

State of Ohio

Ohio Department of Job and Family Services

FY12-13 IT Investment Plan

Draft as of 2/4/2011

Project FEA Alignments Last Updated 10/27/2010 at 1:45:41 PM

Purpose

This document is designed to facilitate review of the agency IT Plan. The document contains the agency's planned IT strategies and investments for the FY 2012-2013 Biennial planning period.

Document Structure

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

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

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

Executive Summary

The Ohio Department of Job and Family Services (ODJFS) has submitted Information Technology (IT) Plans for the past ten years. This current version reflects the ODJFS strategic IT Plan and budget information for FY12/13 and includes all anticipated application and infrastructure maintenance activities as well as IT Projects. In this plan, the Office of Information Services (OIS) has streamlined the total number of projects to 19.

Adhering to the guidelines set forth by the Ohio Office of Information Technology (OIT), Investment and Governance Division, in Policy No.: ITP-D4 issued July 15, 2010, Information Technology Planning, ODJFS, Office of Information Services (OIS) submits this IT Investment Plan. This plan from ODJFS is a contribution to the OIT statewide IT Investment Plan and provides information for approving the acquisition of IT hardware, software, and contract services for the Agency; and to assist in the provision of IT support services.

The process to create the SFY12/13 IT Investment Plan included the activity of updating the SFY10/11 IT Plan. All information for this plan has been entered into the updated OIT Internet-based investment planning application called Information Technology Investment Planning (ITIP). The OIS team members which included representatives for each of the four areas of the organization – Production & Operations, Application Development, Architecture & Engineering, and IT Portfolio Management as well as the Office of the Chief Information Officer (CIO) contributed to this plan. Each Client Partner actively sought input from their respective ODJFS Program and Business partners. The OIS Fiscal Team confirmed the budget components of the IT Investment Plan. This SFY12/13 IT Investment Plan supports the crosswalk to the ODJFS SFY12/13 Budget on file with the Office of Budget and Management (OBM).

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

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

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

This Executive Summary and Progress Made Since Last Planning Period are other components of the Overview. ODJFS has made significant progress since the last planning period. For SFY 10/11, there were 18 projects included in the plan. Of these projects many of the current phases were completed with new phases and maintenance activities beginning in the SFY 12/13 biennium.

In the Assessment area, readers of the plan will find the ODJFS Business Plan and ODJFS Strategic Framework. The Business Plan is the ODJFS Annual Report for 2009. This highlights and outlines the accomplishments and goals of the Agency.

The ODJFS Strategic Framework serves as the agency's strategic plan. Within the plan ODJFS states (1) our overarching core purpose ("To strengthen Ohio's families through the delivery of integrated solutions to temporary challenges"), (2) the strategic intent, which explains in simple, general terms how we can best fulfill that core purpose, (3) the four ways ODJFS will achieve our strategic intent and (4) the four main priorities associated with the framework. The framework assists the agency to achieve its strategic intent: "To implement service delivery innovations that meet the citizens of Ohio. ODJFS will accomplish this by 1. Making programs and services more accessible, 2. Leveraging Technology, 3. Increasing Operational efficiencies, 4. Encouraging creativity and out of the box thinking.

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

ODJFS Strengths highlight in greater detail the ODJFS Foundations for Success-OIS Structural Realignment; and the Directors top strategic priorities. ODJFS Weaknesses details some of the impact of cuts to mission critical operations.

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

In the Maintenance area of the IT Investment Plan, there is detail on the Application Maintenance that is anticipated for SFY 12/13 as well as the Infrastructure Maintenance. Budget details are supplied for each of these two areas.

The final section of the ODJFS IT Investment Plan focuses on the specifics of the 19 projects planned and budgeted for SFY 12/13.

Overview

Plan Contact Information

Karen L. Brown, MAS2
614-387-8005
KarenL.Brown@jfs.ohio.gov

Progress Made Since Last Planning Period

While OIS has made significant progress on all of our projects, due to the limited space, OIS has chosen to pull out select major projects to highlight below.

ERIC-On September 7, 2010 JFS launched the new Unemployment tax system. The Employer Resource Information Center system replaced an 30 year old unemployment tax delivery, wage reporting and accounting system. It will serve more than 200,000 employers and process more than \$1 billion in tax revenues each year.

OMJ- The Ohio Means Jobs system celebrated its one year anniversary in October of 2010. OMJ continues to be a tremendous success giving employers free access to nearly 8.5 million resumes from within a 50 mile radius of the state and job seeker access to more than 80,000 job openings. ODJFS continues to work to provide greater access to employers.

MITS - Medicaid Information Technology is the replacement of the legacy MMIS used to pay over \$200 million in claims submitted by over 15,000 providers each week. The new system is scheduled to go live on December 7, 2010. ODJFS staff continue to work on customizations to meet federal requirements.

SACWIS – The Statewide Automated Child Welfare Information System financial development and roll out was a critical initiative during the last biennium. The Phase One roll out began in 2009 with a schedule completion in October 2010. This module of the financial rollout allows Ohio Counties to process Adoption Assistance/Medicaid payments through SACWIS. Feedback from the counties that are live have been extremely positive. In some counties greater efficiencies as well as additional/more accurate revenues were realized.

OJI-With the downturn in the economy, the unemployment compensation IT infrastructure faced many new challenges. The online system, the call center support systems, the print shop all faced record numbers associated with the disappointing unemployment numbers. OJI Performance Improvement allowed us to successfully face 5 different supplemental benefits programs, a tripling of weeks for people to remain on benefits, and thereby a yearly doubling of claims processed year over year. Where the system had originally been tested to handle a million claims a year, in the last biennium we peaked at 500,000 claims a week. This activity also allowed us to move even further away from hard copy correspondence and reduced the load going to the print shop/USPS. OIS made roughly 4 hours of the batch interval available for staff support with the introduction of limited availability. JFS encourages unemployed workers and businesses to utilize self-service features available through OJI or the telephone

IVR. Reducing batch run time provided customers with more hours of system availability with up to date information resulting in UC benefits being paid more accurately and promptly.

IVR/ACD/VOIP project continued throughout FY10/11. The ODJFS Contact center and VoIP Team worked with several counties including Montgomery, Portage, Geauga, Tuscarawas and Summit to develop the requirements for implementation of VoIP and call center services. In addition, this same ODJFS team worked with Ohio Health Plans and the service provider to upgrade and double the capacity of the current OHP IVR to make it compatible with the new MITS application.

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

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

Assessment

Business Plan Uploaded? Yes

IT Budget Crosswalk Tables Uploaded? Yes

Agency Strengths

During FY 10/11 OIS completed its structural realignment process. Organizing into Four Pillars which include Portfolio Management, Architecture & Engineering, Application Development and Production & Operations. This matrix approach to IT delivery is how OIS delivers products and services to ODJFS state, county and business partners. With this, OIS went from a vertical approach to a horizontal flattened approach; conception to delivery to support and maintenance. This approach has allowed ODJFS maintain critical operations despite a 20% reduction of staff during the past biennium.

ODJFS was the first agency to participate in the State of Ohio IT Reclassification project. This project was sponsored by both labor and management and directs IT classification in all state agencies. The goal of the project is to improve workforce utilization by creating classification that meets rapidly changing technology needs of the state. These changes in classification help in attracting and retaining the best employees. By replacing older classification and utilizing broader description that understands evolving systems and platforms, Ohio has gone from more than 70 information technology classification to 17. The categories of the classification include 6 main series: Business process analyst, Database Administration Specialist, Information Technologist., Infrastructure Specialist, IT Architect/Consultant, Software Development Specialist. The series address entry level to team lead experience within the classification. As the lead agency in this project, ODJFS has found that it provided new flexibility in utilizing staff to work on the most critical problems and issues. It also help to capitalize on the diversity of business and depth of services provided. ODJFS completed the reclassification all union employees prior to the fall of 2010, and continues to work with other state agencies to assist in the transition.

ODJFS has focused all IT initiative on those that have a high business value. With a 50% loss of GRF funding, crucial decisions were made to focus on the agencies top strategic priorities. OIS and the program areas contributed to this mission by:

1. Finalizing SACWIS and add new functionality to include alternative response
2. Utilizing strong portfolio management to rebase line and deliver ERIC
3. Serving as the agency general contractor to keep MITS deliverable on time.
4. Capitalizing on the depth of our services by providing call center technology for counties and other state agencies

Agency Weaknesses

For ODJFS, Disaster Recovery of non-legacy systems (distributed systems) remains an issue. Proven highly successful at ensuring data and system recovery of legacy systems, OIS recognizes the need to assess requirements for business resumption and data recovery for the enterprise. Work was completed to develop client server and network recovery and continuity. OIS continues to exercise the recovery of enterprise mainframe systems and has completed an exercise for SETS, CRIS-E and OJI. This will continue with the other systems into FY12/13.

In FY10/11 ODJFS continued to experience severe budget cuts due to the downward turn of the economy. The impact of these cuts are long lasting and yet to be fully comprehended. OIS saw a 20% reduction of staffing during the FY 10/11. Inadequate staff leads to a major loss of depth and breadth to the ODJFS mission. The lack of investment in new technology negatively impacts business functionality and new ideas for more efficient services. During FY10/11 state government utilized the strategy to delay or defer major IT investments. Equipment was not purchased as scheduled and ODJFS did not renew major enterprise agreements with Microsoft. Subsequently, ODJFS will continue to use Microsoft XP operating system and 2007 Office products. Since these agreements were not renewed, a larger investment will be made in the future to upgrade the versions of these products. During FY12/13 ODJFS will continue to look at ways to provide critical system services at a reduced cost but with projected reduction in revenue, ODJFS considers this a major obstacle.

Agency PM Maturity Level

Agency monitors and continuously improves PM processes.

Agency PM Maturity Plan

The IT Portfolio Management services are structured with the disciplines of portfolio, program and project management. The ITPM plans, prioritizes, develops, manages and delivers IT projects.

Application Operations

Application Operations Description

OIS supports 24,000+ networked users through developing, building, procuring and maintaining a wide array of IT applications. The Application Development and Architecture and Engineering pillars of OIS develops, designs and support applications for the following ODJFS Program Areas Offices: Child Support; Families and Children; Office of External Affairs; Legal and Acquisition Services; Employee and Business Services; Fiscal and Monitoring Services; Local Operations; Ohio Health Plans; Unemployment Compensation; and Workforce Development. This includes responsibility for the continued development and maintenance of the ODJFS InnerWeb, Internet Web sites, and non program area Client Server and Web-based applications. The Production and Operations pillar of OIS installs and supports applications to maintain the ODJFS desktops, network, infrastructure, architecture and database support for the mainframe legacy systems' development and testing environments, as well as provide 24/7 support for all production applications. OIS conducted a software maintenance assessment to eliminate redundancy and save costs for significantly reduced OIS budget. ODJFS supports users by procuring, preserving, and improving routine software products which are core to our department's business functions. The maintenance shall allow for fixes, enhancements, upgrades, and improvements to maintain service levels to our customer community.

Application Operations Total Budget

	FY12	FY13	Total Budget
Total	\$25,377,945	\$25,143,608	\$50,521,553
Software	\$8,293,858	\$8,293,858	\$16,587,716
Purchases & Licenses	\$440,000	\$440,000	\$880,000
Maintenance Contracts	\$7,853,858	\$7,853,858	\$15,707,716
Leases	\$0	\$0	\$0
Application/Project Support	\$16,861,587	\$16,627,250	\$33,488,837
Payroll	\$10,656,021	\$10,408,184	\$21,064,205
Purchased Personal Services	\$1,430,616	\$1,444,116	\$2,874,732
Other Services and Fees	\$4,774,950	\$4,774,950	\$9,549,900
Hardware	\$222,500	\$222,500	\$445,000
Maintenance Contracts	\$162,500	\$162,500	\$325,000
Purchases	\$60,000	\$60,000	\$120,000
Leases	\$0	\$0	\$0

Application Operation Profile

JFS-A02: Production Operations Support

Operation Purpose

This project provides contracted services for IMS DBAs.

Technical Approach

N/A

Business Justification

Contracted services are used to provide maintenance activities for ODJFS systems and interfaces.

State IT Priorities

No alignments identified.

FEA Alignments (Last Updated 10/14/2010 at 8:49:33 AM)

Alignments to FEA Business Reference Model

Management of Government Resources

Information and Technology Management

Alignments to FEA Service Reference Model

No alignments identified.

Alignments to FEA Technical Reference Model

Service Platform and Infrastructure

Database / Storage

Database

Application Operation Budget

Biennial Profile

	FY12	FY13	Total Budget
Total	\$826,366	\$839,866	\$1,666,232
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$826,366	\$839,866	\$1,666,232
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$826,366	\$839,866	\$1,666,232
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Application Operation Profile

JFS-A03: Open Wiring

Operation Purpose

Contracted services are used to provides network wiring, cabling and maintenance activities.

Technical Approach

N/A

Business Justification

This project is needed to upgrade network wires, cord and cabling to ensure the availability of all ODJFS applications.

State IT Priorities

No alignments identified.

FEA Alignments (Last Updated 10/12/2010 at 4:08:29 PM)

Alignments to FEA Business Reference Model
 Management of Government Resources
 Information and Technology Management

Alignments to FEA Service Reference Model
 No alignments identified.

Alignments to FEA Technical Reference Model
 No alignments identified.

Application Operation Budget

Biennial Profile

	FY12	FY13	Total Budget
Total	\$120,000	\$120,000	\$240,000
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$60,000	\$60,000	\$120,000
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$60,000	\$60,000	\$120,000
Other Services and Fees	\$0	\$0	\$0
Hardware	\$60,000	\$60,000	\$120,000
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$60,000	\$60,000	\$120,000
Leases	\$0	\$0	\$0

Application Operation Profile

JFS-A04: Recycling Program

Operation Purpose

Contracted services provide recycling services for OIS

Technical Approach

N/A

Business Justification

Contracted services are needed to provide recycling services for toner and print cartridges.

State IT Priorities

No alignments identified.

FEA Alignments (Last Updated 10/27/2010 at 1:40:14 PM)

Alignments to FEA Business Reference Model
 Management of Government Resources
 Information and Technology Management

Alignments to FEA Service Reference Model
 No alignments identified.

Alignments to FEA Technical Reference Model
 No alignments identified.

Application Operation Budget

Biennial Profile

	FY12	FY13	Total Budget
Total	\$3,000	\$3,000	\$6,000
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$3,000	\$3,000	\$6,000
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$3,000	\$3,000	\$6,000
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Application Operation Profile

JFS-A05: Training

Operation Purpose

Contracted services provide training to OIS state staff.

Technical Approach

Training includes traditional classroom and on-line training.

Business Justification

OIS staff must be trained to support and maintain ODJFS applications.

State IT Priorities

No alignments identified.

FEA Alignments (Last Updated 10/14/2010 at 8:55:33 AM)

Alignments to FEA Business Reference Model

Management of Government Resources

Information and Technology Management

Alignments to FEA Service Reference Model

No alignments identified.

Alignments to FEA Technical Reference Model

No alignments identified.

Application Operation Budget

Biennial Profile

	FY12	FY13	Total Budget
Total	\$541,250	\$541,250	\$1,082,500
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$541,250	\$541,250	\$1,082,500
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$541,250	\$541,250	\$1,082,500
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Application Operation Profile

JFS-A06: Hardware Maintenance

Operation Purpose

This project support the maintenance of all IT related hardware. This includes server, printer, and copier, and application maintenance for ODJFS projects.

Technical Approach

N/A

Business Justification

OIS is responsible for providing maintenance activities for all ODJFS applications.

State IT Priorities

No alignments identified.

FEA Alignments (Last Updated 10/27/2010 at 1:40:58 PM)

Alignments to FEA Business Reference Model
 Management of Government Resources
 Information and Technology Management

Alignments to FEA Service Reference Model
 No alignments identified.

Alignments to FEA Technical Reference Model
 Service Platform and Infrastructure
 Hardware / Infrastructure
 Embedded Technology Devices
 Local Area Network (LAN)
 Network Devices / Standards
 Servers / Computers
 Wide Area Network (WAN)

Application Operation Budget

Biennial Profile

	FY12	FY13	Total Budget
Total	\$162,500	\$162,500	\$325,000
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$0	\$0	\$0
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$0	\$0	\$0
Hardware	\$162,500	\$162,500	\$325,000
Maintenance Contracts	\$162,500	\$162,500	\$325,000
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Application Operation Profile

JFS-A07: Software Maintenance

Operation Purpose

OIS must purchase software maintenance. OIS uses this line item to upgrade/maintain software that is not part of the standard desktop image.

Technical Approach

N/A

Business Justification

Software upgrades must be purchased to stay in compliance with software copy write policies.

State IT Priorities

No alignments identified.

FEA Alignments (Last Updated 10/14/2010 at 10:14:14 AM)

Alignments to FEA Business Reference Model
 Management of Government Resources
 Information and Technology Management

Alignments to FEA Service Reference Model
 No alignments identified.

