that ODJFS must be notified by the County Agency in order to ensure the move's successful and timely completion.

Service	Description	Notice (business days)	Cost
"Simple" Move of an Existing User to an Existing Site	Logical move of an existing county user to an existing County Agency site, where the County Agency handles all aspects of physical move.	15 days	Service provided at no charge.
Move of Existing or Addition of New Users to an Existing Site	Physical and logical move of existing users or addition of new users to an existing County Agency site.	60 days	Costs will be determined by move circumstances and relevant ODJFS policies

Service	Description	Notice (business days)	Cost
Move of Existing Users or Addition of New Users to a New Site	Physical and logical move of existing users or addition of new users to a new County Agency site.	60 days	Costs will be determined by move circumstances and relevant ODJFS policies

### New Site Services

Service Units	Description	Delivery Time (business days)	Cost *
Network Infrastructure for a Small New Site Service Unit  Note: Site and user requirements will be used to determine specific equipment necessary for each site.	Network infrastructure equipment, services, and technical support necessary to establish a new site for fewer than 10 users. Standard small sites contain 1 MDF (Main Distribution Frame).	100 days	Costs will vary according to site requirements. Initial cost will likely exceed \$12,000 and recurring costs will be at least \$400 per month.
	<i>Cost Breakdown Example for a 7-User Site</i>		
		Cisco 2610XM Series Router	\$8,700.00
		Monthly charge for T-1 connection	\$400.00
Network Infrastructure for a Medium New Site Service Unit  Note: Site and user requirements will be used to determine specific equipment necessary for each site.	Network infrastructure equipment, services, and technical support necessary to establish a new site for between 10 and 100 users. Standard medium sites contain 1 MDF and up to 2 IDFs (Intermediate Distribution Frame).	100 days	Costs will vary according to site requirements. Initial cost will likely exceed \$32,000 and recurring costs will be at least \$400 per month.
	<i>Cost Breakdown Example for a 40-User Site</i>		
		(1) Compaq ML370 Server	\$9,600.00
		(1) Cisco 3745 Series Router	\$19,900.00
		(2) Cisco 3750 – 48 port Series Switches	\$13,900.00
	Monthly charge for T-1 connection	\$400 .00	

<b>Network Infrastructure for a Large New Site Service Unit</b>  Note: Site and user requirements will be used to determine specific equipment necessary for each site.	Network infrastructure equipment, services and technical support necessary to establish a new site for more than 100 users.  Standard large sites contain 1 MDF and up to 3 IDF's.	100 days	Costs will vary according to site requirements. Initial cost will likely exceed \$55,000 and recurring costs will be at least \$400 per month.
	<i>Cost Breakdown Example for a 110-User Site</i>		
		(2) Compaq ML370 Servers	\$19,200.00
		(1) Cisco 3700 3745 Series Router	\$19,900.00
		(4) Cisco 3550 3750 – 48 port Series Switches	\$13,900.00
	Monthly charge for T-1 connection	\$400.00	

\* Cost estimate, if determined to be a County Agency financial responsibility.

### Non-Standard Services

Upon special request, ODJFS can provide unique or non-standard services. Examples of non-standard software services are listed in the table below. When a County Agency makes a request for non-standard services, ODJFS will evaluate the request and negotiate with the County Agency for delivery timeframe and cost. ODJFS will consider such factors as man-hour requirements for configuration, integration, and ongoing administration requirements as part of the negotiation. The TSSP Coordinator will contact the County Agency within 15 business days to begin the negotiation process.

Service	Description	Cost
Non-standard services	County Agency-specific systems installed, configured, deployed, maintained, and/or administered by ODJFS via the ODJFS network; examples include non-GroupWise email systems, imaging systems, and network-based video conferencing systems	Costs to be negotiated.

## Standard Equipment Specifications

The following table describes the hardware specifications for ODJFS standard equipment. Specifications for the standard models are determined by master agreements administered by the Ohio Department of Administrative Services (DAS). The indicated cost is the cost for one equipment service unit. Refer to the TSSP portion of the Innerweb for the most current hardware specifications and prices. ODJFS anticipates that computing equipment has a limited lifespan and that technology upgrade standards will dictate replacement in a timely manner thereafter.

