

## **ODJFS OCATS Committee Charter**

The ODJFS County Agency Technical Strategy Committee is a forum for Information Services (OIS) and County Agencies to discuss review and prioritize information technology services and support matters. It is a committee that strives to promote a process that identifies existing and potential problems and develops proposed solutions to those problems. This forum will provide an avenue for open dialog, communication and coordination between representatives from ODJFS OIS and its partner county agencies concerning technical matters related to the delivery of IT services.

The goals and objectives of the committee are:

- Promote continuous improvement in IT service operations
- Communicate to OIS management important issues and technical concerns
- Provide a forum for the exchange and sharing of technical information
- Foster continued development of State, County and Associations' technical expertise
- Anticipate and resolve potential problems in a proactive manner
- Through committee advocacy help to steer and promote future IT directives and initiatives

### **BACKGROUND**

OIS communicates with their county agency technical partners on many levels as shown above. However, county agencies that do not meet the requirement (being a Metropolitan County Agency) to be included in the Metro IT Committee monthly meetings still do not have a forum to have their collective voices heard relative to IT issues and technical concerns.

Small and medium sized county agencies technical partners sometime feel disenfranchised from ODJFS. Some agency technical partners overreach their abilities in an attempt to resolve IT issues without involving the bureaucracy of OIS. This view of separateness is not the goal of OIS under any circumstances. Rather, OIS has struggled with how to provide the means for county agencies to participate in open dialogue, communication and awareness of state-wide IT service issues while promoting continuous improvement in IT service operations.

To complicate matters, when new applications such as the Statewide Automated Child Welfare Information System (SACWIS) are ready for rollout to county agencies, typically program area and OIS development staff, who work in concert to develop the systems, work with county agencies "super-users" to disseminate application development information. The county agency technical partners (TPOCs) are not a part of the learning curve for these applications and consequently are not knowledgeable of the states strategic problem analysis for IT issues and concerns with the application.

Other Bureau's within ODJFS are providing IT information to the county agencies outside of OIS. As an example, the Bureau of County Finance Technical Assistance known as BCFTA is providing support for the CORE financial applications and involve a third party vendor, Maximus, for technical issue resolution. This support mechanism does not involve OIS and can and has been a point of miscommunication and misunderstanding regarding infrastructure, standards, administrative, and support tracking and resolution of issues.

## **RECOMMENDATION**

In 2006, OIS engaged the Gartner Group to assist in assessing OIS' strengths and opportunities in four key performance areas: Service Delivery, Communications, People and Technology. Gartner conducted workshops and focus groups with OIS and nearly 100 business partner and county agency customer staff. Gartner provided their industry-leading perspective and helped OIS over several months distill feedback into 26 clear, actionable and measurable targets that currently form the IT Strategic Plan. With Gartner's guidance, OIS chartered the IT Strategic Plan with its 26 initiatives into a three phase, five year implementation cycle.

Consequently, a Straw-man Document was developed by OIS Senior Staff recommending a committee be developed that provides a forum whereby information technology service and support issues can be discussed, reviewed and prioritized. The Straw-man recommends periodic meetings of the group to provide an avenue for open dialog, communication and coordination between representatives from ODJFS OIS and its partner county agencies concerning technical matters related to the delivery of IT services in fulfillment of their missions. This committee will not be a formal policy or decision-making body; however, on occasion, it could be charged with developing recommendations about technical solutions or IT policy.

It is recommended that this committee consist of representatives from the five-geographical regions of the state, representatives from small, medium and large population counties, as well as representatives from the CSEAs, PCSAs, CDJFSs and One Stops achieving diverse representation from across the state. Monthly meetings, conference calls or utilization of video conferencing would occur between the county agencies of representation with input on a quarterly basis by participation with the Metro IT Committee.

Some of the Committee's successes: CRISE Direct Database sub-committee, Desktop fax solution, Online process for screen changes to CRISE, SETS, Map of county and state owned locations with addresses and phone numbers, Data Access Sub-committee formed.