Alignments to FEA Technical Reference Model
 No alignments identified.

Application Operation Budget

Biennial Profile

	FY12	FY13	Total Budget
Total	\$7,853,858	\$7,853,858	\$15,707,716
Software	\$7,853,858	\$7,853,858	\$15,707,716
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$7,853,858	\$7,853,858	\$15,707,716
Leases	\$0	\$0	\$0
Application/Project Support	\$0	\$0	\$0
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Application Operation Profile

JFS-A08: Supplies & Subscriptions

Operation Purpose

OIS purchases on line technology subscriptions.

Technical Approach

N/A

Business Justification

OIS staff must be knowledgeable about existing and emerging technologies.

State IT Priorities

No alignments identified.

FEA Alignments (Last Updated 10/27/2010 at 1:41:50 PM)

Alignments to FEA Business Reference Model
 Management of Government Resources
 Information and Technology Management

Alignments to FEA Service Reference Model
 No alignments identified.

Alignments to FEA Technical Reference Model
 No alignments identified.

Application Operation Budget

Biennial Profile

	FY12	FY13	Total Budget
Total	\$251,750	\$251,750	\$503,500
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$251,750	\$251,750	\$503,500
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$251,750	\$251,750	\$503,500
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Application Operation Profile

JFS-A09: Travel

Operation Purpose

This funds the travel to sites to support applications and to participate in training.

Technical Approach

N/A

Business Justification

In order to maintain systems, OIS staff must travel to different work/training locations.

State IT Priorities

No alignments identified.

FEA Alignments (Last Updated 10/27/2010 at 1:42:13 PM)

Alignments to FEA Business Reference Model
 Management of Government Resources
 Information and Technology Management

Alignments to FEA Service Reference Model
 No alignments identified.

Alignments to FEA Technical Reference Model
 No alignments identified.

Application Operation Budget

Biennial Profile

	FY12	FY13	Total Budget
Total	\$146,500	\$146,500	\$293,000
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$146,500	\$146,500	\$293,000
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$146,500	\$146,500	\$293,000
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Application Operation Profile

JFS-A10: Telecommunication

Operation Purpose

This project support all phone services that are not related to VoIP or call center technologies. This includes cell phones for ODJFS staff.

Technical Approach

N/A

Business Justification

ODJFS must purchase phone services to communicate with internal and external customers.

State IT Priorities

No alignments identified.

FEA Alignments (Last Updated 10/27/2010 at 1:42:52 PM)

Alignments to FEA Business Reference Model

Management of Government Resources

Information and Technology Management

Alignments to FEA Service Reference Model

No alignments identified.

Alignments to FEA Technical Reference Model

No alignments identified.

Application Operation Budget

Biennial Profile

	FY12	FY13	Total Budget
Total	\$4,376,700	\$4,376,700	\$8,753,400
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$4,376,700	\$4,376,700	\$8,753,400
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$4,376,700	\$4,376,700	\$8,753,400
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Application Operation Profile

JFS-A11: Software

Operation Purpose

This project supports the purchase of new software. This includes any software that is a first time purchase.

Technical Approach

N/A

Business Justification

All software request must be reviewed by a multi-disciplinary team to determine if the software is supported and can be maintained.

State IT Priorities

No alignments identified.

FEA Alignments (Last Updated 10/27/2010 at 1:45:26 PM)

Alignments to FEA Business Reference Model
 Management of Government Resources
 Information and Technology Management

Alignments to FEA Service Reference Model
 No alignments identified.

Alignments to FEA Technical Reference Model
 No alignments identified.

Application Operation Budget

Biennial Profile

	FY12	FY13	Total Budget
Total	\$440,000	\$440,000	\$880,000
Software	\$440,000	\$440,000	\$880,000
Purchases & Licenses	\$440,000	\$440,000	\$880,000
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$0	\$0	\$0
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Application Operation Profile

JFS-A12: All other application operations

Operation Purpose

This provides FTEs for overall application maintenance.

Technical Approach

N/A

Business Justification

OIS state staff are needed for application maintenance and enhancements to support the mission of ODJFS.

State IT Priorities

No alignments identified.

FEA Alignments (Last Updated 10/27/2010 at 1:45:41 PM)

Alignments to FEA Business Reference Model
 Management of Government Resources
 Information and Technology Management

Alignments to FEA Service Reference Model
 No alignments identified.

Alignments to FEA Technical Reference Model
 No alignments identified.

Application Operation Budget

Biennial Profile

	FY12	FY13	Total Budget
Total	\$10,656,021	\$10,408,184	\$21,064,205
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$10,656,021	\$10,408,184	\$21,064,205
Payroll	\$10,656,021	\$10,408,184	\$21,064,205
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Infrastructure Operations

Infrastructure Operations Description

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

Infrastructure Operations Total Budget

	FY12	FY13	Total Budget
Total	\$27,126,345	\$27,607,121	\$54,733,466
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$21,933,063	\$22,413,839	\$44,346,902
Payroll	\$9,765,979	\$9,536,414	\$19,302,393
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$12,167,084	\$12,877,425	\$25,044,509
Hardware	\$5,193,282	\$5,193,282	\$10,386,564
Maintenance Contracts	\$3,422,582	\$3,422,582	\$6,845,164
Purchases	\$1,770,700	\$1,770,700	\$3,541,400
Leases	\$0	\$0	\$0

Infrastructure Operation Profile

JFS-I02: Building & Hardware Maintenance

Operation Purpose

This project is for the HVAC system and IT hardware maintenance.

Technical Approach

N/A

Business Justification

The HVAC system and building must be maintained to keep mission critical systems operational.

State IT Priorities

No alignments identified.

Infrastructure Alignments

Data Center – Primary Site
 Facility

FEA Alignments (Last Updated 10/15/2010 at 4:10:49 PM)

Alignments to FEA Business Reference Model
 Management of Government Resources
 Information and Technology Management

Alignments to FEA Service Reference Model
 No alignments identified.

Alignments to FEA Technical Reference Model
 No alignments identified.

Infrastructure Operation Budget

Biennial Profile

	FY12	FY13	Total Budget
Total	\$162,500	\$162,500	\$325,000
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$0	\$0	\$0
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$0	\$0	\$0
Hardware	\$162,500	\$162,500	\$325,000
Maintenance Contracts	\$162,500	\$162,500	\$325,000
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Infrastructure Operation Profile

JFS-I03: OIT Computer Usage

Operation Purpose

This supports the OIT charges for ODJFS computer services.

Technical Approach

N/A

Business Justification

These services are mandated.

State IT Priorities

No alignments identified.

Infrastructure Alignments

No alignments identified.

FEA Alignments (Last Updated 10/15/2010 at 4:14:13 PM)

Alignments to FEA Business Reference Model

Management of Government Resources

Information and Technology Management

Support Delivery of Services

General Government

Alignments to FEA Service Reference Model

No alignments identified.

Alignments to FEA Technical Reference Model

No alignments identified.

Infrastructure Operation Budget

Biennial Profile

	FY12	FY13	Total Budget
Total	\$12,167,084	\$12,877,425	\$25,044,509
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$12,167,084	\$12,877,425	\$25,044,509
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$12,167,084	\$12,877,425	\$25,044,509
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Infrastructure Operation Profile

JFS-I04: Equipment Hardware Maintenance

Operation Purpose

This project provide maintenance for all existing hardware including computers, servers and other IT related hardware.

Technical Approach

N/A

Business Justification

ODJFS hardware must be maintain to ensure the operation of critical systems.

State IT Priorities

No alignments identified.

Infrastructure Alignments

No alignments identified.

FEA Alignments (Last Updated 10/18/2010 at 10:19:23 AM)

Alignments to FEA Business Reference Model

Management of Government Resources

Information and Technology Management

Alignments to FEA Service Reference Model

No alignments identified.

Alignments to FEA Technical Reference Model

Service Platform and Infrastructure

Hardware / Infrastructure

Servers / Computers

Infrastructure Operation Budget

Biennial Profile

	FY12	FY13	Total Budget
Total	\$2,826,082	\$2,826,082	\$5,652,164
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$0	\$0	\$0
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$0	\$0	\$0
Hardware	\$2,826,082	\$2,826,082	\$5,652,164
Maintenance Contracts	\$2,826,082	\$2,826,082	\$5,652,164
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Infrastructure Operation Profile

JFS-I05: County Hardware Maintenance

Operation Purpose

This project supports the TSSP maintenance renewals with Ohio county sites.

Technical Approach

N/A

Business Justification

This is required by the Service Level Agreement with Ohio counties.

State IT Priorities

No alignments identified.

Infrastructure Alignments

No alignments identified.

FEA Alignments (Last Updated 10/18/2010 at 9:12:45 AM)

Alignments to FEA Business Reference Model

Management of Government Resources

Information and Technology Management

Alignments to FEA Service Reference Model

Business Management Services

Investment Management

Alignments to FEA Technical Reference Model

No alignments identified.

Infrastructure Operation Budget

Biennial Profile

	FY12	FY13	Total Budget
Total	\$400,000	\$400,000	\$800,000
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$0	\$0	\$0
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$0	\$0	\$0
Hardware	\$400,000	\$400,000	\$800,000
Maintenance Contracts	\$400,000	\$400,000	\$800,000
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Infrastructure Operation Profile

JFS-I06: Delivery Services

Operation Purpose

This supports UPS delivery services.

Technical Approach

N/A

Business Justification

JFS must have delivery services to sites to maintain systems.

State IT Priorities

No alignments identified.

Infrastructure Alignments

No alignments identified.

FEA Alignments

Alignments to FEA Business Reference Model

No alignments identified.

Alignments to FEA Service Reference Model

No alignments identified.

Alignments to FEA Technical Reference Model

No alignments identified.

Infrastructure Operation Budget

Biennial Profile

	FY12	FY13	Total Budget
Total	\$34,000	\$34,000	\$68,000
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$0	\$0	\$0
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$0	\$0	\$0
Hardware	\$34,000	\$34,000	\$68,000
Maintenance Contracts	\$34,000	\$34,000	\$68,000
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Infrastructure Operation Profile

JFS-I07: County Equipment Purchases

Operation Purpose

This support the PCTU for counties.

Technical Approach

N/A

Business Justification

This is a requirement for the Service Level Agreement.

State IT Priorities

No alignments identified.

Infrastructure Alignments

No alignments identified.

FEA Alignments

Alignments to FEA Business Reference Model

No alignments identified.

Alignments to FEA Service Reference Model

No alignments identified.

Alignments to FEA Technical Reference Model

No alignments identified.

Infrastructure Operation Budget

Biennial Profile

	FY12	FY13	Total Budget
Total	\$600,000	\$600,000	\$1,200,000
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$0	\$0	\$0
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$0	\$0	\$0
Hardware	\$600,000	\$600,000	\$1,200,000
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$600,000	\$600,000	\$1,200,000
Leases	\$0	\$0	\$0

Infrastructure Operation Profile

JFS-I08: Equipment Purchases

Operation Purpose

This is to support the PCTU for JFS.

Technical Approach

N/A

Business Justification

ODJFS must have the equipment to support mission critical systems.

State IT Priorities

No alignments identified.

Infrastructure Alignments

Data Center – Primary Site

- Servers
- Storage

FEA Alignments (Last Updated 10/18/2010 at 9:35:19 AM)

Alignments to FEA Business Reference Model

Management of Government Resources

- Information and Technology Management

Alignments to FEA Service Reference Model

Business Management Services

- Investment Management

Alignments to FEA Technical Reference Model

Service Platform and Infrastructure

- Hardware / Infrastructure
- Servers / Computers

Infrastructure Operation Budget

Biennial Profile

	FY12	FY13	Total Budget
Total	\$1,170,700	\$1,170,700	\$2,341,400
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$0	\$0	\$0
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$0	\$0	\$0
Hardware	\$1,170,700	\$1,170,700	\$2,341,400
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$1,170,700	\$1,170,700	\$2,341,400
Leases	\$0	\$0	\$0

Infrastructure Operation Profile

JFS-I09: All Other Infrastructure Operations

Operation Purpose

This project provides the FTEs to support Infrastructure Maintenance.

Technical Approach

N/A

Business Justification

ODJFS must have the staff to maintain mission critical systems.

State IT Priorities

No alignments identified.

Infrastructure Alignments

No alignments identified.

FEA Alignments (Last Updated 10/18/2010 at 9:32:35 AM)

Alignments to FEA Business Reference Model

Management of Government Resources

Information and Technology Management

Alignments to FEA Service Reference Model

No alignments identified.

Alignments to FEA Technical Reference Model

No alignments identified.

Infrastructure Operation Budget

Biennial Profile

	FY12	FY13	Total Budget
Total	\$9,765,979	\$9,536,414	\$19,302,393
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$9,765,979	\$9,536,414	\$19,302,393
Payroll	\$9,765,979	\$9,536,414	\$19,302,393
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

IT Project Profile

JFS-030: Child Support Information Technology (SETS)

Agency Project Identifier: J00-068

OAKS Project Identifier:

Project Type: Enhancement/Expansion

Start Date: 7/1/2009 End Date: 6/30/2013

Project Purpose

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

Scope

The scope of the Deficit Reduction Act of 2005 is to add the following functionality to the current Child support system: 1) IRS Offset Submission are totaled and submitted using the SETS Participant Number. All assigned arrears owed under one participant number are totaled and sent to OCSE as a single figure and all unassigned arrearages owed under one participant number are totaled and sent to OCSE as a single figure. 2) The IRS Reconciliation is to create a process to reconcile IRS information in their database with what IRS offset provided about people and amount to be held by IRS. 3) SETS application Cash Medical addresses an assignment of Cash Medical Support for children both receiving and not receiving any Medicaid benefits. Also, it will track and display Medicaid Assignment per child. 4) Arrears calculator to assists counties in preparing for court hearings. Another major component of this Project is the changes, maintenance, and enhancements needed for the Child Support Payment Central contract that manages all of the child support collections and disbursements. In addition, the scope of this release will be to build a financial data warehouse, which will hold all of the financial data in SETS. This will allow OIS to build reporting cubes for the Office of Child Support to analyze SETS financial data. This initiative will expand the financial reporting capability for the Office of Child Support and the 88 counties it supports. 5) Develop a Document Generation System for the purpose of generating county specific or state-mandated documents that can include real-time data from Ohio's child support enforcement tracking system (SETS). 6) Provide a customer service child support portal for locating non-custodial parents, establishing paternity, and monitoring and distributing child support payments.

Technical Approach

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

Assumptions

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

Business Justification

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

Success Criteria

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

Mandated? Yes

Explanation if Mandated

Deficit Reduction Act of 2005

State Business Priorities

No alignments identified.

State IT Priorities

No alignments identified.

FEA Alignments (Last Updated 9/8/2010 at 3:56:15 PM)

Alignments to FEA Business Reference Model
Management of Government Resources
 Information and Technology Management

Alignments to FEA Service Reference Model
No alignments identified.

Alignments to FEA Technical Reference Model
No alignments identified.

IT Project Information

1. Identify the history of this agency with successful delivery of similar projects:
Agency has successfully delivered a project of similar scope, budget, and complexity within the last two years.
2. Quantify the number of major schedule milestones the project will likely achieve on time:
The project is likely to achieve every milestone as scheduled.
3. Quantify the scope of stakeholder impact if the project is not completed successfully, within a reasonable timeframe and budget expenditure:
All negative effects will be limited to agency-internal business processes and end-users, and be short-term.
4. Quantify the impact that successful project implementation will have on the execution or performance of business functions and activities:
The business impact will trigger change to many activities in the agency.
5. Classify the stability of the business and technical scope and requirements likely to exist at project kickoff:
The project scope will be mostly settled at project kickoff, with most of the requirements to be determined during a requirements analysis effort and finalized during requirements validation.
6. Quantify the level of confidence in the budget estimates at the time of project kickoff:
Budget projections are likely to be exceeded across the project duration, but the biennial budget estimate will likely be sufficient.
7. Classify the funding sources for the project:
The project will be largely funded (more than 50%) from Federal sources or grants.
8. Classify the type of procurement planning likely to exist at project kickoff:
Some strategies for anticipated procurements and acquisitions have been identified, but other purchasing needs remain unresolved.
9. Quantify the level of anticipated vendor/contractor support for the project (all dollar values considered from project start until contract termination):
Limited (i.e., less than \$1M), or no anticipated contractor support anticipated.
10. Quantify the number of IT procurements anticipated for the project duration:
Many procurements of unknown and/or undetermined scheduling and dependencies.
11. Classify who will be responsible for providing IT services for the project:
Additional IT services anticipated from OIT and a third-party.

12. Classify the value and impact of project success to strategic business objectives:
Successful project completion will provide partial or full satisfaction to a single agency business objective.
13. Classify the legislative impact of the successful completion of the project:
No legislative impact at completion of the project.

