



Department of  
Job and Family Services

## Office of Information Services

# Technology and Service Support Policy

Version 4.0

FY 2012-2013

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# Department of Job and Family Services

## Office of Information Services Technology and Service Support Policy

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### **TSSP.00 Executive Summary**

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 2012-2013.

New to TSSP in FY 2012-2013:

1. An updated list of equipment service units available for purchase by the County Agencies,
2. 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 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

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 choose 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 estimated cost County Agencies will incur when they purchase service units for products and services specified to be their financial responsibility under TSSP. All TSSP prices are determined by State Term

Schedule. Costs outlined in the Catalog of Network Services are estimates only. Final cost is determined at TSSP approval process.

## 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. Service times can be effected by current inventories and purchasing processes from external vendors.

## Request Management

ODJFS' Office of OIS has TSSP Coordinators who oversee the TSSP request process. The TSSP Coordinators are responsible for working with County Agencies to facilitate their requests, determine financial responsibilities and costs, track the progress of requests, relay status information to County Agencies upon request, 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. As a County Agency FTE roster fluctuates equipment requirements may change.

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.



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### **TSSP.01 Catalog of Network Services**

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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 estimates 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 equipment or software 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.

#### **Service Unit Pricing**

The costs associated with TSSP equipment service units for County Agencies are determined by the cost ODJFS pays for the equipment service units. 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.

#### **End of Life (EOL) / End of Service (EOS)**

Service units in the end of its product lifetime (EOL) will no longer be serviced by OIS (EOS); product may be transferred to county by request or initiated by OIS. Once the product has been transferred to the county it will be maintained and serviced by the county. Restrictions may be placed on the product (workstation, PC, etc.) in regards to network connectivity.

#### **Stocked Equipment Service Units**

ODJFS maintains a limited 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 cases, the TSSP Coordinator will notify the County Agency within 15 business days with an anticipated delivery time. Equipment purchased or provided through TSSP must be utilized on the ODJFS network. Stocked Service Units that are procured from TSSP may be returned to ODJFS within 60 days if equipment does not meet expectation.

Service Units	Description (Specifications can vary)	Delivery Time** (business days)	Cost Estimates
Desktop PC Service Unit	Standard PC workstation- HP 8000 or equivalent Intel® Core™2 Duo E4600 processor (2.40 GHz, 2 MB L2 cache, 800 MHz FSB) 2 GB 800 MHz DDR2 SDRAM 80 GB 7200 rpm SATA 3.0 Gb/s NCQ, Smart IV Integrated Intel Graphics Media Accelerator 3100 48X SATA DVD/CD-RW combo 19" flat panel monitor, standard software, and technical support Windows XP, Rumba, Symantec, GroupWise, IE, Adobe reader, MS Office 2007 <i>EOL/EOS†</i>	35 days	\$ 850.00
Desktop Printer Service Unit	Desktop printer connected to a single workstation (Laser Printer 15 pages per minutes), standard software, and technical support. <i>EOL/EOS†</i>	40 days	\$350.00
Network Printer Service Unit (30 ppm)	Network/Local printer, standard software, and technical support (Laser Printer 30 pages per minutes) <i>EOL/EOS†</i>	40 days	\$ 400.00
Network Printer Service Unit (60 ppm)	Network printer, standard software, and technical support (Laser Printer 60 pages per minutes) <i>EOL/EOS†</i>	40 days	\$1,500.00
Laptop Service Unit	Laptop PC, standard software, and technical support. (DAS Standard or equivalent) ; HP NC8430 notebook 1,8GHz 2MB L2 Cache, RAM 1024M, Hard Drive 80GB, 15.4 " WXGA, 4 year onsite support Batteries and power supply units have a one (1) year warranty <i>EOL/EOS†</i>	40 days	\$1,500.00
Tokens	Double encryption remote access <i>EOL/EOS†</i>		\$ 179.00 for up to 4 years
Color Printers	Network Color <i>EOL/EOS†</i>	40 days	\$1,300.00

\* All TSSP prices are determined by State Term Schedule. Costs outlined in TSSP are **estimates** only. Final cost determined at TSSP approval process.

