Ohio | Department of Job and Family Services

OIS Service Level Agreement
FY 2012-2013
Version 6.0

SLA.12 ODJFS Specific Applications

ODJFS applications provide specialized functionality to the County Agency staff for the automated delivery of program services. In many cases the ODJFS specific applications involve create, read, update, and delete functions for substantial numbers of records. In addition to these functions, the applications produce reports, and in some cases files for transfer from or to other ODJFS partners.

These ODJFS applications provide the core business functionality to support ODJFS and its County Agency partners. ODJFS Standard Suite of applications are needed to provide the core business functionality to support ODJFS and its County Agency partners.

12.1   General Information

12.1.01 ODJFS Provided Applications - Overview				
Description	L1	L2	L3	LN
ODJFS Maintains a Standard Suite of applications needed to provide the core business functionality to support ODJFS and its County Agency partners.	S	S	S	S

For each of the ODJFS provided applications, ODJFS OIS provides an overview of the purpose of the application. The system overviews are contained in the ODJFS IT Investment Plan. The ODJFS IT Investment Plan can be found at http://jfs.ohio.gov/omis/itplan/FY12-13InvestmentPlan.pdf

12.1.02 ODJFS Provided Applications - Software				
Description	L1	L2	L3	LN
Supply *ODJFS provided application* software for client-server and workstation environments	S	S	S	N

ODJFS OIS provides the application for each of the ODJFS Systems that operate in client-server, workstation, or web-enabled environments.

12.1.03 ODJFS Provided Applications - Source Code				
Description	L1	L2	L3	LN
Maintain *ODJFS provided applications (*CRIS-E, SACWIS, SETS, etc.) source code	S	S	S	S

ODJFS OIS maintains the source code for the ODJFS provided *mainframe*, client-server, Internet- enabled, and workstation based applications.   Source code maintenance includes bug fixes and minor and major enhancements. As part of maintenance, ODJFS OIS tests all changes before moving the source code into production.

12.1.04 ODJFS Provided Applications – Maintenance				
Description	L1	L2	L3	LN
Maintain *ODJFS provided applications* for all environments: *mainframe,* client-server, web-enabled, and workstation	S	S	S	S

For each of the ODJFS provided applications, ODJFS OIS maintains and is responsible for the configuration management of the component parts that make an application function, whether in the *mainframe*, client-server, Internet enabled, or workstation computing environment. ODJFS OIS also provides database maintenance, application tuning, and other operations to keep applications running.

12.1.05 *Mainframe* ODJFS Provided Applications				
Description	L1	L2	L3	LN
Make *mainframe ODJFS provided applications* available	S	S	S	S

ODJFS OIS ensures that County Agency users have access to ODJFS provided applications that run on the *mainframe* through their workstations, terminal emulation software, user IDs, and passwords.

12.1.06 ODJFS Provided Applications in Client-Server Environment				
Description	L1	L2	L3	LN
Install *ODJFS provided applications* in client- server environments	S	S	S	N

ODJFS OIS installs ODJFS provided applications on workstations and servers to make them available to authorized users. The actual installation is usually automated and is covered in SLA.07 Operations and Management.