Interagency Information

Explanation of Agency Collaborations

Agencies Identified for this Project

Office of Information Technology

IT Project Budget

Biennial Profile

	FY12	FY13	Total FY12-FY13
Total	\$39,782,330	\$39,457,461	\$79,239,791
Software	\$403,823	\$403,823	\$807,646
Purchases & Licenses	\$42,048	\$42,048	\$84,096
Maintenance Contracts	\$361,775	\$361,775	\$723,550
Leases	\$0	\$0	\$0
Application/Project Support	\$39,378,507	\$39,053,638	\$78,432,145
Payroll	\$12,166,116	\$11,841,247	\$24,007,363
Purchased Personal Services	\$21,862,391	\$21,862,391	\$43,724,782
Other Services and Fees	\$5,350,000	\$5,350,000	\$10,700,000
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY12-FY13	Future FYs	Lifecycle Budget
Total	\$178,414,871	\$79,239,791	\$0	\$257,654,662
Software	\$1,427,094	\$807,646	\$0	\$2,234,740
Purchases & Licenses	\$62,780	\$84,096	\$0	\$146,876
Maintenance Contracts	\$1,364,314	\$723,550	\$0	\$2,087,864
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$176,955,485	\$78,432,145	\$0	\$255,387,630
Payroll	\$37,397,955	\$24,007,363	\$0	\$61,405,318
Purchased Personal Services	\$118,978,872	\$43,724,782	\$0	\$162,703,654
Other Services and Fees	\$20,578,658	\$10,700,000	\$0	\$31,278,658
Hardware	\$32,292	\$0	\$0	\$32,292
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$32,292	\$0	\$0	\$32,292
Leases	\$0	\$0	\$0	\$0

IT Project Profile

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

Agency Project Identifier: J00-063

OAKS Project Identifier:

Project Type: New capability

Start Date: 7/1/2009 End Date: 6/30/2013

Project Purpose

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

Scope

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

- 1) SACWIS Compliance – In order to obtain federal compliance, several areas must be enhanced or implemented. All known deficiencies will be packaged into one project and then executed.
- 2) Data and Reporting Initiative – This effort is to improve existing reporting within the application, management reports and ad hoc reporting, as well as develop a reporting infrastructure that can be used for existing and new reporting needs as established.
- 3) Private Agency Implementation -This effort includes system changes around the security, provider, person, case, and administration modules. This work will need to be completed prior to beginning this roll-out.
- 4) Juvenile Court Implementation-This effort is to tract youth that are served within the Juvenile Justice System.
- 5) In November, 2009, House Bill 371, adopting a "Child in Need of Protective Services (CHIPS)" statutory structure, was introduced in the Ohio General Assembly. CHIPS includes seven carefully defined categories of circumstances in which a child could be adjudicated a "child in need of protective services." These new definitional categories, which will replace the words "abuse, neglect and dependency" in Ohio law, are designed for effective and appropriate treatment of at risk children and families by child protection agencies throughout the state. The specificity of this framework also will promote a consistency of intervention across the state, helping to ensure that all children receive the same level of response regardless of where they live.

Technical Approach

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

Assumptions

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

Business Justification

This system provides data that serves as the basis for claiming over \$300,000,000 in the collection of federal funds for child welfare services.

Success Criteria

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

Mandated? Yes

Explanation if Mandated

Foster Care Independence Act

State Business Priorities

No alignments identified.

State IT Priorities

Server Virtualization

 Server Virtualization

FEA Alignments (Last Updated 10/27/2010 at 1:13:39 PM)

Alignments to FEA Business Reference Model

Management of Government Resources

 Information and Technology Management

Alignments to FEA Service Reference Model

Customer Services

 Customer Relationship Management

Alignments to FEA Technical Reference Model

Component Framework

 Data Management

 Reporting and Analysis

IT Project Information

1. Identify the history of this agency with successful delivery of similar projects:
Agency has successfully delivered a project of similar scope, budget, and complexity within the last five years.
2. Quantify the number of major schedule milestones the project will likely achieve on time:
The project may miss a few major milestones, but should finish on time.
3. Quantify the scope of stakeholder impact if the project is not completed successfully, within a reasonable timeframe and budget expenditure:
Many state agencies, one or more federal agencies, and agency customers (citizens and/or business entities) will be negatively affected on a predictably short-term basis.
4. Quantify the impact that successful project implementation will have on the execution or performance of business functions and activities:
The business impact will trigger change to a limited number of activities in the agency.
5. Classify the stability of the business and technical scope and requirements likely to exist at project kickoff:
The project scope and requirements will be stable, with most of the project focus on implementation.
6. Quantify the level of confidence in the budget estimates at the time of project kickoff:
Budget projections are likely to be exceeded across the project duration, but the biennial budget estimate will likely be sufficient.
7. Classify the funding sources for the project:
The project will be partially funded (less than 50%) from Federal sources or grants.
8. Classify the type of procurement planning likely to exist at project kickoff:
Most of the anticipated procurements and acquisitions have been identified, but a strategy for those activities remains unresolved.
9. Quantify the level of anticipated vendor/contractor support for the project (all dollar values considered from project start until contract termination):
One vendor with contract value exceeding \$1M.
10. Quantify the number of IT procurements anticipated for the project duration:
Several procurements, scheduled at predictable periods.
11. Classify who will be responsible for providing IT services for the project:
No IT services outside of agency boundaries.
12. Classify the value and impact of project success to strategic business objectives:
Successful project completion will satisfy one or more agency critical success factors and one or more business objectives for a federal agency.
13. Classify the legislative impact of the successful completion of the project:
Completion will provide compliance to state- and federal-level legislation.

Interagency Information

Explanation of Agency Collaborations

Agencies Identified for this Project

Counselor, Social Worker & Marriage & Family Therapist Board

Office of Information Technology

IT Project Budget

Biennial Profile

	FY12	FY13	Total FY12-FY13
Total	\$10,666,384	\$10,444,311	\$21,110,695
Software	\$333,529	\$333,529	\$667,058
Purchases & Licenses	\$48,618	\$48,618	\$97,236
Maintenance Contracts	\$284,911	\$284,911	\$569,822
Leases	\$0	\$0	\$0
Application/Project Support	\$10,178,188	\$9,956,115	\$20,134,303
Payroll	\$8,178,188	\$7,956,115	\$16,134,303
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$2,000,000	\$2,000,000	\$4,000,000
Hardware	\$154,667	\$154,667	\$309,334
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$154,667	\$154,667	\$309,334
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY12-FY13	Future FYs	Lifecycle Budget
Total	\$53,076,765	\$21,110,695	\$0	\$74,187,460
Software	\$1,331,390	\$667,058	\$0	\$1,998,448
Purchases & Licenses	\$782,044	\$97,236	\$0	\$879,280
Maintenance Contracts	\$549,346	\$569,822	\$0	\$1,119,168
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$51,391,329	\$20,134,303	\$0	\$71,525,632
Payroll	\$24,317,806	\$16,134,303	\$0	\$40,452,109
Purchased Personal Services	\$16,553,210	\$0	\$0	\$16,553,210
Other Services and Fees	\$10,520,313	\$4,000,000	\$0	\$14,520,313
Hardware	\$354,046	\$309,334	\$0	\$663,380
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$354,046	\$309,334	\$0	\$663,380
Leases	\$0	\$0	\$0	\$0

IT Project Profile

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

Agency Project Identifier: J00-057

OAKS Project Identifier:

Project Type: Enhancement/Expansion

Start Date: 5/15/2006 End Date: 6/30/2013

Project Purpose

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

Scope

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

Technical Approach

System will operate on the MITS/BIAR system, ODJFS data warehouse, Medstat DSS and the ODJFS SAS Enterprise server. The MITS/BIAR application uses relational database technology with a variety of pre-packaged set of pre-built online analytical reporting models. This system uses Business Objects as the base tool. Clinical analytics will continue to be processed through the ODJFS data warehouse and into the Medstat DSS. Fraud, waste and abuse detection and external data sources for peer comparisons for program management can be handled through the SAS Enterprise suite of applications.

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

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

Assumptions

The OHP DSS will be replaced by the HITECH project in 2013. There will be a need to extend the Medstat service contract past June 2011 to maintain current analytical capabilities while the MITS/BIAR, ODJFS data warehouse, Medstat DSS and SAS Enterprise Suite are integrated. The ODJFS Data Warehouse will continue to be an analysis location and a hub for data moving in and out of ODJFS. OHP will continue to leverage this application when appropriate. The premise for the solution for MITS/BIAR, ODJFS data warehouse, Medstat DSS and SAS Enterprise was to leverage as much of already purchased systems as possible to keep costs down, without sacrificing capabilities.

Business Justification

This project supports analysis for budgeting, fraud analysis and overall monitoring the Medicaid program to meet State and Federal requirements and supports the foal to provide quality affordable health insurance to Ohioans.

Success Criteria

System continues to meet OHP needs to analyze the Medicaid program and identify areas where cost efficiencies can re realized.

Mandated? Yes

Explanation if Mandated

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

State Business Priorities

Stabilize health costs for government and businesses and advance the health of our citizens.

State IT Priorities

No alignments identified.

FEA Alignments (Last Updated 10/8/2010 at 1:35:09 PM)

Alignments to FEA Business Reference Model

Services for Citizens

Health

Direct Services for Citizens

Federal Financial Assistance

Alignments to FEA Service Reference Model

No alignments identified.

Alignments to FEA Technical Reference Model

No alignments identified.

IT Project Information

1. Identify the history of this agency with successful delivery of similar projects:
Agency has successfully delivered a project of similar scope, budget, and complexity within the last five years.
2. Quantify the number of major schedule milestones the project will likely achieve on time:
The project may miss a few major milestones, but should finish on time.
3. Quantify the scope of stakeholder impact if the project is not completed successfully, within a reasonable timeframe and budget expenditure:
All negative effects will be limited to agency-internal business processes and end-users, and be short-term.
4. Quantify the impact that successful project implementation will have on the execution or performance of business functions and activities:
The business impact will trigger change to a limited number of activities in the agency.
5. Classify the stability of the business and technical scope and requirements likely to exist at project kickoff:
The project scope will be mostly settled at project kickoff, with most of the requirements to be determined during a requirements analysis effort and finalized during requirements validation.
6. Quantify the level of confidence in the budget estimates at the time of project kickoff:
Budget projections are likely to be exceeded across the project duration, but the biennial budget estimate will likely be sufficient.
7. Classify the funding sources for the project:
The project will be substantially funded (more than 75%) from Federal sources or grants.
8. Classify the type of procurement planning likely to exist at project kickoff:
A procurement strategy has been defined for most of the anticipated procurements and acquisitions, but some issues remain unresolved.
9. Quantify the level of anticipated vendor/contractor support for the project (all dollar values considered from project start until contract termination):
Limited (i.e., less than \$1M), or no anticipated contractor support anticipated.
10. Quantify the number of IT procurements anticipated for the project duration:
Several procurements, scheduled at predictable periods.
11. Classify who will be responsible for providing IT services for the project:
No IT services outside of agency boundaries.

12. Classify the value and impact of project success to strategic business objectives:
Successful project completion will provide partial or full satisfaction to a single agency business objective.
13. Classify the legislative impact of the successful completion of the project:
Completion will provide compliance to federal-level legislation.

Interagency Information

Explanation of Agency Collaborations

Agencies Identified for this Project

Aging Department

Attorney General

Auditor of State

Health Department

IT Project Budget

Biennial Profile

	FY12	FY13	Total FY12-FY13
Total	\$6,375,034	\$19,175,034	\$25,550,068
Software	\$132,000	\$132,000	\$264,000
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$132,000	\$132,000	\$264,000
Leases	\$0	\$0	\$0
Application/Project Support	\$6,243,034	\$19,043,034	\$25,286,068
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$6,243,034	\$19,043,034	\$25,286,068
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY12-FY13	Future FYs	Lifecycle Budget
Total	\$23,371,847	\$25,550,068	\$0	\$48,921,915
Software	\$1,155,721	\$264,000	\$0	\$1,419,721
Purchases & Licenses	\$0	\$0	\$0	\$0
Maintenance Contracts	\$1,155,721	\$264,000	\$0	\$1,419,721
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$22,211,016	\$25,286,068	\$0	\$47,497,084
Payroll	\$0	\$0	\$0	\$0
Purchased Personal Services	\$22,211,016	\$25,286,068	\$0	\$47,497,084
Other Services and Fees	\$0	\$0	\$0	\$0
Hardware	\$5,110	\$0	\$0	\$5,110
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$5,110	\$0	\$0	\$5,110
Leases	\$0	\$0	\$0	\$0

IT Project Profile

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

Agency Project Identifier: J00-086

OAKS Project Identifier:

Project Type: Enhancement/Expansion

Start Date: 7/1/2009 End Date: 6/30/2013

Project Purpose

The Ohio Job Insurance (OJI) has been in production since August 17, 2004, and many new system development efforts are planned into June 2011 and beyond. OJI has assumed the role of its predecessor, the legacy Unemployment Compensation Benefits system, providing many additional customer service features and enhanced automation. OJI facilitates the administration of Unemployment Benefits paid to individuals who are laid off or otherwise become unemployed through no fault of their own. OJI is a web-based system offering full self-service capabilities to employers and claimants (unemployed individuals). OJI also offers a web-based internal staff view which is highly integrated and was designed to facilitate Unemployment Compensation Benefits business processes. As a cornerstone system, OJI will find it necessary to make selected improvements to adapt to changing hardware and software support structures that will be upgraded in support of the agency. The economic climate has provided challenges and will likely continue to introduce new work on the system. Also, as more clients choose to use the OJI interfaces, the product structures may require changes to provide a necessary level of responsiveness and robustness.

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

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

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

Scope

OJI is the state system that is used to administer Unemployment Compensation Benefits. OJI has provided a higher level of integrated functionality to the Unemployment Insurance (UI) program staff. OJI resides on OIT-maintained mainframe and AIX servers. OJI is available via the Internet to both internal staff and external customers. OJI was developed using Java on the front-end and COBOL on the back-end. The underlying database is DB2.

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

- * Further development of cross-matches, new cross-matches, data sharing opportunities
- * Legislative changes (Federal and / or State)
- * FileNet Integration & Imaging Initiatives
- * FileNew pdf. Conversion (from OJI Document Server)
- * Reporting / Reporting enhancements
- * Knowledge Management
- * Further Data Archiving / Purging
- * Selective claim refresh process is proposed to further improve application testing capabilities, data management improvements
- * Further process and technological improvements in the testing arena to help ensure quality product delivery
- * Test environment management; Automated test script development; System/Functional test process development/enhancement
- * COBOL & Java related Upgrades
- * Production Performance Tuning and Processing Improvements
- * Facilitate better access and flexibility of use of OJI data though developing API's (Application Program Interfaces)
- * Partial Employer Transfer functionality / Reversal functionality Enhancements anticipated post-ERIC implementation
- * Audit Responses
- * Product New Functionality and Enhancements

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

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

Technical Approach

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

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

Planned Technical Additions

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

Assumptions

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

Business Justification

This project ensures that ODJFS is able to successfully administer Unemployment Compensation Benefits according to state and federal rules and regulations and supports the goal of increasing the consumer access to benefits and information.

Success Criteria

Timely delivery of customer requests

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

Mandated? Yes

Explanation if Mandated

Federal

State Business Priorities

No alignments identified.