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

† **End of Life (EOL) / End of Service (EOS):** Product is in the end of its product lifetime and therefore ending support for the product. Transferring of the product (asset) may occur by request or initiated by OIS.

### 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 requested, ODJFS must procure the requested service units. The TSSP Coordinator will notify the County Agency within 30 business days with an anticipated delivery time and current cost to ODJFS.

Service Units	Description	Cost Estimate*
Multi-function printers	HP M4345 or equivalent with copy, print, fax and scan features	\$4,500.00

Service Units	Description	Cost Estimate*
	-Additional cost for Extended Warranties <i>EOL/EOS</i> <sup>†</sup> For a complete list of tested and approved MFP's for the ODJFS network: <a href="http://innerwebtest/omis/ois/ArchEng/Testlab/MFP_Quick_List.pdf">http://innerwebtest/omis/ois/ArchEng/Testlab/MFP_Quick_List.pdf</a>	
Laptop Service Unit	Laptop PC, standard software, and technical support -Additional cost for Extended Warranties <i>EOL/EOS</i> <sup>†</sup> Batteries and power supply units have a one (1) year warranty	\$1,500.00
Video Conferencing Equipment	Quote available upon request thru TSSP	<b>TBD</b>  plus \$150.00 monthly reoccurring cost for eTech/Ohio Administration Fee (*Fee may vary)

\* Cost estimate, if determined to be a County Agency financial responsibility. All TSSP prices are determined by State Term Schedule. Costs outlined in TSSP are **estimates** only. Final cost determined at TSSP approval process.

NON - Stocked Service Units that are procured from TSSP **may NOT be returned**.

<sup>†</sup> **End of Life (EOL) / End of Service (EOS)**: Product is in the end of its product lifetime and therefore ending support for the product. Transferring of the product (asset) may occur by request or initiated by OIS.

## Blackberry Requests

Blackberry devices are approved to be used by County Agencies and connected to the State's Blackberry Enterprise Server (BES). These devices cannot be procured through TSSP. TSSP request is required to begin process of adding a user to the BES server.

Service Unit	Description	Delivery Time (business days)	Cost
Blackberry Devices	County Agencies are responsible to procure Blackberry's on their own.	N/A	County Agency responsibility
Administration and Support of Blackberry Devices	ODJFS OIS creates an account of the Blackberry enterprise server. Trouble shooting and upgrades to handhelds and the Blackberry enterprise server.	30	\$20 per month reoccurring Billed Quarterly

## Software Services

Software purchased or provided through TSSP must be loaded on State-owned PCs.

Please note that equipment or software 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.

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

### Software Available for Purchase through TSSP

Software	Description	Delivery Time (business days)	Cost
Crystal Reports Pro XI	Crystal Reports Pro XI* Maintenance included	20 days	\$468.00
Adobe Acrobat	Adobe Acrobat 7.0 Pro * Maintenance included	20 days	\$161.85
MS Visio Std	MS Visio Std. * Maintenance included	20 days	\$82.29

**\*Most current version of the software available by ODJFS**

If the user requires the software on both their PC and laptop, two licenses are required and must be purchased.

ODJFS periodically audits for software compliance.

### Connectivity Services for Public Access

For Any County Agency or One stop Partner

ODJFS supplies connectivity and all devices necessary to provide full network services to ODJFS and County Agency DJFS staff connected to the ODJFS network. In an effort to provide cost effective connectivity services for the County Agency or partner Resource Rooms, ODJFS offers the following Connectivity Services at minimal cost. All privately operated One Stops must be sponsored through the county's DJFS office and will require the CDJFS TPOC and Director's authorizing signature of approval.