Product	Description	Cost*
ODJFS Standard Desktop PC	HP Compaq DC5000 small form factor – Pentium 4 with HyperThread, HP DC5000 (choice of micro-tower or small form factor), 3.0GHz, 865 GV Chipset, 800MHz front side bus, 1024 KB L2 Cache, 512 MB SDRAM, 6 Bays, 2 open drive bays, Ultra-ATA/100 drive controller, keyboard, mouse, 48X CD-RW/DVD, Sound Blaster compatible, Intel Extreme Graphics 2 integrated with chipset, 4 USB ports, Integrated Broadcom NetXtreme Gigabit Ethernet for HP 10/100/1000, Y2K compliant PC w/windows XP Professional.	\$801.00
256MB Memory Kit	Upgrade PC Memory (SDRAM) to 512MB	\$91.00
ODJFS Standard 17" Monitor	HP Flat Panel Monitor L1702	\$370.00
19" Monitor	HP Flat Panel Monitor L1902	\$470.00
ODJFS Standard Laptop	Dell Latitude c610 or equivalent notebook PC with Pentium III 1.2GHz, 128MB SDRAM, 256K L2 Cache, 2 type II/one type III PC card slot, 10GB hard drive, 24X CDROM, 3.5" floppy disk drive, internal v.90 data/fax modem, Li-Ion battery and spare, 14.1 inch color TFT XGA display, VGA video out, serial port, parallel port, PS/2 port, Y adapter for KB and mouse, USB port, AC adapter	\$2,163.50
ODJFS Standard Desktop Printer (single user)	HP LaserJet 1300 or equivalent with 15 pages per minute, 8MB RAM, parallel port connectivity	\$400.00
ODJFS Standard Low-Speed Workgroup Printer (1-8 users)	HP LaserJet 4250N or equivalent with 250MHz RISC processor, 35 pages per minute, 64MB RAM, 10/100base-TX, HP JetDirect 610N internal print server	\$1,456.60
ODJFS Standard High-Speed Workgroup Printer (1-8 users)	HP LaserJet 8150N or equivalent with 250MHz RISC processor, 32 pages per minute, 32MB RAM, 10/100base-TX, HP JetDirect 610N internal print server	\$2,175.00
External Print Server	HP JetDirect 170x or equivalent with 1 RJ-45 Ethernet port and 1 parallel printer port; supports most printers with a parallel port	\$144.00

\* Cost estimate, if determined to be a County Agency financial responsibility.

## Standard Workstation Software Specifications

All standard workstations provided to County Agencies are delivered with the ODJFS standard workstation image and include the software detailed in the table below. Workstations will be modified to meet specific business needs upon request; however, such modification may entail additional costs.

Category	Product
Operating System	Windows XP
Terminal Emulation/ Mainframe Connectivity	IBM Personal Communication (PCOM)
Virus Protection	Symantec Antivirus Corporate Edition
E-mail and Accessories	GroupWise
Internet Browser and Accessories	Internet Explorer Adobe Acrobat
Office Automation Software	Microsoft Office XP Professional

## Service Unit Pricing

The costs associated with TSSP equipment service units are determined by ODJFS' costs. Ongoing services, such as moves, customer support, and software upgrades, are included as part of a service unit at ODJFS' expense. ODJFS incurs a significant portion of the total cost of ownership of all equipment regardless of initial TSSP financial responsibility requirements.

ODJFS' costs for equipment, and subsequently the service unit price, are determined by standard State of Ohio procurement policies. These policies allow ODJFS to procure equipment in two ways, either through an established State Term Schedule or through the Invitation to Bid (ITB) process.

An ITB is a fixed-term agreement to provide the State with specific products or services at predetermined prices. Because of the expediency and potential cost savings associated with this pre-negotiated arrangement, ODJFS often utilizes the ITB process to purchase standardized equipment that is used on a recurring basis, such as ODJFS standard workstations or printers. ITBs are competitively awarded and are managed by DAS.

When making purchases that are large, unusual, or not available through an existing ITB, ODJFS will utilize State Term Schedules. This process allows qualified vendors to submit price quotes to ODJFS for specified products and services. Based upon collected bids, ODJFS selects the lowest cost provider. State Term Schedules are managed by DAS.

## Invoicing Process

Upon completion of a request, ODJFS will invoice each County Agency for products and services which are defined as the County Agency's financial responsibility. The invoicing process will typically operate as follows:

- County Agencies will estimate the financial responsibilities associated with their requests as part of completing the TSSP County Request Form. County Agencies will submit completed TSSP request forms to the ODJFS TSSP Coordinator.
- The TSSP Coordinator will review each request and verify financial responsibilities. Whenever financial responsibilities are determined to be different from those submitted in the original county request, the TSSP Coordinator will notify the County Agency and obtain their consent before continuing the fulfillment process.
- The TSSP Coordinator will forward each request to ODJFS' Office of MIS for a final review of financial responsibilities. Whenever financial responsibilities are determined to be greater than those submitted in the county request, MIS will notify the TSSP Coordinator and County Agency. In these cases, MIS will obtain County Agency consent before continuing the fulfillment process.
- Once a request has been fulfilled, MIS will forward a list of equipment and services rendered to ODJFS' Office of Fiscal Services. Where appropriate, the list will indicate county financial responsibilities.
- Based upon the information received from MIS, Fiscal Services will generate an invoice and mail it to the County Agency.
- One Stops who receive any of the connectivity options through ODJFS will be billed quarterly for those services. Based upon the information received from MIS, Fiscal Services will generate an invoice and mail it to the One Stop Operator.
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- County Agencies and One Stops will pay an invoice by sending a check, made payable to the Treasurer, State of Ohio, along with a copy of the invoice to the following address:
  - ODJFS-TSDC
  - P O Box 714834
  - Columbus, Ohio 43271-4834
- If a County Agency fails to submit payment, Fiscal Services will notify the County Agency of the outstanding invoice via memo at 60 days.
- If a County Agency fails to submit payment within 90 days, Fiscal Services will recover the funds via an adjustment to the County Agency's advance. Fiscal Services will notify an affected County Agency via a memo when the 90 day period has expired.
- County Agencies should use Financial Statement JFS 2750, JFS 2820, or JFS 2827, code 894-22 to report TSSP expenditures.

Please see APM.4033-APM.4036 for additional information.



## **TSSP.02 Financial Responsibilities**

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For County Agencies with an SLA level 1-3, ODJFS will maintain financial responsibility for providing 1.1 standard workstations for each filled full-time equivalent (FTE) less the number of workstations that exceeds the Agency's filled FTE count. This additional allowance is meant to provide County Agencies with the flexibility to meet additional needs such as the creation of training facilities for their staff. Each County Agency is required to specify how it will use the extra workstations allocated under the 1.1 standard. Each County Agency shall ensure that workstations remain intact to maintain the ODJFS manufacturer warranties.

In addition to workstations, for County Agencies with an SLA level 1-3, ODJFS will maintain financial responsibility for network infrastructure equipment in existing and replacement County Agency sites. Standard small sites house 10 or fewer staff and have one main distribution facility (MDF). Standard medium sites house between 10 and 100 staff and have one MDF and up to two intermediate distribution facilities (IDFs). Standard large sites house more than 100 staff and have one MDF and up to three IDFs. Network infrastructure equipment required at new (e.g., additional) sites and in individual IDFs in excess of the standard number specified based on the number of housed staff remain the County Agency's financial responsibility. High- and low-speed network printers are allocated based upon filled FTE workgroup sizes. ODJFS will provide workgroups of eight or more users with a standard high-speed printer; smaller workgroups will receive a standard low-speed printer. For any agency with 50 or fewer PC's ODJFS will provide one desktop printer, if a desktop printer has not been previously supplied to the agency director. For agencies with more than 50 PC's ODJFS will provide one desktop printer for every 50 ODJFS supplied PC's. A County Agency may be required to provide a current functional table of organization or other supporting documentation to assist with the determination of financial responsibilities.

In cases where the County Agency is financially responsible for equipment on the network (workstations, printers, and infrastructure), the County Agency must purchase service units from ODJFS unless otherwise specified in the County Agency's SLA. As part of the purchase of service units, County Agencies will continue to receive technical support and software services from ODJFS. A requesting County Agency is responsible for ensuring that it has sufficient funds available before submitting a request. If a County Agency chooses to change SLA levels, ODJFS and the County Agency will work together to determine if the County Agency will provide one year of notice before the change or change SLA levels while maintaining its existing TSSP financial responsibilities for one year.

The responsibilities outlined in the following tables are not meant to be all-inclusive but instead capture the major types of requests made by ODJFS MIS' County Agency customers. Please see the glossary for definitions of the terms that appear on the table.

## Financial Responsibility (SLA 1-3)

In terms of financial responsibility, SLA levels 1 through 3 are treated the same under TSSP. County Agencies with SLA level 1 and 2 agreements are required to purchase service units from ODJFS for all request aspects deemed their financial responsibility. SLA level 3 County Agencies may purchase printers and workstations from either ODJFS or a third party vendor. Equipment purchased from a third party vendor must comply with ODJFS equipment standards for the duration of its use.