State IT Priorities

Server Virtualization

- Server Virtualization

Common Services Underway

- Data Center Management

- Disaster Recovery Management

- Server Management

FEA Alignments (Last Updated 9/10/2010 at 2:01:53 PM)

Alignments to FEA Business Reference Model

Management of Government Resources

- Information and Technology Management

Services for Citizens

- Economic Development

 - Direct Services for Citizens

 - Federal Financial Assistance

- Income Security

 - Direct Services for Citizens

 - Federal Financial Assistance

- Workforce Management

 - Direct Services for Citizens

 - Federal Financial Assistance

Support Delivery of Services

- Controls and Oversight

- Regulatory Development

Alignments to FEA Service Reference Model

Back Office Services

Data Management

Financial Management

Human Capital / Workforce Management

Business Analytical Services

Analysis and Statistics

Reporting

Customer Services

Customer Relationship Management

Digital Asset Services

Document Management

Records Management

Process Automation Services

Routing and Scheduling

Tracking and Workflow

Support Services

Security Management

Systems Management

Alignments to FEA Technical Reference Model

Component Framework

Business Logic

Platform Dependent Technologies

Data Interchange

Data Exchange

Data Management

Database Connectivity

Reporting and Analysis

Security

Certificates / Digital Signature

Supporting Security Services

User Presentation / Interface

Content Rendering

Dynamic / Server-Side Display

Static Display

Service Access and Delivery

Access Channels

- Web Browser

- Delivery Channels

 - Internet

 - Intranet

- Service Requirements

 - Authentication / Single Sign-on (SSO)

- Service Interface and Integration

- Integration

 - Enterprise Application Integration

 - Middleware

- Interface

 - Service Description / Interface

- Service Platform and Infrastructure

- Database / Storage

 - Database

 - Storage

- Delivery Servers

 - Application Servers

 - Media Servers

 - Web Servers

- Hardware / Infrastructure

 - Local Area Network (LAN)

 - Network Devices / Standards

 - Peripherals

 - Servers / Computers

 - Wide Area Network (WAN)

- Software Engineering

 - Integrated Development Environment (IDE)

 - Modeling

 - Software Configuration Management

 - Test Management

- Support Platforms

 - Independent Platform

IT Project Information

1. Identify the history of this agency with successful delivery of similar projects:
Agency has successfully delivered a project of similar scope, budget, and complexity within the last two years.
2. Quantify the number of major schedule milestones the project will likely achieve on time:
The project may miss a few major milestones, but should finish on time.
3. Quantify the scope of stakeholder impact if the project is not completed successfully, within a reasonable timeframe and budget expenditure:
No stakeholder will be negatively impacted, but anticipated benefits will be delayed or missed.
4. Quantify the impact that successful project implementation will have on the execution or performance of business functions and activities:
The business impact will trigger change to a limited number of activities in the agency.
5. Classify the stability of the business and technical scope and requirements likely to exist at project kickoff:
The project scope and requirements will be stable, with most of the project focus on implementation.
6. Quantify the level of confidence in the budget estimates at the time of project kickoff:
Total project expenditures will likely be less than the anticipated project budget.
7. Classify the funding sources for the project:
The project will be fully funded (100%) from Federal sources or grants.
8. Classify the type of procurement planning likely to exist at project kickoff:
A procurement strategy has been defined for most of the anticipated procurements and acquisitions, but some issues remain unresolved.
9. Quantify the level of anticipated vendor/contractor support for the project (all dollar values considered from project start until contract termination):
Multiple vendors with total contract value exceeding \$1M, but no single vendor exceeding \$1M.
10. Quantify the number of IT procurements anticipated for the project duration:
Several procurements, with scheduling dependencies associated with the procurements.
11. Classify who will be responsible for providing IT services for the project:
Additional IT services anticipated from OIT and a third-party.
12. Classify the value and impact of project success to strategic business objectives:
Successful project completion will satisfy one or more agency critical success factors and one or more business objectives for a federal agency.
13. Classify the legislative impact of the successful completion of the project:
Completion will provide compliance to state- and federal-level legislation.

Interagency Information

Explanation of Agency Collaborations

Agencies Identified for this Project

Attorney General

IT Project Budget

Biennial Profile

	FY12	FY13	Total FY12-FY13
Total	\$16,545,894	\$16,347,382	\$32,893,276
Software	\$210,798	\$210,798	\$421,596
Purchases & Licenses	\$100,000	\$100,000	\$200,000
Maintenance Contracts	\$110,798	\$110,798	\$221,596
Leases	\$0	\$0	\$0
Application/Project Support	\$16,335,096	\$16,136,584	\$32,471,680
Payroll	\$7,635,096	\$7,436,584	\$15,071,680
Purchased Personal Services	\$3,500,000	\$3,500,000	\$7,000,000
Other Services and Fees	\$5,200,000	\$5,200,000	\$10,400,000
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY12-FY13	Future FYs	Lifecycle Budget
Total	\$55,184,972	\$32,893,276	\$0	\$88,078,248
Software	\$1,240,836	\$421,596	\$0	\$1,662,432
Purchases & Licenses	\$900,000	\$200,000	\$0	\$1,100,000
Maintenance Contracts	\$340,836	\$221,596	\$0	\$562,432
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$53,877,326	\$32,471,680	\$0	\$86,349,006
Payroll	\$22,661,956	\$15,071,680	\$0	\$37,733,636
Purchased Personal Services	\$9,330,770	\$7,000,000	\$0	\$16,330,770
Other Services and Fees	\$21,884,600	\$10,400,000	\$0	\$32,284,600
Hardware	\$66,810	\$0	\$0	\$66,810
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$66,810	\$0	\$0	\$66,810
Leases	\$0	\$0	\$0	\$0

IT Project Profile

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

Agency Project Identifier: J00-009

OAKS Project Identifier:

Project Type: New capability

Start Date: 7/1/2009 End Date: 6/30/2013

Project Purpose

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

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

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

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

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

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

Scope

The system automates all of the county caseworker support activities from scheduling appointments, taking applications, calculating and determining benefit eligibility for all programs, generating notices, and actually distributing benefits to clients. The system has over 18,000 real time users in Ohio, with those users being located in all 88 counties as well as grouped in regional and central ODJFS office sites.

The "Self Service" project will allow Ohio to improve quality and efficiency around the Supplemental Nutrition Assistance Program (SNAP) operations by expanding access and portability of the Ohio SNAP application and mandated change reporting through the use of technology. SNAP, referred to in Ohio as Food Assistance, was previously known as the Food Stamps Program. This project incorporates the expansion of the existing counselor-assisted electronic system offered to clients and county staff while further streamlining processes by allowing clients to apply for new SNAP benefits or submit changes to their current cases via the internet (World Wide Web), 24 hours a day and seven days a week. Caseworkers will benefit by having directly imported information into the eligibility determination system without having to manually enter it. This expansion will reach additional families in need while greatly improving processing capabilities. In addition, the proposal greatly improves access to and participation in the SNAP program in Ohio and addresses the FY 2009 priority of State/Non-Profit partnerships. Phase Two of Self Service will focus on:

1. Automate the 'Interim Report'. This is a paper document that CRIS-E will send out. The client must either report household changes or check a box stating that their are no changes, sign and return the form. Phase 2 of Self Service will provide the ability to enter this information online and submit it.

Advantages:

- Faster response to the report
- Easier acceptance of information by the caseworker, limiting data entry
- In cases where there is no change, the worker need not to be involved at all. SS will post that the report has been returned automatically to CRIS-E

2. Automate the CRIS-E reapplication process. This is similar to the above with different rights and responsibilities.

Advantages:

- Faster response
- Easier acceptance of information by the caseworker (limiting data entry)

3. Automate a facility that the client can use to inquire on the status of their application. (received, processing, approved etc).

Advantage:

- Reduced caseworker time spent fielding telephone inquiries.

Technical Approach

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

Assumptions

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

Business Justification

This project supports the goal of providing access to quality, affordable health insurance for every Ohioan and reduce the number of uninsured Ohioans.

Success Criteria

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

Mandated? Yes

Explanation if Mandated

Deficit Reduction Act of 2005

State Business Priorities

No alignments identified.

State IT Priorities

No alignments identified.

FEA Alignments (Last Updated 10/1/2010 at 3:41:37 PM)

Alignments to FEA Business Reference Model

Management of Government Resources

- Administrative Management

- Information and Technology Management

Services for Citizens

- Community and Social Services

 - Federal Financial Assistance

- Health

 - Federal Financial Assistance

Support Delivery of Services

- General Government

- Legislative Relations

- Planning and Budgeting

Alignments to FEA Service Reference Model

Back Office Services

Assets / Materials Management

Development and Integration

Business Analytical Services

Analysis and Statistics

Business Intelligence

Reporting

Business Management Services

Organizational Management

Customer Services

Customer Initiated Assistance

Customer Preferences

Customer Relationship Management

Digital Asset Services

Content Management

Document Management

Knowledge Management

Process Automation Services

Tracking and Workflow

Support Services

Collaboration

Systems Management

Alignments to FEA Technical Reference Model

Component Framework

Business Logic

Platform Dependent Technologies

Data Interchange

Data Exchange

Data Management

Database Connectivity

Reporting and Analysis

User Presentation / Interface

Content Rendering

Wireless / Mobile / Voice

Service Access and Delivery

Access Channels

- Collaboration / Communications

 - Web Browser

 - Wireless / PDA

- Delivery Channels

 - Internet

- Service Requirements

 - Authentication / Single Sign-on (SSO)

 - Legislative / Compliance

- Service Transport

 - Supporting Network Services

- Service Interface and Integration

 - Integration

 - Enterprise Application Integration

 - Interface

 - Service Description / Interface

 - Interoperability

 - Data Format / Classification

- Service Platform and Infrastructure

 - Database / Storage

 - Database

 - Storage

 - Delivery Servers

 - Application Servers

 - Portal Servers

 - Web Servers

 - Hardware / Infrastructure

 - Embedded Technology Devices

 - Network Devices / Standards

 - Software Engineering

 - Modeling

 - Software Configuration Management

 - Support Platforms

 - Independent Platform

 - Wireless / Mobile

IT Project Information

1. Identify the history of this agency with successful delivery of similar projects:
Agency has successfully delivered a project of similar scope, budget, and complexity within the last five years.
2. Quantify the number of major schedule milestones the project will likely achieve on time:
The project may miss a few major milestones, but should finish on time.
3. Quantify the scope of stakeholder impact if the project is not completed successfully, within a reasonable timeframe and budget expenditure:
Many state agencies, one or more federal agencies, and agency customers (citizens and/or business entities) will be negatively affected on an unknown and/or long-term basis.
4. Quantify the impact that successful project implementation will have on the execution or performance of business functions and activities:
The business impact will trigger change to business activities across most of the agency, other state agencies, and interaction with agency customers (citizens and/or business entities).
5. Classify the stability of the business and technical scope and requirements likely to exist at project kickoff:
The project scope and requirements will be mostly settled at project kickoff, with remaining scope and requirement issues to be finalized during requirements validation.
6. Quantify the level of confidence in the budget estimates at the time of project kickoff:
Budget projections are likely to be exceeded across the project duration, but the biennial budget estimate will likely be sufficient.
7. Classify the funding sources for the project:
The project will be largely funded (more than 50%) from Federal sources or grants.
8. Classify the type of procurement planning likely to exist at project kickoff:
A procurement strategy has been defined for most of the anticipated procurements and acquisitions, but some issues remain unresolved.
9. Quantify the level of anticipated vendor/contractor support for the project (all dollar values considered from project start until contract termination):
At least three vendors with contract value exceeding \$1M.
10. Quantify the number of IT procurements anticipated for the project duration:
Several procurements, scheduled at predictable periods.
11. Classify who will be responsible for providing IT services for the project:
Additional IT services anticipated from OIT.

12. Classify the value and impact of project success to strategic business objectives:
Successful project completion will satisfy one or more agency critical success factors and one or more business objectives to another state agency.
13. Classify the legislative impact of the successful completion of the project:
Completion will provide compliance to state- and federal-level legislation.

Interagency Information

Explanation of Agency Collaborations

No collaborating agencies

Agencies Identified for this Project

Aging Department

Agriculture Department

Development Department

Health Department

Mental Health Department

IT Project Budget

Biennial Profile

	FY12	FY13	Total FY12-FY13
Total	\$18,967,724	\$18,723,601	\$37,691,325
Software	\$55,495	\$55,495	\$110,990
Purchases & Licenses	\$14,454	\$14,454	\$28,908
Maintenance Contracts	\$41,041	\$41,041	\$82,082
Leases	\$0	\$0	\$0
Application/Project Support	\$18,912,229	\$18,668,106	\$37,580,335
Payroll	\$9,282,324	\$9,038,201	\$18,320,525
Purchased Personal Services	\$2,729,905	\$2,729,905	\$5,459,810
Other Services and Fees	\$6,900,000	\$6,900,000	\$13,800,000
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY12-FY13	Future FYs	Lifecycle Budget
Total	\$70,948,379	\$37,691,325	\$0	\$108,639,704
Software	\$403,298	\$110,990	\$0	\$514,288
Purchases & Licenses	\$331,390	\$28,908	\$0	\$360,298
Maintenance Contracts	\$71,908	\$82,082	\$0	\$153,990
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$70,534,524	\$37,580,335	\$0	\$108,114,859
Payroll	\$29,848,767	\$18,320,525	\$0	\$48,169,292
Purchased Personal Services	\$16,191,384	\$5,459,810	\$0	\$21,651,194
Other Services and Fees	\$24,494,373	\$13,800,000	\$0	\$38,294,373
Hardware	\$10,557	\$0	\$0	\$10,557
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$10,557	\$0	\$0	\$10,557
Leases	\$0	\$0	\$0	\$0

IT Project Profile

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

Agency Project Identifier: J00-073

OAKS Project Identifier:

Project Type: Enhancement/Expansion

Start Date: 7/1/2009 End Date: 6/30/2013

Project Purpose

Ohio Means Jobs (OMJ) and Workforce Case Management System is the eligibility, case management and job matching system used by the State of Ohio to record federal Workforce Investment Act and Labor Exchange services. It contains both self-service and staff-assisted components. It is the major tool in the support of the "One Stop" service centers across the state.

OMJ and Workforce Case Management System consolidates all of the support activities of the Workforce Investment Act and for employment activities. Current work has begun to replace / re-brand the self-service piece of the application which will be known as Ohio Means Jobs (OMJ). This self-service application will replace the existing website and establish a new brand, image, look, and feel. The site is to be visually appealing, easily usable, and responsive to the needs of our employers and job seekers. The site will emphasize information and features pertaining to employers and job seekers while providing greater access to a larger pool of resumes for employers and greater pool of job opportunities through our integrating with Monster Government Solutions. The Ohio Business Gateway will be utilized for our employer authentication process to ensure access to our Ohio employers. The full functional Ohio Means Jobs application was deployed to production February of 2009.

Scope

The current scope of the OMJ and Workforce Case Management System Performance Improvements and Enhancements project include a review and enhancement of the staff-assisted piece of the application that would allow the staff-assisted/workforce case management functionality to be an extension of the self-service piece of Ohio Means Jobs. This enhanced staff-assisted/workforce system will act as a case manager application for county offices throughout Ohio. Deliverables include producing the required documentation (statement of work (SOW), requirements, design, testing) and the delivery of each work item. The following list of deliverables for product enhancement initiatives are targeted to begin and some will be completed within the planning time frame:

- * Integration of LE, WIA, Trade, Urban Youth, OhioRRED, ETPO into the Workforce Case Management System
- * Further development of cross-matches, new cross-matches, data sharing opportunities
- * Legislative changes (Federal and / or State)
- * FileNet Integration & Imaging Initiatives
- * Reporting / Reporting enhancements
- * Knowledge Management
- * Further Data Archiving / Purging
- * Further process and technological improvements in the testing arena to help ensure quality product delivery
- * Test environment management; Automated test script development; System/Functional test process development/enhancement
- * Java related Upgrades
- * Production Performance Tuning and Processing Improvements
- * Facilitate better access and flexibility of use of OWD data though developing API' (Application Program Interfaces)
- * Product New Functionality and Enhancements

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

Strategic initiatives such as the development of a data warehouse to facilitate improved federal reporting and to provide better data analysis functions for OWD program staff remain on the planning radar. Additional federal and state initiatives will be addressed along with routine maintenance and enhancement activities.

Technical Approach

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

The application consist of web cache, report, infrastructure, database, application, and batch servers that support the processing of the application functionality. FTP, Novell, Grid Control, Application Monitoring, and X Windows servers are used for production support monitoring. Various environments will be maintained and structured in order to maintain the application from development through production to allow for unit testing, system testing, user acceptance testing, integration testing, training, load testing, and production.

Software - The software supporting the application includes the IBM AIX Unix Operating System, Oracle 10giAS Application Server running on both the web and application servers with Oracle's HTTP Tunneling being employed on the web servers. The primary Oracle 10giAS software running on the application servers is Oracle Apache, Oracle Forms, Oracle OC4J Servers, Oracle Discoverer and Oracle Reports. The databases currently run Oracle 10g and will be updated as technological advancements are released. All Ohio Means Job and Workforce Case Management System servers take full advantage of new features to enhance performance and processing. The system will be monitored and additional hardware and software will be procured as the growth and functionality of the system require changes in the infrastructure and processing.

Assumptions

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

Business Justification

This project supports the key initiatives of the Workforce Development area which are in alignment with the Workforce Investment Act and the Wagner-Peyser Act.

Success Criteria

Increasing youths ability to become responsible adults and helping businesses and individuals realize their greatest degree of economic well-being. Increase the number of employer/job seekers who use our services. Ability to assist employers in obtaining skilled and productive employees.

Ability to maintain 99.8% or above for all transactions under 5 seconds or less.

Increase job seekers ability to have greater access to a wider range of job opportunities that match their skill level thus providing them with a great chance of increasing their economic well-being. Increased employment, job retention, earnings of participants, and occupational skill attained by participants.

Mandated? Yes

Explanation if Mandated

Workforce Investment Act

Wagner Peyser Act

State Business Priorities

Retain, create and attract jobs for Ohio workers.

Provide all Ohioans the opportunities to attain skills for high-quality jobs.

Build on Ohio's regional economies and globally competitive industries.

Increase the number of students in Ohio's colleges and universities.