Service	Description	Delivery Time (business days)	Cost
Public Access, 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 may be purchased through TSSP or Third Party Vendors.	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 Stops 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 using any of the connectivity options above are also eligible to utilize TSSP for devices to be connected to the ODJFS network.

### Voice over Internet Protocol (VoIP) Services

Service	Description	Delivery Time (business days)	Cost Estimates (Varies)
VoIP	Local Telephony Services on the ODJFS Network	Varies due to the complexity of services	Cost determined by complexity of services

The service includes complete state support and VoIP PBX with shared cost models that leverage the state's current *Infrastructure*. Utilizing the TSSP process, County Agencies who are interested submit a request for a Site Survey at which point the state and the County Agency prepare a Joint Application Design. Each VoIP solution and the associated costs will be unique to the County Agency based on their needs.

### 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.

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

## New Site Services

Network Infrastructure Service	Description	Delivery Time (business days)	Cost Estimates *
<b>Small</b> New Site (Example for a 7-user site)	<p>Network <i>Infrastructure</i> equipment, services, and technical support necessary to establish a new site for fewer than 10 users.</p> <p>Standard small sites contain 1 MDF (Main Distribution Frame).</p> <p style="padding-left: 40px;">1 - Cisco Series Router</p> <p>Monthly charge for Network Connectivity (Subject to Quote)</p>	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.
<b>Medium</b> New Site Service Unit (Example for a 40-user site)	<p>Network <i>Infrastructure</i> equipment, services, and technical support necessary to establish a new site for between 10 and 100 users.</p> <p>Standard medium sites contain 1 MDF and up to 2 <i>IDFs</i> (Intermediate Distribution Frame).</p> <p style="padding-left: 40px;">1 - Compaq ML370 Server 1 - Cisco Series Router 2 - Cisco – 48 port Series Switches</p> <p>Monthly charge for Network Connectivity (Subject to Quote)</p>	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.
<b>Large</b> New Site Service Unit (Example for 110-user site)	<p>Network <i>Infrastructure</i> equipment, services and technical support necessary to establish a new site for more than 100 users.</p> <p>Standard large sites contain 1 MDF and up to 3 <i>IDFs</i>.</p> <p style="padding-left: 40px;">2 - Compaq ML370 Server 1 - Cisco Series Router 4 - Cisco – 48 port Series Switches</p> <p>Monthly charge for Network Connectivity (Subject to Quote)</p>	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.

\* Cost estimate, if determined to be a County Agency financial responsibility. All TSSP prices are determined by State Term Schedule. Costs outlined in TSSP are estimates only. Final cost determined at TSSP approval process  
Note: Site and user requirements will be used to determine specific equipment necessary for each site.

## 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 cost and delivery timeframe. 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 imaging systems, County data center integrations, adding firewalls for VoIP systems and network-based video conferencing systems	Negotiated

## 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. All TSSP invoices will be billed directly to the county agency, not to an individual user. The invoicing process will typically operate as follows:

1. 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 at [TSSP@jfs.ohio.gov](mailto:TSSP@jfs.ohio.gov) or fax to 614.387.8127.
2. 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.
3. Once a request has been fulfilled, OIS will forward a list of equipment and services rendered to ODJFS' Office of Fiscal and Monitoring Services. Where appropriate, the list will indicate county financial responsibilities.
4. Based upon the information received from OIS, Fiscal and Monitoring Services will generate an invoice and mail it to the County Agency.
5. One Stops who receive any of the connectivity options through ODJFS will be billed quarterly for those services. Based upon the information received from OIS, Fiscal and Monitoring Services will generate an invoice and mail it to the requestor's agency.
6. 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:  