Category of Services	ODJFS Financial Responsibilities	County Financial Responsibilities
New and existing staff at an existing site  <i>see Scenarios 1, 2, &amp; 3</i>	<ul style="list-style-type: none"> <li>• Infrastructure</li> <li>• Telecommunications</li> <li>• PCs</li> <li>• Printers</li> <li>• Labor</li> <li>• Maintenance</li> <li>• Customer support</li> <li>• On-site service</li> <li>• ODJFS standard software</li> <li>• Consulting services</li> <li>• Insurance</li> <li>• Replacement PCs</li> <li>• Replacement printers</li> <li>• Replacement Infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>• Wiring</li> <li>• Construction</li> <li>• Upgrades to ODFJS standard desktop equipment</li> <li>• Substantial modifications to original site design</li> <li>• PCs (additional)</li> <li>• Printers (additional)</li> <li>• Replacement PCs (additional)</li> <li>• Replacement printers (additional)</li> <li>• Replacement Infrastructure (additional)</li> </ul>
New and existing staff at an additional site  <i>see Scenarios 4 &amp; 5</i>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Maintenance</li> <li>• Customer support</li> <li>• On-site service</li> <li>• ODJFS standard software</li> <li>• Consulting services</li> <li>• Insurance</li> <li>• PCs</li> <li>• Printers</li> <li>• Replacement PCs</li> <li>• Replacement printers</li> </ul>	<ul style="list-style-type: none"> <li>• Wiring</li> <li>• Construction</li> <li>• Infrastructure</li> <li>• Telecommunications</li> <li>• Moving services</li> <li>• Upgrades to ODFJS standard desktop equipment</li> <li>• PCs (additional)</li> <li>• Printers (additional)</li> <li>• Replacement PCs (additional)</li> <li>• Replacement printers (additional)</li> <li>• Replacement Infrastructure</li> </ul>

Category of Services	ODJFS Financial Responsibilities	County Financial Responsibilities
<p>New or existing staff at a replacement site</p> <p>Note: Once a replacement site becomes operational and the site it replaced has been shut down, then the new site is treated as if it were an existing site.</p> <p><i>see Scenario 6</i></p>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Maintenance</li> <li>• Customer support</li> <li>• On-site service</li> <li>• ODJFS standard software</li> <li>• Consulting services</li> <li>• Telecommunications</li> <li>• Insurance</li> <li>• Infrastructure</li> <li>• PCs</li> <li>• Printers</li> <li>• Replacement PCs</li> <li>• Replacement printers</li> <li>• Replacement Infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>• Wiring</li> <li>• Construction</li> <li>• Infrastructure (additional)</li> <li>• Substantial modifications to original site design</li> <li>• Moving Services</li> <li>• Upgrades to ODFJS standard desktop equipment</li> <li>• PCs (additional)</li> <li>• Printers (additional)</li> <li>• Replacement PCs (additional)</li> <li>• Replacement printers (additional)</li> <li>• Replacement Infrastructure (additional)</li> </ul>
<p>Equipment purchased by a County Agency from an outside vendor (i.e., copiers, scanners, document management systems, etc.; not standard network or desktop equipment)</p> <p>Note: County Agencies must consult with ODJFS before purchasing equipment that is to be used on the ODJFS network.</p> <p><i>see Scenarios 7 &amp; 8</i></p>	<ul style="list-style-type: none"> <li>• Consulting services</li> </ul>	<ul style="list-style-type: none"> <li>• Equipment</li> <li>• Labor</li> <li>• Maintenance</li> <li>• Infrastructure</li> <li>• Customer support</li> <li>• On-site service</li> <li>• Wiring</li> <li>• Telecommunications</li> <li>• Replacement equipment</li> <li>• Insurance</li> </ul>
<p>Software that is County Agency-supplied and locally-loaded by ODJFS MIS or county staff</p> <p>Note: County Agencies must consult with ODJFS before purchasing software that is to be used on the ODJFS network.</p> <p><i>see Scenario 9</i></p>	<ul style="list-style-type: none"> <li>• Consulting services</li> </ul>	<ul style="list-style-type: none"> <li>• Licensing</li> <li>• Installation</li> <li>• Configuration</li> <li>• Maintenance</li> </ul>
<p>Software that is County Agency-supplied and distributed over the ODJFS network via a ZEN object.</p> <p>Note: County Agencies must consult with ODJFS before purchasing software that is to be used on the ODJFS network.</p> <p><i>see Scenario 10</i></p>	<ul style="list-style-type: none"> <li>• Consulting services</li> <li>• Installation</li> <li>• Configuration</li> </ul>	<ul style="list-style-type: none"> <li>• Licensing</li> <li>• Maintenance</li> </ul>
<p>Software that is ODJFS-supplied and distributed over the ODJFS network via a ZEN object</p> <p><i>see Scenario 11</i></p>	<ul style="list-style-type: none"> <li>• Consulting services</li> <li>• Installation</li> <li>• Configuration</li> <li>• Licensing</li> <li>• Maintenance</li> </ul>	

Category of Services	ODJFS Financial Responsibilities	County Financial Responsibilities
Laptop PC <i>see scenario 12</i>	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Maintenance</li> <li>• Configuration (standard)</li> <li>• Installation</li> <li>• Customer support</li> <li>• On-(network)-site service</li> <li>• ODJFS standard software</li> <li>• Consulting services</li> <li>• Insurance</li> </ul>	<ul style="list-style-type: none"> <li>• Wiring</li> <li>• Telecommunications (remote)</li> <li>• Configuration (non-standard)</li> <li>• Substantial modifications to original site design</li> </ul>

## Scenarios Explaining the Financial Obligations for Sample Requests

### Scenario 1: Replacement PCs for a County Agency Site (SLA 1-3)

County A CDJFS has been informed by ODJFS that their County Agency workstations have become obsolete as defined by the ODJFS technology upgrade standards. The County Agency site has a combination of workstations for filled FTEs and additional workstations for training purposes. For what equipment and services will County A CDJFS be responsible?