State IT Priorities

Server Virtualization

- Server Virtualization

Deployed Common Services

- Ohio Business Gateway: Secure Business-Facing Revenue Collection

Common Services Underway

- Data Center Management

- Server Management

FEA Alignments (Last Updated 9/10/2010 at 2:18:39 PM)

Ohio Department of Job and Family Services
Draft as of 2/4/2011
FY12-13 IT Investment Plan

Alignments to FEA Business Reference Model

Management of Government Resources

Administrative Management

Information and Technology Management

Services for Citizens

Community and Social Services

Direct Services for Citizens

Federal Financial Assistance

Correctional Activities

Direct Services for Citizens

Economic Development

Direct Services for Citizens

Federal Financial Assistance

Education

Direct Services for Citizens

Federal Financial Assistance

Workforce Management

Direct Services for Citizens

Federal Financial Assistance

Transfers to States and Local Governments

Support Delivery of Services

Controls and Oversight

Ohio Department of Job and Family Services

Draft as of 2/4/2011

FY12-13 IT Investment Plan

Alignments to FEA Service Reference Model

Back Office Services

Data Management

Development and Integration

Human Capital / Workforce Management

Business Analytical Services

Analysis and Statistics

Reporting

Customer Services

Customer Initiated Assistance

Customer Preferences

Customer Relationship Management

Digital Asset Services

Document Management

Records Management

Process Automation Services

Routing and Scheduling

Tracking and Workflow

Support Services

Security Management

Systems Management

Alignments to FEA Technical Reference Model

Component Framework

Business Logic

Platform Independent Technologies

Data Interchange

Data Exchange

Data Management

Database Connectivity

Reporting and Analysis

Security

Certificates / Digital Signature

Supporting Security Services

User Presentation / Interface

Content Rendering

Dynamic / Server-Side Display

Static Display

Service Access and Delivery

Access Channels

Web Browser

Delivery Channels

Internet

Service Requirements

Authentication / Single Sign-on (SSO)

Service Interface and Integration

Integration

Enterprise Application Integration

Middleware

Interface

Service Description / Interface

Interoperability

Data Format / Classification

Service Platform and Infrastructure

Database / Storage

Database

Storage

Delivery Servers

Application Servers

Media Servers

Portal Servers

Web Servers

Hardware / Infrastructure

Local Area Network (LAN)

Network Devices / Standards

Peripherals

Servers / Computers

Wide Area Network (WAN)

Software Engineering

Integrated Development Environment (IDE)

Modeling

Software Configuration Management

Test Management

Support Platforms

Independent Platform

IT Project Information

1. Identify the history of this agency with successful delivery of similar projects:
Agency has successfully delivered a project of similar scope, budget, and complexity within the last two years.
2. Quantify the number of major schedule milestones the project will likely achieve on time:
The project may miss a few major milestones, but should finish on time.
3. Quantify the scope of stakeholder impact if the project is not completed successfully, within a reasonable timeframe and budget expenditure:
No stakeholder will be negatively impacted, but anticipated benefits will be delayed or missed.
4. Quantify the impact that successful project implementation will have on the execution or performance of business functions and activities:
The business impact will be limited to end-user retraining on applications.
5. Classify the stability of the business and technical scope and requirements likely to exist at project kickoff:
The project scope will be mostly settled at project kickoff, with most of the requirements to be determined during a requirements analysis effort and finalized during requirements validation.
6. Quantify the level of confidence in the budget estimates at the time of project kickoff:
Total project expenditures will likely be less than the anticipated project budget.
7. Classify the funding sources for the project:
The project will be substantially funded (more than 75%) from Federal sources or grants.
8. Classify the type of procurement planning likely to exist at project kickoff:
A procurement strategy has been defined for most of the anticipated procurements and acquisitions, but some issues remain unresolved.
9. Quantify the level of anticipated vendor/contractor support for the project (all dollar values considered from project start until contract termination):
Two vendors with contract value exceeding \$1M.
10. Quantify the number of IT procurements anticipated for the project duration:
Several procurements, with scheduling dependencies associated with the procurements.
11. Classify who will be responsible for providing IT services for the project:
Additional IT services anticipated from OIT and a third-party.
12. Classify the value and impact of project success to strategic business objectives:
Successful project completion will satisfy one or more agency critical success factors and one or more business objectives for a federal agency.
13. Classify the legislative impact of the successful completion of the project:
No legislative impact at completion of the project.

Interagency Information

Explanation of Agency Collaborations

Agencies Identified for this Project

Development Department

Education Department

Office of Information Technology

Regents Board

Rehabilitation and Correction Department

Veterans Services Department

IT Project Budget

Biennial Profile

	FY12	FY13	Total FY12-FY13
Total	\$11,949,166	\$11,789,304	\$23,738,470
Software	\$752,661	\$952,661	\$1,705,322
Purchases & Licenses	\$275,625	\$275,625	\$551,250
Maintenance Contracts	\$477,036	\$677,036	\$1,154,072
Leases	\$0	\$0	\$0
Application/Project Support	\$10,946,505	\$10,786,643	\$21,733,148
Payroll	\$6,148,548	\$5,988,686	\$12,137,234
Purchased Personal Services	\$3,747,957	\$3,747,957	\$7,495,914
Other Services and Fees	\$1,050,000	\$1,050,000	\$2,100,000
Hardware	\$250,000	\$50,000	\$300,000
Maintenance Contracts	\$200,000	\$0	\$200,000
Purchases	\$50,000	\$50,000	\$100,000
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY12-FY13	Future FYs	Lifecycle Budget
Total	\$65,454,090	\$23,738,470	\$0	\$89,192,560
Software	\$6,273,193	\$1,705,322	\$0	\$7,978,515
Purchases & Licenses	\$4,438,549	\$551,250	\$0	\$4,989,799
Maintenance Contracts	\$1,834,644	\$1,154,072	\$0	\$2,988,716
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$57,420,144	\$21,733,148	\$0	\$79,153,292
Payroll	\$18,066,491	\$12,137,234	\$0	\$30,203,725
Purchased Personal Services	\$26,834,398	\$7,495,914	\$0	\$34,330,312
Other Services and Fees	\$12,519,255	\$2,100,000	\$0	\$14,619,255
Hardware	\$1,760,753	\$300,000	\$0	\$2,060,753
Maintenance Contracts	\$407,786	\$200,000	\$0	\$607,786
Purchases	\$1,352,967	\$100,000	\$0	\$1,452,967
Leases	\$0	\$0	\$0	\$0

IT Project Profile

JFS-037: ERIC - Employer Resource Information Center

Agency Project Identifier: J00-016

OAKS Project Identifier:

Project Type: Enhancement/Expansion

Start Date: 5/1/2004 End Date: 6/30/2013

Project Purpose

The ERIC system went live on September 7, 2010. ERIC (Employer Resource Information Center) is a wholesale replacement of the legacy Unemployment Compensation Tax and Wage systems. We are doing this to help Ohioans improve the quality of their lives and to be one of the national leaders in Workforce Development Systems. ERIC will provide a more stable, up-to-date technological platform that will offer more functionality and a broader range of online available services to both internal and external users of the system. ERIC is an innovative application and will provide exceptional service delivery opportunities for the employers in the State of Ohio.

Scope

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

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

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

Technical Approach

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

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

Assumptions

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

Business Justification

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

Success Criteria

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

Mandated? Yes

Explanation if Mandated

US Department of Labor

State Business Priorities

No alignments identified.

State IT Priorities

Deployed Common Services

- Ohio Business Gateway: Secure Business-Facing Revenue Collection

Common Services Underway

- Data Center Management

- Disaster Recovery Management

- Server Management

FEA Alignments (Last Updated 9/10/2010 at 2:32:39 PM)

Alignments to FEA Business Reference Model

Management of Government Resources

- Administrative Management

- Information and Technology Management

Services for Citizens

- Economic Development

- Direct Services for Citizens

- Income Security

- Direct Services for Citizens

- Federal Financial Assistance

Support Delivery of Services

- Revenue Collection

Alignments to FEA Service Reference Model

Back Office Services

Data Management

Development and Integration

Business Analytical Services

Analysis and Statistics

Business Intelligence

Reporting

Business Management Services

Management of Process

Customer Services

Customer Relationship Management

Digital Asset Services

Document Management

Records Management

Process Automation Services

Routing and Scheduling

Tracking and Workflow

Support Services

Forms Management

Security Management

Systems Management

Alignments to FEA Technical Reference Model

Component Framework

Business Logic

Platform Independent Technologies

Data Interchange

Data Exchange

Data Management

Database Connectivity

Reporting and Analysis

Security

Certificates / Digital Signature

Supporting Security Services

User Presentation / Interface

Content Rendering

Dynamic / Server-Side Display

- Static Display

- Wireless / Mobile / Voice

- Service Access and Delivery

- Access Channels

- Web Browser

- Wireless / PDA

- Delivery Channels

- Internet

- Service Requirements

- Authentication / Single Sign-on (SSO)

- Service Interface and Integration

- Integration

- Enterprise Application Integration

- Middleware

- Interface

- Service Description / Interface

- Interoperability

- Data Format / Classification

- Service Platform and Infrastructure

- Database / Storage

- Database

- Storage

- Delivery Servers

- Application Servers

- Media Servers

- Portal Servers

- Web Servers

- Hardware / Infrastructure

- Embedded Technology Devices

- Local Area Network (LAN)

- Network Devices / Standards

- Peripherals

- Servers / Computers

- Wide Area Network (WAN)

- Software Engineering

- Integrated Development Environment (IDE)

- Modeling

Software Configuration Management

Test Management

Support Platforms

Independent Platform

Wireless / Mobile

IT Project Information

1. Identify the history of this agency with successful delivery of similar projects:
Agency has successfully delivered a project of similar scope, budget, and complexity within the last two years.
2. Quantify the number of major schedule milestones the project will likely achieve on time:
The project may miss a few major milestones, but should finish on time.
3. Quantify the scope of stakeholder impact if the project is not completed successfully, within a reasonable timeframe and budget expenditure:
No stakeholder will be negatively impacted, but anticipated benefits will be delayed or missed.
4. Quantify the impact that successful project implementation will have on the execution or performance of business functions and activities:
The business impact will be limited to end-user retraining on applications.
5. Classify the stability of the business and technical scope and requirements likely to exist at project kickoff:
The project scope and requirements will be mostly settled at project kickoff, with remaining scope and requirement issues to be finalized during requirements validation.
6. Quantify the level of confidence in the budget estimates at the time of project kickoff:
Total project expenditures will likely be less than the anticipated project budget.
7. Classify the funding sources for the project:
The project will be fully funded (100%) from Federal sources or grants.
8. Classify the type of procurement planning likely to exist at project kickoff:
A procurement strategy has been defined for most of the anticipated procurements and acquisitions, but some issues remain unresolved.
9. Quantify the level of anticipated vendor/contractor support for the project (all dollar values considered from project start until contract termination):
Multiple vendors with total contract value exceeding \$1M, but no single vendor exceeding \$1M.
10. Quantify the number of IT procurements anticipated for the project duration:
Several procurements, with scheduling dependencies associated with the procurements.
11. Classify who will be responsible for providing IT services for the project:
Additional IT services anticipated from OIT and a third-party.
12. Classify the value and impact of project success to strategic business objectives:
Successful project completion will satisfy one or more agency critical success factors and one or more business objectives for a federal agency.
13. Classify the legislative impact of the successful completion of the project:
Completion will provide compliance to state- and federal-level legislation.

Interagency Information

Explanation of Agency Collaborations

Agencies Identified for this Project

Attorney General

Office of Information Technology

IT Project Budget

Biennial Profile

	FY12	FY13	Total FY12-FY13
Total	\$10,515,780	\$10,420,470	\$20,936,250
Software	\$350,000	\$350,000	\$700,000
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$350,000	\$350,000	\$700,000
Leases	\$0	\$0	\$0
Application/Project Support	\$10,165,780	\$10,070,470	\$20,236,250
Payroll	\$3,665,780	\$3,570,470	\$7,236,250
Purchased Personal Services	\$5,000,000	\$5,000,000	\$10,000,000
Other Services and Fees	\$1,500,000	\$1,500,000	\$3,000,000
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY12-FY13	Future FYs	Lifecycle Budget
Total	\$64,661,234	\$20,936,250	\$0	\$85,597,484
Software	\$6,278,907	\$700,000	\$0	\$6,978,907
Purchases & Licenses	\$4,817,051	\$0	\$0	\$4,817,051
Maintenance Contracts	\$1,461,856	\$700,000	\$0	\$2,161,856
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$54,883,306	\$20,236,250	\$0	\$75,119,556
Payroll	\$10,177,447	\$7,236,250	\$0	\$17,413,697
Purchased Personal Services	\$41,436,793	\$10,000,000	\$0	\$51,436,793
Other Services and Fees	\$3,269,066	\$3,000,000	\$0	\$6,269,066
Hardware	\$3,499,021	\$0	\$0	\$3,499,021
Maintenance Contracts	\$6,331	\$0	\$0	\$6,331
Purchases	\$3,492,690	\$0	\$0	\$3,492,690
Leases	\$0	\$0	\$0	\$0

IT Project Profile

JFS-038: MITS - Medicaid Information Technology System

Agency Project Identifier: J00-057

OAKS Project Identifier:

Project Type: Replacement/retirement

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

Project Purpose

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

MITS has replaced the twenty (20) year, old stand-alone mainframe system with a robust Service Oriented Architecture and MITA compliant system. Health care is one of the most regulated and rapidly changing businesses in the country. MITS has replaced the manual, labor intensive, and costly business processes with automated, streamlined and self service models.

The core solution, implemented in December of 2010, addressed the majority of the needs of OHP and other critical health plan functions, including long term care rate setting and managed care performance management are slated for post go-live implementation. Financial management and cost projection for various provider types and the Medicaid program is largely dependent on subject matter experts with limited technology supports; MITS help support those individuals.

Scope

The system will:

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

MITA will also implement the new ICD-10 as follows:

ICD-10 is a coding of diseases, symptoms, abnormal findings, social circumstances, and causes of injury as classified by the World Health Organization. ICD-10 calls for a complete replacement of the ICD-9 code sets used to report medical diagnoses and procedures. ICD-10 does more than just replace the old ICD-9 code set, it also adds five times as many codes to the classification structure. The mandated compliance date for ICD-10 is October 1, 2013.

Technical Approach

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

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

Assumptions

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

Business Justification

The MITA will support the business of the Ohio Medicaid Health Plans. This project supports the Goal of stabilizing health care cost and advancing the health of Ohio Citizens and cut the number of total uninsured Ohioans by 50 Percent.

Success Criteria

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

Mandated? Yes

Explanation if Mandated

Federal guidelines for MITA
HIPPA

State Business Priorities

Stabilize health costs for government and businesses and advance the health of our citizens.

State IT Priorities

No alignments identified.

FEA Alignments (Last Updated 10/8/2010 at 4:42:11 PM)

Alignments to FEA Business Reference Model

Services for Citizens

Health

- Direct Services for Citizens

- Regulatory Compliance and Enforcement

Alignments to FEA Service Reference Model

Business Analytical Services

- Analysis and Statistics

- Business Intelligence

Business Management Services

- Management of Process

Customer Services

- Customer Relationship Management

Alignments to FEA Technical Reference Model

No alignments identified.

IT Project Information

1. Identify the history of this agency with successful delivery of similar projects:
Agency has no experience or success with a project of similar development effort.
2. Quantify the number of major schedule milestones the project will likely achieve on time:
The project is likely to achieve every milestone as scheduled.
3. Quantify the scope of stakeholder impact if the project is not completed successfully, within a reasonable timeframe and budget expenditure:
Many state agencies, one or more federal agencies, and agency customers (citizens and/or business entities) will be negatively affected on a predictably short-term basis.
4. Quantify the impact that successful project implementation will have on the execution or performance of business functions and activities:
The business impact will trigger change to many activities in the agency, and some other activities in other state agencies.
5. Classify the stability of the business and technical scope and requirements likely to exist at project kickoff:
The project scope and requirements will be mostly settled at project kickoff, with remaining scope and requirement issues to be finalized during requirements validation.
6. Quantify the level of confidence in the budget estimates at the time of project kickoff:
Budget projections are likely to be exceeded across the project duration, but the biennial budget estimate will likely be sufficient.
7. Classify the funding sources for the project:
The project will be substantially funded (more than 75%) from Federal sources or grants.
8. Classify the type of procurement planning likely to exist at project kickoff:
A procurement strategy has been defined for most of the anticipated procurements and acquisitions, but some issues remain unresolved.
9. Quantify the level of anticipated vendor/contractor support for the project (all dollar values considered from project start until contract termination):
One vendor with contract value exceeding \$1M.
10. Quantify the number of IT procurements anticipated for the project duration:
Several procurements, scheduled at predictable periods.
11. Classify who will be responsible for providing IT services for the project:
Additional IT services anticipated from a third-party (e.g., vendor-provided).

12. Classify the value and impact of project success to strategic business objectives:
Successful project completion will provide full satisfaction to multiple agency business objectives.
13. Classify the legislative impact of the successful completion of the project:
Completion will provide compliance to state- and federal-level legislation.