Ohio Department of Job and Family Services  
P.O. Box 714834  
Columbus, OH 43271-4834
7. If a County Agency fails to submit payment, Fiscal and Monitoring Services will notify the County Agency of the outstanding invoice via memo at 60 days.
8. If a County Agency fails to submit payment within 90 days, Fiscal and Monitoring Services will recover the funds via an adjustment to the County Agency's advance. Fiscal and Monitoring Services will notify an affected County Agency via a memo when the 90 day period has expired.
9. To contact TSSP Team Members please call (614)387-TSSP(8777), fax (614)387-8127 or by email at [TSSP@jfs.ohio.gov](mailto:TSSP@jfs.ohio.gov)



# Department of Job and Family Services

## Office of Information Services Technology and Service Support Policy

**FY 2012-2013**  
**Version 3.3**

### **TSSP.02 Financial Responsibilities**

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 shall ensure that workstations remain intact and must attach to the ODJFS network to maintain the manufacturer warranties and to validate annual inventories.

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.

Network printers are allocated based upon filled FTE workgroup sizes. ODJFS will provide workgroups of eight or more users with a standard network printer. For any agency with 99 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 100 PCs, ODJFS will provide one desktop printer for every 100 ODJFS supplied PCs. 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. OIS reserves the right to make decisions on the number of printers and printer services based on available funding, environmental and agency usage in consultation with the county TPOC.

County owned equipment approved by OIS for use on the ODJFS network is solely the responsibility of the county agency for the purposes of accountability and inventory control. (See Example-6) Equipment Purchased by a County Agency from an Outside Vendor (SLA 1-3)

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 however, replacement of the service units is the financial responsibility of the County Agency. A requesting County Agency is responsible for ensuring that it has sufficient funds available before submitting a request.

All State owned devices not in use on the ODJFS network may be removed at the discretion of OIS.

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

### Financial Responsibility (SLA 1-3)

SLA levels 1 through 3s are treated the same under TSSP for financial responsibility. County Agencies may purchase printers/MFPs 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.

Financial Responsibility Matrix			
	Category of Service	ODJFS Financial Responsibility	COUNTY Financial Responsibility
SVC-001	Move – existing staff to <b>existing</b> site	<ul style="list-style-type: none"> <li>• <i>Infrastructure</i></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 <i>Infrastructure</i></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>• additional PCs</li> <li>• additional Printers</li> <li>• additional Replacement PCs</li> <li>• additional Replacement printers</li> <li>• additional Replacement <i>Infrastructure</i></li> <li>• HVAC</li> <li>• Power conditioning</li> </ul>
SVC-002	Move – existing staff to an <b>additional</b> site	<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>• <i>Infrastructure</i></li> <li>• Telecommunications</li> <li>• Moving services</li> <li>• Upgrades to ODFJS standard desktop equipment</li> <li>• Replacement <i>Infrastructure</i></li> <li>• HVAC</li> <li>• Power conditioning</li> </ul>
SVC-003	Move – Existing staff to a <b>replacement</b> site	<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>• <i>Infrastructure</i></li> <li>• PCs</li> <li>• Printers</li> </ul>	<ul style="list-style-type: none"> <li>• Wiring</li> <li>• Construction</li> <li>• <i>Infrastructure</i> (additional)</li> <li>• Substantial modifications to original site design</li> <li>• Moving Services</li> <li>• Upgrades to ODFJS standard desktop equipment</li> <li>• HVAC</li> <li>• Power conditioning</li> </ul>