*Since the County A CDJFS site contains a mixture of filled FTE-allocated PCs and additional PCs, responsibility for obsolete workstation replacement will be shared by ODJFS and the County Agency. ODJFS will remain financially responsible for replacing 1.1 PCs per filled FTE. The PCs for which ODJFS is responsible will be replaced with ODJFS standard workstations. Any alterations to the standard configuration that County A CDJFS wishes to make (such as larger monitors) will be the financial responsibility of the County Agency. County A CDJFS will be financially responsible for replacing all "additional" PCs. Additional PCs are any workstations in excess 1.1 PCs per filled FTE. If County A CDJFS is an SLA level 1 or 2 County Agency, it must replace all obsolete PCs for which it is responsible with workstation service units purchased from ODJFS.*

### Scenario 2: Existing Staff Moves to an Existing Site (SLA 1-3)

County B CDJFS would like to move a case worker from one county site to a different existing county site. The employee does not require a new PC, but rather her existing workstation will be moved to the new site. For what equipment and services will County B CDJFS be responsible?

*Since the case worker is moving from one existing county site to another existing county site and taking her PC with her from the first site to the second site, County B CDJFS will not be responsible for purchasing a new workstation service unit from ODJFS. However, the County Agency will be responsible for all aspects of physically moving the PC to the user's new site. Upon the County Agency's completion of the required ODJFS security forms, ODJFS MIS will perform the network administrative tasks required to ensure a functioning working environment for the case worker at her new site free of charge.*

### **Scenario 3: A New Staff Member is Added to an Existing Site (SLA 1-3)**

County C CSEA has hired a new employee to become an additional case worker (new filled FTE). In order to serve his customers, the case worker will need a PC and a connection to the ODJFS network. For what products or services will County C CSEA be financially responsible?

*In most cases, County C CSEA will bear no financial responsibility for the equipment or services in this situation. The case worker's new PC will be installed, connected to the network, and configured by an ODJFS technician. If the County Agency requests a nonstandard PC (such as a PC with a larger monitor) or an additional printer, then the County Agency might incur partial financial responsibility for the request as dictated by the specific circumstances of the request and ODJFS policy. If the employee had been a replacement employee instead of a new employee, then County C CSEA might have been responsible for providing a PC service unit for him. From a financial responsibility standpoint, a replacement employee is expected to use the equipment that had been allotted to the employee that he or she replaced.*

### **Scenario 4: Existing Staff Moved to an Additional Site (SLA 1-3)**

County D PCSA would like to establish an additional site within the county to better serve local customers. The site will be staffed with existing county employees, who will require their existing workstations and printers connected to the ODJFS network. For what equipment and services will County D CSEA be responsible?

*Since County D PCSA wishes to build an additional site they will bear a significant share of the site costs. County D PCSA will be financially responsible for the construction, network infrastructure, and telecommunications costs for the site. Depending on the size of the new site, the site network infrastructure costs could range from \$12,000 to more than \$55,000. In addition, the data line connection for the new site requires a monthly charge for which the County Agency will be responsible. Since the site will be staffed by existing County D PCSA employees, the employees' workstations must be moved from their previous locations to the new site. ODJFS will support the move by disassembling the PCs at the existing County Agency site and reassembling them at the new site. However, County D PCSA will be entirely responsible for physically moving the equipment between sites. The financial responsibility for additional PCs and additional printers resides with the County Agency. County D PCSA also bears the financial responsibility for replacing any PCs, printers, or network infrastructure equipment for which it is financially responsible that become obsolete as defined by ODJFS technology upgrade policies. As with the acquisition of the initial equipment, service units must be purchased from ODJFS for the replacement equipment if the County Agency is an SLA level 1 or 2. If the County Agency is an SLA level 3, it may purchase the replacement equipment from a third party vendor as long as the equipment complies with ODJFS equipment standards.*

### **Scenario 5: New Staff Added to an Additional Site (SLA 1-3)**

County E CSEA would like to establish an additional site within the county to better serve local customers. The site will be staffed with new County Agency employees, who will require new workstations and printers connected to the ODJFS network. For what equipment and services will County E CSEA be responsible?