Interagency Information

Explanation of Agency Collaborations

Agencies Identified for this Project

Administrative Services Department
Aging Department
Alcohol and Drug Addiction Services Department
Auditor of State
Developmental Disabilities Department
Health Department
Inspector General
Mental Health Department

IT Project Budget

Biennial Profile

	FY12	FY13	Total FY12-FY13
Total	\$64,197,948	\$35,750,553	\$99,948,501
Software	\$8,599,264	\$11,211,446	\$19,810,710
Purchases & Licenses	\$4,000,000	\$5,780,432	\$9,780,432
Maintenance Contracts	\$4,599,264	\$5,431,014	\$10,030,278
Leases	\$0	\$0	\$0
Application/Project Support	\$53,818,252	\$24,539,107	\$78,357,359
Payroll	\$4,788,239	\$4,431,918	\$9,220,157
Purchased Personal Services	\$48,649,074	\$19,726,250	\$68,375,324
Other Services and Fees	\$380,939	\$380,939	\$761,878
Hardware	\$1,780,432	\$0	\$1,780,432
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$1,780,432	\$0	\$1,780,432
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY12-FY13	Future FYs	Lifecycle Budget
Total	\$175,149,061	\$99,948,501	\$0	\$275,097,562
Software	\$13,839,178	\$19,810,710	\$0	\$33,649,888
Purchases & Licenses	\$6,251,422	\$9,780,432	\$0	\$16,031,854
Maintenance Contracts	\$7,587,756	\$10,030,278	\$0	\$17,618,034
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$149,901,550	\$78,357,359	\$0	\$228,258,909
Payroll	\$11,130,712	\$9,220,157	\$0	\$20,350,869
Purchased Personal Services	\$135,879,636	\$68,375,324	\$0	\$204,254,960
Other Services and Fees	\$2,891,202	\$761,878	\$0	\$3,653,080
Hardware	\$11,408,333	\$1,780,432	\$0	\$13,188,765
Maintenance Contracts	\$1,957,875	\$0	\$0	\$1,957,875
Purchases	\$9,450,458	\$1,780,432	\$0	\$11,230,890
Leases	\$0	\$0	\$0	\$0

IT Project Profile

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

Agency Project Identifier: J00-102

OAKS Project Identifier:

Project Type: Enhancement/Expansion

Start Date: 7/13/2005 End Date: 6/30/2013

Project Purpose

The purpose of this project is to maintain the existing federally required EBT method of issuing Food Stamp benefits. A vendor was awarded the contract through the Ohio Office of Information Technology. The total estimated cost of the project is about \$45 million which is based on ODJFS projections of the number of food stamp recipients multiplied by a cost of \$1.08 per case per month. The contract started July 2005 and is renewable through SFY 2013. The new system was fully operational in March of 2006. This project supports enhancement and maintenance activities.

Scope

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

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

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

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

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

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

Technical Approach

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

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

Assumptions

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

Sufficient funding and staffing will continue to maintain the system.

Business Justification

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

Success Criteria

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

Mandated? Yes

Explanation if Mandated

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

State Business Priorities

No alignments identified.

State IT Priorities

No alignments identified.

FEA Alignments (Last Updated 10/27/2010 at 12:55:32 PM)

Alignments to FEA Business Reference Model

Management of Government Resources

Information and Technology Management

Alignments to FEA Service Reference Model

Customer Services

Customer Initiated Assistance

Customer Preferences

Alignments to FEA Technical Reference Model

No alignments identified.

IT Project Information

1. Identify the history of this agency with successful delivery of similar projects:
Agency has successfully delivered a project of similar scope, budget, and complexity within the last two years.
2. Quantify the number of major schedule milestones the project will likely achieve on time:
The project is likely to achieve every milestone as scheduled.
3. Quantify the scope of stakeholder impact if the project is not completed successfully, within a reasonable timeframe and budget expenditure:
No stakeholder will be negatively impacted, but anticipated benefits will be delayed or missed.
4. Quantify the impact that successful project implementation will have on the execution or performance of business functions and activities:
The business impact will trigger change to a limited number of activities in the agency.
5. Classify the stability of the business and technical scope and requirements likely to exist at project kickoff:
The project scope and requirements will be stable, with most of the project focus on implementation.
6. Quantify the level of confidence in the budget estimates at the time of project kickoff:
Budget projections are likely to be exceeded across the project duration, but the biennial budget estimate will likely be sufficient.
7. Classify the funding sources for the project:
The project will be fully funded from State operating funds or other sources.
8. Classify the type of procurement planning likely to exist at project kickoff:
Some strategies for anticipated procurements and acquisitions have been identified, but other purchasing needs remain unresolved.
9. Quantify the level of anticipated vendor/contractor support for the project (all dollar values considered from project start until contract termination):
Limited (i.e., less than \$1M), or no anticipated contractor support anticipated.
10. Quantify the number of IT procurements anticipated for the project duration:
Several procurements, scheduled at predictable periods.
11. Classify who will be responsible for providing IT services for the project:
Additional IT services anticipated from a third-party (e.g., vendor-provided).
12. Classify the value and impact of project success to strategic business objectives:
Successful project completion will provide full satisfaction to multiple agency business objectives.
13. Classify the legislative impact of the successful completion of the project:
No legislative impact at completion of the project.

Interagency Information

Explanation of Agency Collaborations

Agencies Identified for this Project

Agriculture Department

Commerce Department

Office of Information Technology

IT Project Budget

Biennial Profile

	FY12	FY13	Total FY12-FY13
Total	\$10,234,474	\$12,698,816	\$22,933,290
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$10,234,474	\$12,698,816	\$22,933,290
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$10,234,474	\$12,698,816	\$22,933,290
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY12-FY13	Future FYs	Lifecycle Budget
Total	\$60,965,727	\$22,933,290	\$0	\$83,899,017
Software	\$0	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$60,951,390	\$22,933,290	\$0	\$83,884,680
Payroll	\$2,412,328	\$0	\$0	\$2,412,328
Purchased Personal Services	\$58,183,994	\$22,933,290	\$0	\$81,117,284
Other Services and Fees	\$355,068	\$0	\$0	\$355,068
Hardware	\$14,337	\$0	\$0	\$14,337
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$14,337	\$0	\$0	\$14,337
Leases	\$0	\$0	\$0	\$0

IT Project Profile

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

Agency Project Identifier: J00-096

OAKS Project Identifier:

Project Type: Enhancement/Expansion

Start Date: 7/1/2005 End Date: 1/1/2012

Project Purpose

The project purpose was to modify Agency technologies to achieve and/or maintain compliance with the Health Insurance Portability and Accountability Act of 1996. The project is composed of several active and planned future initiatives. As a cost saving measure and to exercise control over key processing areas, Medical Systems and OHP successfully embarked on a project to make the collection and conversion of electronic provider claims an internal state function. This project was developed and implemented, February 2008. A secondary project to allow claims entry through a web portal was also initiated. The claims entry web portal project was designed, developed and implemented as a July 2008.

Currently, significant system changes are being designed to change the editing and validation processes for the EDI transactions to integrate with MITS. Six months after MITS "go live" the new HIPAA-2 transactions of version 5010 will begin to be tested with trading partners. In January of 2012 OHP will convert to 5010 EDI transactions only. Significant changes are required for version 5010 which will require efforts of OHP, OIS and vendor staff.

Continued outsourcing of the "mail-boxing" portion of the EDI process will continue. A renewed vendor contract may include EDI support and 5010 trading partner testing support.

EDI reduces costs associated with postage, stationary, reduced research on lost/stolen checks, increased efficiency to the customer, and a reduction in return mail processing time.

Scope

Modify Agency technologies to maintain compliance with the Health Insurance Portability and Accountability Act of 1996. The project is composed of several active and planned future initiatives and is planned for completion 1/1/2012. Converting the processing of EDI claims from a vendor managed process to one administered by the state was done to save costs and provide more direct control over key processing areas. Other objectives of this project are the reformulation of the edit and validation processes used on the EDI transactions. These edits will be changed to ensure that the EDI transaction processed by MMIS and MITS will conform to the latest HIPAA standards.

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

Technical Approach

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

Assumptions

Sufficient funding and staffing will be available to make the required changes in the newly operational MITS.

Business Justification

This project supports the efficiency of Medicaid services/programs throughout the state of Ohio.

Success Criteria

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

Mandated? Yes

Explanation if Mandated

Health Insurance Portability and Accountability Act of 1996

State Business Priorities

Stabilize health costs for government and businesses and advance the health of our citizens.

State IT Priorities

No alignments identified.

FEA Alignments (Last Updated 10/7/2010 at 2:46:46 PM)

Alignments to FEA Business Reference Model

Management of Government Resources

Information and Technology Management

Services for Citizens

Health

Regulatory Compliance and Enforcement

Alignments to FEA Service Reference Model

No alignments identified.

Alignments to FEA Technical Reference Model

No alignments identified.

IT Project Information

1. Identify the history of this agency with successful delivery of similar projects:
Agency has successfully delivered a project of similar scope, budget, and complexity within the last five years.
2. Quantify the number of major schedule milestones the project will likely achieve on time:
The project is likely to achieve every milestone as scheduled.
3. Quantify the scope of stakeholder impact if the project is not completed successfully, within a reasonable timeframe and budget expenditure:
All negative effects will be limited to agency-internal business processes and end-users, and be short-term.
4. Quantify the impact that successful project implementation will have on the execution or performance of business functions and activities:
The business impact will trigger change to a limited number of activities in the agency.
5. Classify the stability of the business and technical scope and requirements likely to exist at project kickoff:
The project scope and requirements will be stable, with most of the project focus on implementation.
6. Quantify the level of confidence in the budget estimates at the time of project kickoff:
Budget projections are likely to be exceeded across the project duration, but the biennial budget estimate will likely be sufficient.
7. Classify the funding sources for the project:
The project will be substantially funded (more than 75%) from Federal sources or grants.
8. Classify the type of procurement planning likely to exist at project kickoff:
A procurement strategy has been defined for most of the anticipated procurements and acquisitions, but some issues remain unresolved.
9. Quantify the level of anticipated vendor/contractor support for the project (all dollar values considered from project start until contract termination):
Limited (i.e., less than \$1M), or no anticipated contractor support anticipated.
10. Quantify the number of IT procurements anticipated for the project duration:
Several procurements, scheduled at predictable periods.
11. Classify who will be responsible for providing IT services for the project:
No IT services outside of agency boundaries.
12. Classify the value and impact of project success to strategic business objectives:
Successful project completion will provide partial or full satisfaction to a single agency business objective.
13. Classify the legislative impact of the successful completion of the project:
Completion will provide compliance to federal-level legislation.

Interagency Information

Explanation of Agency Collaborations

No collaborating agencies

IT Project Budget

Biennial Profile

	FY12	FY13	Total FY12-FY13
Total	\$954,797	\$954,797	\$1,909,594
Software	\$54,797	\$54,797	\$109,594
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$54,797	\$54,797	\$109,594
Leases	\$0	\$0	\$0
Application/Project Support	\$900,000	\$900,000	\$1,800,000
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$300,000	\$300,000	\$600,000
Other Services and Fees	\$600,000	\$600,000	\$1,200,000
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY12-FY13	Future FYs	Lifecycle Budget
Total	\$21,806,872	\$1,909,594	\$0	\$23,716,466
Software	\$138,240	\$109,594	\$0	\$247,834
Purchases & Licenses	\$45,912	\$0	\$0	\$45,912
Maintenance Contracts	\$92,328	\$109,594	\$0	\$201,922
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$21,333,632	\$1,800,000	\$0	\$23,133,632
Payroll	\$1,630,322	\$0	\$0	\$1,630,322
Purchased Personal Services	\$8,229,652	\$600,000	\$0	\$8,829,652
Other Services and Fees	\$11,473,658	\$1,200,000	\$0	\$12,673,658
Hardware	\$335,000	\$0	\$0	\$335,000
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$335,000	\$0	\$0	\$335,000
Leases	\$0	\$0	\$0	\$0

IT Project Profile

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

Agency Project Identifier:

OAKS Project Identifier:

Project Type: Enhancement/Expansion

Start Date: 7/1/2005 End Date: 6/30/2013

Project Purpose

The purpose of this project is to maintain, expand, and enhance the integrated enterprise call center telephone system, automated call distribution (ACD), interactive voice response (IVR) application, predictive dialer, workforce management tool, quality monitoring system and converged network collaboration products for the Telephone Registration Centers located across the state supporting the delivery of Unemployment Compensation Benefits. OIS continues to work with ODJFS Program areas such as Unemployment Compensation Call Centers and Processing Centers to deploy, maintain, expand and enhance VoIP and traditional telephone infrastructure components and peripherals at new locations as well as training our employees on the new phone equipment. Integration of collaborative external facing self service Web applications and IVR technologies provides even more opportunities and means for customers to conduct business with ODJFS.

ODJFS intends to continue migration to Voice Over IP (VOIP) technology on it's single converged QOS Multi-service network. ODJFS recognizes that next generation Voice, Call Center and Multi-channel Technologies (chat, email skills based routing, speech to text and etc.) are based on TCP\IP collaboration solutions and with the completion of the Ohio Shared Services IPT and Call Center project ODJFS has in place the foundation for transitioning it's own Voice and Call Center technologies both as a short term and long-term business focus. Also ODJFS is looking to build upon its realized economies by offering and providing these next generation Voice and Call Center services to county and other state agency entities during these tough economic and budget times. ODJFS will look to finish converting campus locations' telephone systems to a to VoIP solution (one site remaining - SOT) so every ODJFS state site will be incorporated into the ODJFS Enterprise Statewide Telephone System. Integration of the VOIP and traditional telephone systems will provide for more efficient and effective maintenance and support and keep us on industry supported platforms as many traditional telephony vendors are ending support for their tradional (TDM) solutions.

The enterprise-wide IVR applications integrated with Internet and customer collaboration technologies will provide an effective and efficient way to communicate with customers and provide them with more self service. Utilizing an enterprise IVR with CTI Screen Pop capabilities provides for easier maintenance and enhancement capabilities and signifacntly reduces Agent call time by implementing CTI application screen pops . ODJFS Enterprise Consolidation of Call Centers, Processing Centers and all help desks utilizing the current production ACD and IVR technologies enables greater efficiency and improved customer service. As we slowly migrate to the next generation Collaborative Call Center, Converged Voice and CTI technologies which integrates more customer self service we will realize even more efficencies resulting in a better customer experience. ODJFS will continue to meet future business needs by upgrading this infrastructure following industry standards which at this time is heading to a single vendor solution for voice, ACD, IVR and web portal integration. At the same time ODJFS will also look at best of breed solutions as long as they seamlessly integrate with other vendor solutions enabling the total ODJFS collaboration strategy.

Scope

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

Technical Approach

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

Business Justification

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

Success Criteria

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

Mandated? No

Explanation if Mandated

No entry made

State Business Priorities

No alignments identified.

State IT Priorities

Server Virtualization

- Server Virtualization

Deployed Common Services

- Shared Services Call Center

Common Services Underway

- Data Center Management

- Server Management

FEA Alignments (Last Updated 9/7/2010 at 10:26:51 AM)

Alignments to FEA Business Reference Model

Management of Government Resources

- Information and Technology Management

Services for Citizens

- Workforce Management

 - Direct Services for Citizens

 - Federal Financial Assistance

Support Delivery of Services

- Controls and Oversight

- General Government

Alignments to FEA Service Reference Model

Back Office Services

Human Capital / Workforce Management

Business Analytical Services

Business Intelligence

Reporting

Business Management Services

Management of Process

Customer Services

Customer Initiated Assistance

Support Services

Communication

Alignments to FEA Technical Reference Model

Component Framework

Business Logic

Platform Independent Technologies

Data Interchange

Data Exchange

Data Management

Reporting and Analysis

Security

Supporting Security Services

User Presentation / Interface

Content Rendering

Service Access and Delivery

Access Channels

Web Browser

Delivery Channels

Extranet

Internet

Service Requirements

Authentication / Single Sign-on (SSO)

Service Transport

Supporting Network Services

Service Interface and Integration

Integration

Enterprise Application Integration

Middleware

Service Platform and Infrastructure

Database / Storage

Database

Storage

Delivery Servers

Application Servers

Portal Servers

Web Servers

Hardware / Infrastructure

Embedded Technology Devices

Local Area Network (LAN)

Network Devices / Standards

Peripherals

Servers / Computers

Wide Area Network (WAN)

Software Engineering

Test Management

IT Project Information

1. Identify the history of this agency with successful delivery of similar projects:
Agency has successfully delivered a project of similar scope, budget, and complexity within the last five years.
2. Quantify the number of major schedule milestones the project will likely achieve on time:
The project may miss a few major milestones, and may not finish on time.
3. Quantify the scope of stakeholder impact if the project is not completed successfully, within a reasonable timeframe and budget expenditure:
Most of the negative effects will be limited to the agency, with one-time or occasional negative effects to other state agencies.
4. Quantify the impact that successful project implementation will have on the execution or performance of business functions and activities:
The business impact will trigger change to a limited number of activities in the agency.
5. Classify the stability of the business and technical scope and requirements likely to exist at project kickoff:
The project scope will be mostly settled at project kickoff, with most of the requirements to be determined during a requirements analysis effort and finalized during requirements validation.
6. Quantify the level of confidence in the budget estimates at the time of project kickoff:
Project expenditures will likely exceed the anticipated project budget in one or two budget categories during the next biennial period.
7. Classify the funding sources for the project:
The project will be substantially funded (more than 75%) from Federal sources or grants.
8. Classify the type of procurement planning likely to exist at project kickoff:
A procurement strategy has been defined for most of the anticipated procurements and acquisitions, but some issues remain unresolved.
9. Quantify the level of anticipated vendor/contractor support for the project (all dollar values considered from project start until contract termination):
Two vendors with contract value exceeding \$1M.
10. Quantify the number of IT procurements anticipated for the project duration:
Many procurements of unknown and/or undetermined scheduling and dependencies.
11. Classify who will be responsible for providing IT services for the project:
Additional IT services anticipated from a third-party (e.g., vendor-provided).