### Financial Responsibility Matrix

	Category of Service	ODJFS Financial Responsibility	COUNTY Financial Responsibility
		<ul style="list-style-type: none"> <li>• Replacement PCs</li> <li>• Replacement printers</li> <li>• Replacement <i>Infrastructure</i></li> </ul>	
SVC-004	Move –ODJFS Printer	<ul style="list-style-type: none"> <li>• Consulting services</li> <li>• Installation</li> <li>• Configuration</li> </ul>	<ul style="list-style-type: none"> <li>• Moving Services</li> <li>• Wiring</li> <li>• Power</li> </ul>
SVC-005	New Desktop PC for NEW County (FTE)	<ul style="list-style-type: none"> <li>• Installation</li> <li>• Configuration</li> <li>• Maintenance</li> <li>• Insurance</li> </ul>	<ul style="list-style-type: none"> <li>• Wiring</li> <li>• Power</li> </ul>
SVC-006	Additional Workstation / Desktop PC/Printer (above standard allocation)	<ul style="list-style-type: none"> <li>• Configuration</li> <li>• Installation</li> <li>• Maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• PC</li> <li>• Wiring</li> <li>• Power</li> </ul>
SVC-007	Software – ODJFS supplied & distributed over the network	<ul style="list-style-type: none"> <li>• Consulting services</li> <li>• Installation</li> <li>• Configuration</li> <li>• Licensing</li> <li>• Maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Training &amp; Instruction</li> </ul>
SVC-008	Software – County agency supplied and locally loaded by ODJFS / OIS or County staff	<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> <li>• Training &amp; Instruction</li> </ul>
SVC-009	Software – County Agency supplied and distributed over the ODJFS network via ZEN Object	<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> <li>• Training &amp; Instruction</li> </ul>
SVC-010	Laptop PCs	<ul style="list-style-type: none"> <li>• Labor</li> <li>• Maintenance</li> <li>• Std. Configuration</li> <li>• Installation</li> <li>• Customer Support</li> <li>• On-(network) SiteService</li> <li>• ODJFS Standard software</li> <li>• Consulting services</li> <li>• Insurance</li> <li>• Safeboot</li> </ul>	<ul style="list-style-type: none"> <li>• Wiring</li> <li>• Telecommunication (remote)</li> <li>• Non-Std Configuration</li> <li>• Substantial modification to original site design</li> </ul>
SVC-011	Multi-Function Printers	<ul style="list-style-type: none"> <li>• Consulting Services</li> <li>• Installation</li> <li>• Configuration</li> </ul>	<ul style="list-style-type: none"> <li>• Purchasing of MFP</li> </ul>

**Sample Requests**  
**Detailing Financial Obligation**

	<b>Financial Obligation Scenarios</b>	<b>ODJFS Responsibility</b>	<b>County Responsibility</b>
Example-01	Replacement PCs – needed A workstation has become obsolete as defined by ODJFS technology upgrade standards. The county site has a combination of FTE workstations and “additional” workstations purchased by the county (for training purposes). Who is responsible for the Replacements?	<ul style="list-style-type: none"> <li>• Replacing 1.1 PCs per filled FTEs</li> </ul>	<ul style="list-style-type: none"> <li>• Replacing all “additional” PCs</li> <li>• Any alterations to the standard configuration (i.e. larger monitors)</li> </ul>
Example-02	Staff Moves – to an existing site. County does not require a new pc, but will be moving PC with user to their new location.	<ul style="list-style-type: none"> <li>• Perform network move</li> </ul>	<ul style="list-style-type: none"> <li>• Physically moving PC to users new work location</li> </ul>
Example-03	New (FTE) to existing site	<ul style="list-style-type: none"> <li>• PC and a connection to the ODJFS network</li> </ul>	<ul style="list-style-type: none"> <li>• Non-standard equipment (i.e. larger monitor or printer)</li> </ul>
Example-03	Existing staff moving to NEW Site	<ul style="list-style-type: none"> <li>• Disassembling and reassembling PC at new site</li> </ul>	<ul style="list-style-type: none"> <li>• Construction, network <i>Infrastructure</i>, and telecommunications cost for the site</li> <li>• Data line connection</li> <li>• Physically moving the equipment between sites</li> <li>• Any additional PC that may be needed(SLA 4.1.5)</li> </ul>
Example-04	New Staff to a NEW site	<ul style="list-style-type: none"> <li>• 1.1 PCs for every new filled FTEs</li> </ul>	<ul style="list-style-type: none"> <li>• Construction, network <i>Infrastructure</i>, and telecommunications cost for the site</li> <li>• Data line connection</li> <li>• Physically moving the equipment between sites</li> <li>• Any additional PCs, printers or Network <i>Infrastructure</i> that may be needed(SLA 4.1.5)</li> </ul>
Example-05	Replacement site- County is relocating from their current site to a new location (i.e. upsizing or downsizing)	<ul style="list-style-type: none"> <li>• Consulting services</li> <li>• Labor for new network <i>Infrastructure</i></li> <li>• Assume the recurring charges for the new site’s data line connection (upon completion of the move and the old connection is shut down)</li> <li>• Network administration move of accounts</li> <li>• Disassembling and reassembling PC at new site</li> </ul>	<ul style="list-style-type: none"> <li>• Construction of new server room</li> <li>• Construction, network <i>Infrastructure</i>, and telecommunications cost for the site</li> <li>• Data line connection</li> <li>• Any additional PCs that exceed the 1.1 allocation</li> <li>• Physical move of PCs</li> </ul>
Example-06	County Equipment purchase (i.e. scanner) This item is not available from ODJFS. County can purchase equipment from and outside vendor.	<ul style="list-style-type: none"> <li>• Pre-purchase consulting services (Compatibility testing)</li> </ul>	<ul style="list-style-type: none"> <li>• Must consult with ODJFS prior to purchase to ensure equipment is compatible</li> <li>• Purchasing equipment</li> <li>• Installing and maintaining the equipment</li> <li>• Purchasing any necessary <i>Infrastructure</i> to support the</li> </ul>