*Since County E CSEA wishes to build an additional site they will bear a significant share of the site costs. County E CSEA will be financially responsible for the construction, network infrastructure, and*

telecommunications costs for the new site. Depending on the size of the new site, the network infrastructure costs could range from \$12,000 to more than \$55,000. In addition, the data line connection for the new site requires a monthly charge for which the County Agency will be responsible. Since the employees at the site are new, ODJFS will bear the financial responsibility for providing 1.1 PC for every new filled FTE at the site as well as sufficient printers for those employees. The financial responsibility for additional PCs and printers resides with the County Agency. County E CSEA will also bear the financial responsibility for replacing any PCs, printers, or network infrastructure equipment for which it is financially responsible that become obsolete as defined by ODJFS technology upgrade policies. As with the acquisition of the initial equipment, service units must be purchased from ODJFS for the replacement units if the County Agency is an SLA level 1 or 2. If the County Agency is an SLA level 3, it may purchase the replacement equipment from a third party vendor as long as the equipment complies with ODJFS equipment standards.

### **Scenario 6: Existing and New Staff Moves to a Replacement Site (SLA 1-3)**

County F PCSA wants to relocate from their current site to a larger location in order to accommodate an increase in employees. Upon completion of the move, County F PCSA will close the previous site. The new building will require rewiring and the construction of a server room to accommodate the Agency's servers. County F PCSA has requested that a site survey consultation be performed in order to determine the network requirements and to ensure that the existing equipment will function at the new site. Additionally, County F PCSA would like additional PCs for a new training room. For what equipment and services will County F PCSA be responsible?

*County F PCSA will be responsible for the construction of the new server room, as well as any construction costs for the replacement site. County F PCSA will be financially responsible for the wiring, construction of the network infrastructure, and additional PCs for the new site. As with the network infrastructure equipment, the service units for the training equipment must be purchased if the equipment exceeds the 1.1 PC per filled FTE ratio, or if the Agency expands or modifies their physical site, requiring new infrastructure or equipment. ODJFS will be financially responsible for the consulting services requested by the County Agency and the labor involved in building the new network infrastructure. ODJFS will also assume the recurring charges for the new site's data line connection as long as the old County F PCSA site is shut down upon completion of the move. ODJFS will provide free administrative movement of the user accounts on the ODJFS network, disassembly of network equipment at the old site and reassembly of network equipment at the new site; however, the County Agency will be responsible for all aspects of the physical move. When new staff members are added to the site, ODJFS will provide each new filled FTE with 1.1 workstations. ODJFS will also provide the network infrastructure upgrades necessary to accommodate the new users.*

### **Scenario 7: Equipment Purchased by a County Agency from an Outside Vendor (SLA 1-3)**

County G CSEA would like to purchase a scanner to aid in the development of their Agency web site. They plan to use the scanner with their existing network equipment. For what equipment and services will County G CSEA be financially responsible?

*Since the scanner that County G CSEA wishes to purchase is not available from ODJFS, the County Agency can purchase the equipment from an outside vendor. County G CSEA should consult with ODJFS prior to purchasing any equipment to ensure that the equipment is compatible with the existing*

network hardware and software. While ODJFS will provide County G CSEA with pre-purchase consulting services to ensure that the scanner will work with the County Agency's pre-existing network equipment, the County Agency will be financially responsible for purchasing, installing, and maintaining the scanner.

**Scenario 8: Equipment Purchased by a County Agency from an Outside Vendor Causing Modifications to Original Site Design (SLA 1-3)**

County H CSEA would like to purchase an imaging system to aid with the management of their documentation at the CSEA site. The imaging system will require the addition of new infrastructure equipment at the site. For what equipment and services will County H CSEA be financially responsible?

*Since the imaging system that County H CSEA wishes to purchase is not available from ODJFS, the County Agency can purchase the equipment from an outside vendor. County H CSEA should consult with ODJFS prior to purchasing any equipment to ensure that the equipment is compatible with the existing network hardware and software. While ODJFS will provide County H CSEA with pre-purchase consulting services, the County Agency will be financially responsible for purchasing, installing, and maintaining the imaging system. In addition, because new infrastructure equipment is required to support the third party vendor imaging system, this would result in a substantial modification to the original site design. As such, the County Agency will be financially responsible for all additional infrastructure equipment which must be purchased as service units from ODJFS.*

**Scenario 9: New Software Locally-Loaded onto County Agency Workstations (SLA 1-3)**

County I PCSA would like to add a typing tutorial program to three existing workstations in the County Agency site. For what equipment and services will County I PCSA be responsible?