12. Classify the value and impact of project success to strategic business objectives:

Successful project completion will provide full satisfaction to multiple agency business objectives.

13. Classify the legislative impact of the successful completion of the project:

No legislative impact at completion of the project.

Interagency Information

Explanation of Agency Collaborations

Agencies Identified for this Project

Administrative Services Department

Budget and Management Office

Office of Information Technology

IT Project Budget

Biennial Profile

	FY12	FY13	Total FY12-FY13
Total	\$8,874,809	\$8,869,401	\$17,744,210
Software	\$260,621	\$260,621	\$521,242
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$260,621	\$260,621	\$521,242
Leases	\$0	\$0	\$0
Application/Project Support	\$6,656,740	\$6,651,332	\$13,308,072
Payroll	\$208,000	\$202,592	\$410,592
Purchased Personal Services	\$2,248,740	\$2,248,740	\$4,497,480
Other Services and Fees	\$4,200,000	\$4,200,000	\$8,400,000
Hardware	\$1,957,448	\$1,957,448	\$3,914,896
Maintenance Contracts	\$1,957,448	\$1,957,448	\$3,914,896
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY12-FY13	Future FYs	Lifecycle Budget
Total	\$12,542,872	\$17,744,210	\$0	\$30,287,082
Software	\$3,108,556	\$521,242	\$0	\$3,629,798
Purchases & Licenses	\$0	\$0	\$0	\$0
Maintenance Contracts	\$3,108,556	\$521,242	\$0	\$3,629,798
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$9,434,316	\$13,308,072	\$0	\$22,742,388
Payroll	\$0	\$410,592	\$0	\$410,592
Purchased Personal Services	\$2,004,316	\$4,497,480	\$0	\$6,501,796
Other Services and Fees	\$7,430,000	\$8,400,000	\$0	\$15,830,000
Hardware	\$0	\$3,914,896	\$0	\$3,914,896
Maintenance Contracts	\$0	\$3,914,896	\$0	\$3,914,896
Purchases	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0

IT Project Profile

JFS-046: Medical Systems, MITS-Increase Benefit Delivery, Cost Containment

Agency Project Identifier: J00-040

OAKS Project Identifier:

Project Type: Enhancement/Expansion

Start Date: 7/1/2007 End Date: 6/30/2013

Project Purpose

A core value and mission of the ODJFS Office of Ohio Health Plans (OHP) is to search for and implement cost saving measures. The implementation of MITS brings the realization of automation of previously labor-intensive, paper-based business processes that lead to substantial gains in administrative efficiency yielding better performance while reducing costs.

There are dozens of possible cost-saving initiatives that OHP is vetting at present. Once the viability and program impacts are fully understood, those initiatives will be prioritized and implemented. These initiatives, include, but are not limited to improvements to the Ohio Home Care Waiver to both contain costs as needed while increasing the capacity of, access to waiver programs that allow more people to reside safely in a home and community-based setting; Ohio Home Care sliding fee scales; Exemption from re-issuance of voided warrants; Expansion of Medicaid coverage for pregnant women because better prenatal care translates to healthier babies and prenatal cost savings; and presumptive eligibility of newborns.

Scope

MITS:

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

Technical Approach

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

Assumptions

Necessary staffing and funding will be available.

Changes to MMIS will be incorporated in and data converted to MITS.

Business Justification

This project supports the efficiency of Medicaid services/programs throughout the state of Ohio.

Success Criteria

Successfully develop and implement these initiatives in MITS as part of MITS Phase 2.

Mandated? No

Explanation if Mandated

No entry made

State Business Priorities

Stabilize health costs for government and businesses and advance the health of our citizens.

State IT Priorities

No alignments identified.

FEA Alignments (Last Updated 10/12/2010 at 3:56:22 PM)

Alignments to FEA Business Reference Model

Services for Citizens

Health

Direct Services for Citizens

Transfers to States and Local Governments

Alignments to FEA Service Reference Model

No alignments identified.

Alignments to FEA Technical Reference Model

No alignments identified.

IT Project Information

1. Identify the history of this agency with successful delivery of similar projects:
Agency has successfully delivered a project of similar scope, budget, and complexity within the last two years.
2. Quantify the number of major schedule milestones the project will likely achieve on time:
The project may miss a few major milestones, but should finish on time.
3. Quantify the scope of stakeholder impact if the project is not completed successfully, within a reasonable timeframe and budget expenditure:
No stakeholder will be negatively impacted, but anticipated benefits will be delayed or missed.
4. Quantify the impact that successful project implementation will have on the execution or performance of business functions and activities:
The business impact will trigger change to many activities in the agency, and some other activities in other state agencies.
5. Classify the stability of the business and technical scope and requirements likely to exist at project kickoff:
Some critical issues regarding project scope and requirements may remain unresolved and/or continue to evolve well into the project lifecycle.
6. Quantify the level of confidence in the budget estimates at the time of project kickoff:
Budget projections are likely to be exceeded across the project duration, but the biennial budget estimate will likely be sufficient.
7. Classify the funding sources for the project:
The project will be largely funded (more than 50%) from Federal sources or grants.
8. Classify the type of procurement planning likely to exist at project kickoff:
No strategy will exist for any of the anticipated procurement and acquisition activities.
9. Quantify the level of anticipated vendor/contractor support for the project (all dollar values considered from project start until contract termination):
One vendor with contract value exceeding \$1M.
10. Quantify the number of IT procurements anticipated for the project duration:
Several procurements, scheduled at predictable periods.
11. Classify who will be responsible for providing IT services for the project:
Additional IT services anticipated from a third-party (e.g., vendor-provided).
12. Classify the value and impact of project success to strategic business objectives:
Successful project completion will provide partial or full satisfaction to a single agency business objective.
13. Classify the legislative impact of the successful completion of the project:
No legislative impact at completion of the project.

Interagency Information

Explanation of Agency Collaborations

No collaborating agencies

Agencies Identified for this Project

Aging Department

Alcohol and Drug Addiction Services Department

Health Department

Insurance Department

Mental Health Department

IT Project Budget

Biennial Profile

	FY12	FY13	Total FY12-FY13
Total	\$7,458,300	\$7,291,945	\$14,750,245
Software	\$60,000	\$60,000	\$120,000
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$60,000	\$60,000	\$120,000
Leases	\$0	\$0	\$0
Application/Project Support	\$7,398,300	\$7,231,945	\$14,630,245
Payroll	\$6,398,300	\$6,231,945	\$12,630,245
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$1,000,000	\$1,000,000	\$2,000,000
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY12-FY13	Future FYs	Lifecycle Budget
Total	\$39,249,218	\$14,750,245	\$0	\$53,999,463
Software	\$1,454,971	\$120,000	\$0	\$1,574,971
Purchases & Licenses	\$700,000	\$0	\$0	\$700,000
Maintenance Contracts	\$754,971	\$120,000	\$0	\$874,971
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$37,794,247	\$14,630,245	\$0	\$52,424,492
Payroll	\$18,932,653	\$12,630,245	\$0	\$31,562,898
Purchased Personal Services	\$5,184,000	\$0	\$0	\$5,184,000
Other Services and Fees	\$13,677,594	\$2,000,000	\$0	\$15,677,594
Hardware	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0

IT Project Profile

JFS-049: Campus Plan

Agency Project Identifier: J00-045

OAKS Project Identifier:

Project Type: Other IT-related activity

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

Project Purpose

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

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

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

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

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

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

Lorain Call Center – Staff will move to the Akron Call Center or Richmond Heights Toledo District Office – Staff will move to the Toledo Call Center in Maumee.

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

Scope

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

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

Technical Approach

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

Assumptions

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

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

Business Justification

This project supports the the relocation plan for ODJFS.

Success Criteria

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

Mandated? No

Explanation if Mandated

No entry made

State Business Priorities

No alignments identified.

State IT Priorities

Common Services Underway
 Disaster Recovery Management

FEA Alignments (Last Updated 9/7/2010 at 9:56:31 AM)

Alignments to FEA Business Reference Model
Management of Government Resources
 Information and Technology Management
Support Delivery of Services
 General Government

Alignments to FEA Service Reference Model
Back Office Services
 Human Capital / Workforce Management
Business Management Services
 Organizational Management
Customer Services
 Customer Preferences
Support Services
 Collaboration
 Systems Management

Alignments to FEA Technical Reference Model
Component Framework
 Business Logic
 Platform Independent Technologies
 Security
 Supporting Security Services

IT Project Information

1. Identify the history of this agency with successful delivery of similar projects:
Agency has successfully delivered a project of similar scope, budget, and complexity within the last five years.
2. Quantify the number of major schedule milestones the project will likely achieve on time:
Most of the major milestones are calendar driven, and available resources and level of effort were secondary considerations in schedule development.
3. Quantify the scope of stakeholder impact if the project is not completed successfully, within a reasonable timeframe and budget expenditure:
No stakeholder will be negatively impacted, but anticipated benefits will be delayed or missed.
4. Quantify the impact that successful project implementation will have on the execution or performance of business functions and activities:
The business impact will trigger change to a limited number of activities in the agency.
5. Classify the stability of the business and technical scope and requirements likely to exist at project kickoff:
The project scope and requirements will be mostly settled at project kickoff, with remaining scope and requirement issues to be finalized during requirements validation.
6. Quantify the level of confidence in the budget estimates at the time of project kickoff:
Project expenditures will likely exceed the anticipated project budget in one or two budget categories during the next biennial period.
7. Classify the funding sources for the project:
The project will be fully funded from State operating funds or other sources.
8. Classify the type of procurement planning likely to exist at project kickoff:
No strategy will exist for any of the anticipated procurement and acquisition activities.
9. Quantify the level of anticipated vendor/contractor support for the project (all dollar values considered from project start until contract termination):
Limited (i.e., less than \$1M), or no anticipated contractor support anticipated.
10. Quantify the number of IT procurements anticipated for the project duration:
Several procurements, scheduled at predictable periods.
11. Classify who will be responsible for providing IT services for the project:
No IT services outside of agency boundaries.

12. Classify the value and impact of project success to strategic business objectives:
Successful project completion will provide full satisfaction to multiple agency business objectives.
13. Classify the legislative impact of the successful completion of the project:
No legislative impact at completion of the project.

Interagency Information

Explanation of Agency Collaborations

Agencies Identified for this Project

Administrative Services Department

Office of Information Technology

IT Project Budget

Biennial Profile

	FY12	FY13	Total FY12-FY13
Total	\$1,026,253	\$1,026,253	\$2,052,506
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$428,854	\$428,854	\$857,708
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$428,854	\$428,854	\$857,708
Other Services and Fees	\$0	\$0	\$0
Hardware	\$597,399	\$597,399	\$1,194,798
Maintenance Contracts	\$297,399	\$297,399	\$594,798
Purchases	\$300,000	\$300,000	\$600,000
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY12-FY13	Future FYs	Lifecycle Budget
Total	\$6,258,274	\$2,052,506	\$0	\$8,310,780
Software	\$498,364	\$0	\$0	\$498,364
Purchases & Licenses	\$0	\$0	\$0	\$0
Maintenance Contracts	\$498,364	\$0	\$0	\$498,364
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$2,759,910	\$857,708	\$0	\$3,617,618
Payroll	\$780,000	\$0	\$0	\$780,000
Purchased Personal Services	\$1,979,910	\$857,708	\$0	\$2,837,618
Other Services and Fees	\$0	\$0	\$0	\$0
Hardware	\$3,000,000	\$1,194,798	\$0	\$4,194,798
Maintenance Contracts	\$500,000	\$594,798	\$0	\$1,094,798
Purchases	\$2,500,000	\$600,000	\$0	\$3,100,000
Leases	\$0	\$0	\$0	\$0

IT Project Profile

JFS-051: RC Express Enhancements

Agency Project Identifier: J00-107

OAKS Project Identifier:

Project Type: Enhancement/Expansion

Start Date: 10/15/2007 End Date: 6/30/2013

Project Purpose

Phase 2 of the Review Commission Express (RCX) went into service August 2010. This fully replaces the functionality of the current UCRC Case Management System which was running on out of support hardware. RCX has helped to streamline processes and converted over the new processes to system automation support.

Scope

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

Technical Approach

The RCX system is built on the UC System family of technology building on OJI infrastructure and ERIC document management technology. The RC Express OIS team has completed a business process re-engineering activity and has recently gone live with a new support system for the UCRC. The ongoing IT program for RC Express will include the full development lifecycle for new features and optimization triggered by technology improvements or changing expectations from the DOL.

Assumptions

UCRC will have funding for this replacement solution.

Business Justification

Project work ensures the Unemployment Compensation Review Commission is able to successfully handle the appeal process to administer Unemployment Compensation Benefits according to state and federal rules and regulations.

Success Criteria

Timely delivery of customer requests

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

Mandated? Yes

Explanation if Mandated

Department of Labor

State Business Priorities

No alignments identified.

State IT Priorities

Common Services Underway

- Data Center Management
- Disaster Recovery Management
- Server Management

FEA Alignments (Last Updated 9/10/2010 at 2:41:08 PM)

Alignments to FEA Business Reference Model

Management of Government Resources

- Information and Technology Management

Services for Citizens

- Income Security
 - Direct Services for Citizens
 - Federal Financial Assistance
- Litigation and Judicial Activities
 - Direct Services for Citizens

Support Delivery of Services

- Controls and Oversight

Ohio Department of Job and Family Services

Draft as of 2/4/2011

FY12-13 IT Investment Plan

Alignments to FEA Service Reference Model

Back Office Services

- Data Management

- Development and Integration

Business Analytical Services

- Analysis and Statistics

- Reporting

Business Management Services

- Management of Process

- Organizational Management

Customer Services

- Customer Initiated Assistance

- Customer Preferences

- Customer Relationship Management

Digital Asset Services

- Document Management

- Records Management

Process Automation Services

- Routing and Scheduling

- Tracking and Workflow

Support Services

- Security Management

- Systems Management

Alignments to FEA Technical Reference Model

Component Framework

- Business Logic

 - Platform Independent Technologies

- Data Management

 - Database Connectivity

 - Reporting and Analysis

- Security

 - Certificates / Digital Signature

 - Supporting Security Services

- User Presentation / Interface

 - Content Rendering

 - Dynamic / Server-Side Display

Service Access and Delivery

FY12-13 IT Investment Plan

Access Channels

Web Browser

Delivery Channels

Internet

Intranet

Service Requirements

Authentication / Single Sign-on (SSO)

Legislative / Compliance

Service Interface and Integration

Integration

Enterprise Application Integration

Middleware

Interface

Service Description / Interface

Interoperability

Data Format / Classification

Service Platform and Infrastructure

Database / Storage

Database

Storage

Delivery Servers

Application Servers

Web Servers

Hardware / Infrastructure

Local Area Network (LAN)

Peripherals

Servers / Computers

Wide Area Network (WAN)

Software Engineering

Integrated Development Environment (IDE)

Modeling

Test Management

Support Platforms

Independent Platform

IT Project Information

1. Identify the history of this agency with successful delivery of similar projects:
Agency has successfully delivered a project of similar scope, budget, and complexity within the last two years.
2. Quantify the number of major schedule milestones the project will likely achieve on time:
The project may miss a few major milestones, but should finish on time.
3. Quantify the scope of stakeholder impact if the project is not completed successfully, within a reasonable timeframe and budget expenditure:
No stakeholder will be negatively impacted, but anticipated benefits will be delayed or missed.
4. Quantify the impact that successful project implementation will have on the execution or performance of business functions and activities:
The business impact will be limited to end-user retraining on applications.
5. Classify the stability of the business and technical scope and requirements likely to exist at project kickoff:
The project scope and requirements will be mostly settled at project kickoff, with remaining scope and requirement issues to be finalized during requirements validation.
6. Quantify the level of confidence in the budget estimates at the time of project kickoff:
Total project expenditures will likely be less than the anticipated project budget.
7. Classify the funding sources for the project:
The project will be fully funded (100%) from Federal sources or grants.
8. Classify the type of procurement planning likely to exist at project kickoff:
A procurement strategy has been defined for most of the anticipated procurements and acquisitions, but some issues remain unresolved.
9. Quantify the level of anticipated vendor/contractor support for the project (all dollar values considered from project start until contract termination):
Limited (i.e., less than \$1M), or no anticipated contractor support anticipated.
10. Quantify the number of IT procurements anticipated for the project duration:
No procurements anticipated.
11. Classify who will be responsible for providing IT services for the project:
Additional IT services anticipated from OIT.
12. Classify the value and impact of project success to strategic business objectives:
Successful project completion will satisfy one or more agency critical success factors and one or more business objectives for a federal agency.
13. Classify the legislative impact of the successful completion of the project:
No legislative impact at completion of the project.