<b>Sample Requests</b>			
<b>Detailing Financial Obligation</b>			
	<b>Financial Obligation Scenarios</b>	<b>ODJFS Responsibility</b>	<b>County Responsibility</b>
			additional equipment
Example-07	Site Modifications (i.e. Document imaging system)	<ul style="list-style-type: none"> <li>Pre-purchase consulting services (Compatibility testing)</li> </ul>	<ul style="list-style-type: none"> <li>Must consult with ODJFS prior to purchase to ensure equipment is compatible</li> <li>Purchasing equipment</li> <li>Installing and maintaining the equipment</li> <li>Purchasing any necessary <i>Infrastructure</i> to support the additional equipment</li> </ul>
Example-08	New Software - Locally Loaded onto County workstations	<ul style="list-style-type: none"> <li>Pre-purchase consulting services (Compatibility testing)</li> <li>ODJFS technical support to perform local loads onto County Agency workstations</li> </ul>	<ul style="list-style-type: none"> <li>Purchasing sufficient software licenses for the application</li> <li>Maintain and configuring the locally loaded software</li> </ul>
Example-09	New Software – Distributed over the Network (i.e. Visio to be distributed to 18 pc's)	<ul style="list-style-type: none"> <li>Pre-purchase consulting services</li> </ul>	<ul style="list-style-type: none"> <li>Purchasing sufficient software licenses for the application</li> </ul>
Example-10	Software that is ODJFS supplied & distributed via ZEN object	<ul style="list-style-type: none"> <li>Installation, configuration, licensing, maintenance and upgrades</li> </ul>	
Example-11	OneStop connectivity- Resource room has PCs to be made available for Public access with Internet		<ul style="list-style-type: none"> <li>\$40/month for first PC connection and \$10/month for each PC thereafter.</li> </ul> (Total monthly bill will never exceed \$400.00 regardless of # of PC connected.

## **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, SACWIS or MMIS/MITS; 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.

**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

**End of Life (EOL)/End of Service (EOS):** indicating that the product is in the end of its product lifetime and therefore ending support for the product. Transferring of the product (asset) may occur by request.

**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 network or desktop printers

**Public Access:** OIS supported internet only access for partners and customers at the discretion of OIS on a restricted VLAN with restricted capabilities for security purposes.

**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. Warranty on Service Units vary based on purchased request.

**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) countless the number of PCs that exceeds the County Agency's filled FTE count.