*Since the program installation involves a small number of users (ten or fewer), County I PCSA may have the option to install the software locally on the three workstations. Before such installations can occur, the County Agency should submit a software installation request to the TSSP Coordinator prior to the purchase of the software. In some cases, County I PCSA may also have to submit a copy of the requested software for testing purposes. Following the submission process, ODJFS will evaluate the software and either approve or reject its installation. Throughout this testing process ODJFS technicians will work with the County I PCSA Technical Point of Contact (TPOC) to determine the exact needs and network environment of the County Agency. Once the software has been approved for local installation, County I PCSA is financially responsible for purchasing sufficient software licenses for the application. If the County Agency deems it necessary, it may request technical support from ODJFS to perform the actual local loads onto the County Agency workstations. As with the pre-purchase consulting services to determine compatibility, installation support is provided to the County Agency free-of-charge. After the installation, County I PCSA is financially responsible for maintaining and configuring the software that it has elected to install locally.*

**Scenario 10: New Software Distributed over the Network to County Agency Workstations (SLA 1-3)**

County J PCSA wants to install Visio 2002 on 18 workstations. For what equipment and services will County J PCSA be responsible?

*Since the installation involves a large number of users, the software will be loaded over the network instead of being manually installed onto each workstation. Network loads enable software to be installed more quickly onto numerous workstations. Additionally, software that is loaded over the network undergoes a more thorough testing process, which helps to prevent the technical problems that can arise when software is loaded locally. Before such installations can occur, the County Agency must submit a software installation request to the TSSP Coordinator prior to the purchase of the software. Following the submission process, ODJFS will evaluate the software to ensure network compatibility. ODJFS will then determine the most effective way to distribute the application to County Agency users. Throughout this process ODJFS technicians will work with the County J PCSA Technical Point of Contact (TPOC) to determine the exact needs and network environment of the County Agency. Once the software has passed the ODJFS internal testing process, the application will be pilot tested to selected County J PCSA users. Before a complete installation of the software can occur, County J PCSA must purchase sufficient software licenses for its users. After the installation, the County Agency remains responsible for maintaining the software and licenses.*

#### **Scenario 11: Software that is ODJFS-Supplied (SLA 1-3)**

Upon logging onto the network, County K CSEA users automatically receive an updated version of Symantec Antivirus. For what equipment and services will County K CSEA be responsible?

*Since Symantec Antivirus is an ODJFS-supplied application, County K CSEA will bear no financial responsibility in this situation. ODJFS is financially responsible for the installation, configuration, licensing, and maintenance of the standard software that it supplies. Upgrades to this standard ODJFS-supplied software will also be provided free of charge by ODJFS.*

#### **Scenario 12: Laptop PC Service Unit (SLA 1-3)**

County M PCSA requests 10 laptops for existing county agency users. For what equipment and services will County M PCSA be responsible?

*Since the County M PCSA is requesting Laptop PCs for existing users, it will be financially responsible for the full service unit price of the requested equipment. If County M PCSA had requested Laptop PCs for new employees, it would have only been financially responsible for the service unit upgrade charge from a standard workstation service unit to a Laptop PC service unit. ODJFS will configure the laptops to connect to the ODJFS network. Beyond ODJFS standard applications, ODJFS will not support additional software loaded onto the laptops. In addition, ODJFS will cease to support standard software if it is rendered inoperable by the installation of non-standard software. Upon request, ODJFS will restore a laptop to its original configuration. Since the laptops were purchased as part of a service unit, ODJFS will be responsible for all maintenance, on-site service (at network sites), support, and insurance associated with the laptops. For further information about laptop maintenance and support, please see the "Laptop Administration and Support Document", available from the TSSP Coordinator.*

#### **Scenario 13: One Stop connectivity**

County A has a resource room within the One Stop. The resource room has PCs that will be made available to the public with internet capability. The resource room is located in a facility where there currently are CDJFS and ODJFS personnel.

*ODJFS can provide the internet availability. The public access PCs will be placed on a separate VLAN that provides internet only capability utilizing the ODJFS T1. County C will be invoiced \$40.00 per month for the first PC connected and \$10.00 per month for each PC there after. Example: if County C wants to connect 5 PC's to the ODJFS network for internet only availability the monthly cost would be \$80.00. The total monthly cost will never exceed \$400.00 regardless of the number of PC's connected. ODJFS will invoice County C on a quarterly basis for the service.*

#### **Scenario 14: One Stops**

County D has an operational One Stop. The One Stop is staffed with state personnel, county personnel and community partners. County D wants the community partners to have the same network availability as the CDJFS and ODJFS staff.

*ODJFS can provide "full seat" access for partners at a cost of \$150.00 monthly per seat. This "full Seat" access includes the ODJFS standard PC on a 4 year refresh cycle, access to service, maintenance and help desk personnel; the desktop suite of office products including Microsoft XP, Anti-virus software and Groupwise 6.5. ODJFS will invoice County C on a quarterly basis for the service.*



## **TSSP.03 Glossary of Terms**

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**Additional PCs:** PCs in excess of the 1.1 PC per filled FTE ratio

**Additional Site:** a new County Agency site which does not replace an existing county site

**Configuration:** the responsibility of setting up software in order to make it functional on an ODJFS workstation

**Construction:** physical modifications to a building

**Consulting Services:** the determination of networking requirements and testing to ensure equipment and software will work with the existing ODJFS network

**Contractor:** an employee of an organization who provides significant functions for a County Agency and requires access privileges to program area automated systems including CRIS-E, SETS, FACSIS/FAPT, or MMIS; whether a specific contractor qualifies for state-provided services will be determined on a case-by-case basis and subject to approval by state program managers

**County Agency:** a county social services agency as defined by APM.1000

**Customer Support:** both phone-based support, onsite assistance, trouble shooting, and repair of IT equipment

**Desktop PC or Workstation:** ODJFS standard workstations including the standard desktop PC, monitor, keyboard, and mouse; refer to the **Standard Equipment Specifications** section for a detailed description of the ODJFS standard workstation

**Filled Full Time Equivalent (FTE):** a permanent county employee, contractor, or combination of county employees and/or contractors providing a full-time work week of services

**Intermediate Distribution Facility (IDF):** a secondary communications room for a building where network infrastructure equipment is located; IDFs are dependent upon an MDF

**Infrastructure:** network hardware including hubs, routers, switches, and servers required to connect a site to the ODJFS WAN

**Installation:** the process of placing software on a server or workstation hard drive

**Insurance:** the financial responsibility of replacing and reinstalling equipment due to reasons other than malfunction or obsolescence (i.e., theft, fire, natural disaster)

**Labor:** the installation and configuration of IT equipment

**Large (Existing or New) Site:** a site which houses more than 100 staff and includes one MDF and up to 3 IDFs

**Licensing:** the acquisition and maintenance of sufficient software licenses

**Main Distribution Facility (MDF):** the primary communications room for a building where network infrastructure equipment is located

**Maintenance:** the upkeep and repair of IT equipment and software

**Medium (Existing or New) Site:** a site which houses between 10 and 100 staff and includes one MDF and up to 2 IDFs

**Moving Services:** the physical movement of IT equipment from one location to another

**New Staff:** an FTE employee hired to fill a newly created County Agency position; this does not include FTE employees hired to fill ("backfill") a vacant position

**On-Site Service:** trouble shooting and repair of IT equipment (parts and labor) at the County Agency site

**Printers:** ODJFS standard high or low speed, work group or desktop printers

**Replacement PCs:** the financial responsibility of replacing user workstations due to obsolescence as defined by ODJFS technology upgrade standards

**Replacement Printers:** the financial responsibility of replacing printers due to obsolescence as defined by ODJFS technology upgrade standards

**Replacement Infrastructure:** the financial responsibility of replacing networking infrastructure due to obsolescence as defined by the ODJFS technology upgrade standards

**Replacement Site:** a new County Agency site which completely replaces an existing county site

**Service Level Agreement (SLA):** a document of understanding between ODJFS and a County Agency that defines responsibilities for the management and operation of the IT environment.

**Service Unit:** a package of equipment and services (including hardware, software, installation, and technical support) that County Agencies must purchase from ODJFS for request aspects that are deemed their financial responsibility unless otherwise specified in the County Agency's SLA

**Small (Existing or New) Site:** a site which houses fewer than 10 staff and includes one MDF

**Standard Software:** software provided by ODJFS with an ODJFS standard workstation; refer to the **Standard Workstation Software Specifications** section for a detailed list of ODJFS standard workstation software

**Substantial Modifications:** site changes which require the addition of network infrastructure equipment beyond the ODJFS standards for small, medium, and large sites

**Telecommunications:** the installation and recurring costs associated with the leased data lines required for connection to the ODJFS WAN

**Upgrades to ODFJS standard equipment:** any additional improvements to a workstation or printer over and above the Standard Desktop Hardware Specifications

**Workstation or Desktop PC:** ODJFS standard workstations including the standard desktop PC, monitor, keyboard, and mouse; refer to the **Standard Equipment Specifications** section for a detailed description of the ODJFS standard workstation

**Wiring:** installation of category 5 certified infrastructure wiring inside a County Agency building

**".1" PCs:** workstations provided by ODJFS equal to 10% of the County Agency's filled Full Time Equivalent (FTE) count less the number of PCs that exceeds the County Agency's filled FTE count.