Interagency Information

Explanation of Agency Collaborations

No collaborating agencies

Agencies Identified for this Project

Employment Relations Board

Legal Rights Service

IT Project Budget

Biennial Profile

	FY12	FY13	Total FY12-FY13
Total	\$520,000	\$520,000	\$1,040,000
Software	\$270,000	\$270,000	\$540,000
Purchases & Licenses	\$20,000	\$20,000	\$40,000
Maintenance Contracts	\$250,000	\$250,000	\$500,000
Leases	\$0	\$0	\$0
Application/Project Support	\$250,000	\$250,000	\$500,000
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$250,000	\$250,000	\$500,000
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY12-FY13	Future FYs	Lifecycle Budget
Total	\$1,794,836	\$1,040,000	\$0	\$2,834,836
Software	\$1,402,211	\$540,000	\$0	\$1,942,211
Purchases & Licenses	\$348,278	\$40,000	\$0	\$388,278
Maintenance Contracts	\$1,053,933	\$500,000	\$0	\$1,553,933
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$392,625	\$500,000	\$0	\$892,625
Payroll	\$0	\$0	\$0	\$0
Purchased Personal Services	\$392,625	\$500,000	\$0	\$892,625
Other Services and Fees	\$0	\$0	\$0	\$0
Hardware	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0

IT Project Profile

JFS-054: Enterprise Software Upgrades and Purchases

Agency Project Identifier: J00-045

OAKS Project Identifier:

Project Type: Enhancement/Expansion

Start Date: 1/3/2006 End Date: 6/30/2013

Project Purpose

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

Scope

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

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

Technical Approach

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

Assumptions

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

Business Justification

Up to date releases of enterprise software is critical to all ODJFS lines of business.

Success Criteria

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

Mandated? No

Explanation if Mandated

No entry made

State Business Priorities

No alignments identified.

State IT Priorities

No alignments identified.

FEA Alignments (Last Updated 10/27/2010 at 1:23:52 PM)

Alignments to FEA Business Reference Model
Management of Government Resources
 Information and Technology Management

Alignments to FEA Service Reference Model
Support Services
 Systems Management

Alignments to FEA Technical Reference Model
No alignments identified.

IT Project Information

1. Identify the history of this agency with successful delivery of similar projects:
Agency has successfully delivered a project of similar scope, budget, and complexity within the last two years.
2. Quantify the number of major schedule milestones the project will likely achieve on time:
The project is likely to achieve every milestone as scheduled.
3. Quantify the scope of stakeholder impact if the project is not completed successfully, within a reasonable timeframe and budget expenditure:
No stakeholder will be negatively impacted, but anticipated benefits will be delayed or missed.
4. Quantify the impact that successful project implementation will have on the execution or performance of business functions and activities:
The business impact will trigger change to a limited number of activities in the agency.
5. Classify the stability of the business and technical scope and requirements likely to exist at project kickoff:
The project scope and requirements will be stable, with most of the project focus on implementation.
6. Quantify the level of confidence in the budget estimates at the time of project kickoff:
Budget projections are likely to be exceeded across the project duration, but the biennial budget estimate will likely be sufficient.
7. Classify the funding sources for the project:
The project will be fully funded from State operating funds or other sources.
8. Classify the type of procurement planning likely to exist at project kickoff:
A procurement strategy has been defined for most of the anticipated procurements and acquisitions, but some issues remain unresolved.
9. Quantify the level of anticipated vendor/contractor support for the project (all dollar values considered from project start until contract termination):
Multiple vendors with total contract value exceeding \$1M, but no single vendor exceeding \$1M.
10. Quantify the number of IT procurements anticipated for the project duration:
Several procurements, scheduled at predictable periods.
11. Classify who will be responsible for providing IT services for the project:
Additional IT services anticipated from a third-party (e.g., vendor-provided).
12. Classify the value and impact of project success to strategic business objectives:
Successful project completion will provide full satisfaction to multiple agency business objectives.
13. Classify the legislative impact of the successful completion of the project:
No legislative impact at completion of the project.

Interagency Information

Explanation of Agency Collaborations

No collaborating agencies

IT Project Budget

Biennial Profile

	FY12	FY13	Total FY12-FY13
Total	\$5,861,724	\$5,861,724	\$11,723,448
Software	\$5,861,724	\$5,861,724	\$11,723,448
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$5,861,724	\$5,861,724	\$11,723,448
Leases	\$0	\$0	\$0
Application/Project Support	\$0	\$0	\$0
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY12-FY13	Future FYs	Lifecycle Budget
Total	\$47,351,737	\$11,723,448	\$0	\$59,075,185
Software	\$44,508,159	\$11,723,448	\$0	\$56,231,607
Purchases & Licenses	\$5,750,000	\$0	\$0	\$5,750,000
Maintenance Contracts	\$38,758,159	\$11,723,448	\$0	\$50,481,607
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$2,843,578	\$0	\$0	\$2,843,578
Payroll	\$1,000,000	\$0	\$0	\$1,000,000
Purchased Personal Services	\$1,843,578	\$0	\$0	\$1,843,578
Other Services and Fees	\$0	\$0	\$0	\$0
Hardware	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0

IT Project Profile

JFS-300: CFIS County Finance Information System

Agency Project Identifier:

OAKS Project Identifier:

Project Type: Enhancement/Expansion

Start Date: 7/1/2001 End Date: 6/30/2013

Project Purpose

To replace PET (Program Expenditures Tracking System), QUIC+ (Quarterly Information Consolidation System Plus), RMS (Random Moment Sampling System), ACRS+ (Area Consolidation & Reporting System) at the county level with a centralized accounting package that will allow state and local agencies to be in sync with speedchart coding, budgeting, as well as reporting.

Scope

The current county finance reporting system at the county levels needs improvements in order to meet the demands of our ever changing business requirements. The implementation of the CFIS Web application activities include replacement of the PET, QUIC+, ACRS+ and RMS county desktop applications with a centralized web application that meets current functionality and provides a single source of information between county and state.

Technical Approach

Request for Proposal will be released to design and implement web application which will also interface to and from OAKS.

Assumptions

Counties will adopt the web application and retire the current systems.

Business Justification

ODJFS will be able to use a centralized web application that provide a single source of information between the counties and the state.

Success Criteria

CFIS Web application requirements successfully implemented in production.

Mandated? Yes

Explanation if Mandated

Compliance required by Federal OMB A-133

State Business Priorities

No alignments identified.

State IT Priorities

Server Virtualization

- Server Virtualization

Deployed Common Services

- OAKS Financial Management

Common Services Underway

- OAKS Business Intelligence Reporting

FEA Alignments (Last Updated 10/27/2010 at 1:29:02 PM)

Alignments to FEA Business Reference Model

Management of Government Resources

- Information and Technology Management

Alignments to FEA Service Reference Model

Business Management Services

- Management of Process

Process Automation Services

- Tracking and Workflow

Alignments to FEA Technical Reference Model

No alignments identified.

IT Project Information

1. Identify the history of this agency with successful delivery of similar projects:
Agency has successfully delivered a project of similar scope, budget, and complexity within the last two years.
2. Quantify the number of major schedule milestones the project will likely achieve on time:
The project may miss a few major milestones, but should finish on time.
3. Quantify the scope of stakeholder impact if the project is not completed successfully, within a reasonable timeframe and budget expenditure:
Many state agencies, one or more federal agencies, and agency customers (citizens and/or business entities) will be negatively affected on an unknown and/or long-term basis.
4. Quantify the impact that successful project implementation will have on the execution or performance of business functions and activities:
The business impact will trigger change to business activities across most of the agency, other state agencies, and interaction with agency customers (citizens and/or business entities).
5. Classify the stability of the business and technical scope and requirements likely to exist at project kickoff:
The project scope and requirements will be stable, with most of the project focus on implementation.
6. Quantify the level of confidence in the budget estimates at the time of project kickoff:
Project expenditures will likely exceed the anticipated project budget in one or two budget categories during the next biennial period.
7. Classify the funding sources for the project:
The project will be largely funded (more than 50%) from Federal sources or grants.
8. Classify the type of procurement planning likely to exist at project kickoff:
A procurement strategy has been defined for most of the anticipated procurements and acquisitions, but some issues remain unresolved.
9. Quantify the level of anticipated vendor/contractor support for the project (all dollar values considered from project start until contract termination):
One vendor with contract value exceeding \$1M.
10. Quantify the number of IT procurements anticipated for the project duration:
Several procurements, schedule early in the planning biennium.
11. Classify who will be responsible for providing IT services for the project:
Additional IT services anticipated from a third-party (e.g., vendor-provided).

12. Classify the value and impact of project success to strategic business objectives:

Successful project completion will satisfy critical success factors for multiple state agencies and business objectives of one or more federal agencies.

13. Classify the legislative impact of the successful completion of the project:

Completion will provide compliance to state- and federal-level legislation.

Interagency Information

Explanation of Agency Collaborations

Agencies Identified for this Project

Administrative Services Department

Budget and Management Office

IT Project Budget

Biennial Profile

	FY12	FY13	Total FY12-FY13
Total	\$0	\$0	\$0
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$0	\$0	\$0
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY12-FY13	Future FYs	Lifecycle Budget
Total	\$0	\$0	\$0	\$0
Software	\$0	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$0	\$0	\$0	\$0
Payroll	\$0	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0	\$0
Other Services and Fees	\$0	\$0	\$0	\$0
Hardware	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0

IT Project Profile

JFS-301: HATS Hearings Appeals Tracking System

Agency Project Identifier:

OAKS Project Identifier:

Project Type: Enhancement/Expansion

Start Date: 7/1/2010 End Date: 6/30/2013

Project Purpose

To replace the existing legacy Hearing Appeals Tracking System(HATS). The purpose of the system is to provide for hearings decisions as it relates to core business applications for CRISE and SETS.

Scope

The scope is to replace the existing legacy application and to provide additional functionality to automate manual tasks, update the current CRISE and SETS applications automatically, provide a user friendly scheduling functions for hearings, provide robust reporting features as well as customer notifications.

Technical Approach

Personal Services Contract to design and implement the system.

Assumptions

Interfaces can be implemented through software and services to automate updating legacy platforms

Business Justification

This project supports goal to improve customer service to public and those that need our program services and to also meet the federal and state guidelines for due process in regards to hearing decisions.

Success Criteria

HATS Web application requirements successfully implemented in production.

Mandated? Yes

Explanation if Mandated

Compliance required by Federal OMB A-133

State Business Priorities

No alignments identified.

State IT Priorities

Server Virtualization

 Server Virtualization

FEA Alignments (Last Updated 10/27/2010 at 1:30:38 PM)

Alignments to FEA Business Reference Model

Management of Government Resources

 Information and Technology Management

Alignments to FEA Service Reference Model

Business Management Services

 Organizational Management

Digital Asset Services

 Knowledge Management

Alignments to FEA Technical Reference Model

No alignments identified.

IT Project Information

1. Identify the history of this agency with successful delivery of similar projects:
Agency has successfully delivered a project of similar scope, budget, and complexity within the last ten years.
2. Quantify the number of major schedule milestones the project will likely achieve on time:
The project may miss a few major milestones, but should finish on time.
3. Quantify the scope of stakeholder impact if the project is not completed successfully, within a reasonable timeframe and budget expenditure:
Many state agencies, one or more federal agencies, and agency customers (citizens and/or business entities) will be negatively affected on a predictably short-term basis.
4. Quantify the impact that successful project implementation will have on the execution or performance of business functions and activities:
The business impact will trigger change to business activities across most of the agency, other state agencies, and interaction with agency customers (citizens and/or business entities).
5. Classify the stability of the business and technical scope and requirements likely to exist at project kickoff:
The project scope and requirements will be mostly settled at project kickoff, with remaining scope and requirement issues to be finalized during requirements validation.
6. Quantify the level of confidence in the budget estimates at the time of project kickoff:
Project expenditures will likely exceed the anticipated project budget in one or two budget categories during the next biennial period.
7. Classify the funding sources for the project:
The project will be fully funded from State operating funds or other sources.
8. Classify the type of procurement planning likely to exist at project kickoff:
Some strategies for anticipated procurements and acquisitions have been identified, but other purchasing needs remain unresolved.
9. Quantify the level of anticipated vendor/contractor support for the project (all dollar values considered from project start until contract termination):
One vendor with contract value exceeding \$1M.
10. Quantify the number of IT procurements anticipated for the project duration:
Several procurements, scheduled at predictable periods.
11. Classify who will be responsible for providing IT services for the project:
Additional IT services anticipated from a third-party (e.g., vendor-provided).

12. Classify the value and impact of project success to strategic business objectives:

Successful project completion will satisfy critical success factors for multiple state agencies and business objectives of one or more federal agencies.

13. Classify the legislative impact of the successful completion of the project:

Completion will provide compliance to state- and federal-level legislation.

Interagency Information

Explanation of Agency Collaborations

RFP

Agencies Identified for this Project

Administrative Services Department

Budget and Management Office

IT Project Budget

Biennial Profile

	FY12	FY13	Total FY12-FY13
Total	\$0	\$0	\$0
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$0	\$0	\$0
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY12-FY13	Future FYs	Lifecycle Budget
Total	\$0	\$0	\$0	\$0
Software	\$0	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$0	\$0	\$0	\$0
Payroll	\$0	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0	\$0
Other Services and Fees	\$0	\$0	\$0	\$0
Hardware	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0

IT Project Profile

JFS-302: Child Care Delivery System

Agency Project Identifier:

OAKS Project Identifier:

Project Type: Enhancement/Expansion

Start Date: 7/1/2010 End Date: 6/30/2013

Project Purpose

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

Scope

Integrated Statewide Child Care Delivery System proposed components:

- The case management component would establish and maintain Child Care case information. The data would be stored in a statewide repository and enable the users to track case data throughout the processes, from first contact through case termination. The eligibility engine is anticipated to be contained within the CRIS-E system and interface to the new Child Care system.

- The provider management component would establish and maintain Child Care provider information in one statewide Child Care provider repository in order to manage and distribute provider information to improve the effectiveness of the program for Child Care centers and homes that contract with CDJFS agencies. This component would enable the users to track provider data throughout the process, from application through monitoring.

- The provider payment issuance component would capture attendance data, and utilize electronically stored provider and case data to validate, authorize, calculate and issue provider disbursements.

- The fiscal management component would facilitate Child Care payment issuance and funds management. The data would be stored in a statewide repository utilizing State system information and would enable the users to track data throughout the processes, from federal monies received to year-end reconciliation.

- The reporting component would collect the required information from ODJFS system repositories and generate reports for the state and federal governments.

- An automated time and attendance tracking system will provide a highly accurate record of the time a child spends in the provider's care and will use that information for computing payments to providers. It will eliminate time consuming tasks such as:
 - Generating and mailing rosters/vouchers to providers, which providers use to manually record and report child time-and-attendance data; and,
 - Checking the attendance data against the provider's record, to validate that there is a contract in place; that the provider is open and authorized to provide care for the child during the times reported; and that the provider's contract has rates for each child's age group, special needs status, and time spent in care, if that care is provided during non-traditional hours.
 - County staff having to calculate payments for PFCC services rendered and then data entering this information into a computer system.

- The development of a "Child Care" Web portal to incorporate all web-based child care systems using the same security logic.

Although Child Care will transition to the Ohio Department of Education, ODJFS will continue to provide technical services and shared services for existing and new systems being developed.

Technical Approach

The OIS IT governance and the appropriate development lifecycle will be followed in the approach to developing and implementing new systems as well as new functionality. The system is being built using JAVA, Service Oriented Architecture and Enterprise Service Bus architectures.

Business Justification

The child care system supports the operation and management of the state's subsidized child care program. Over the course of a year, the child care system will record the eligibility and benefit utilization of approximately 100,000 children each month, calculate and maintain expenditure data on such services and maintain a public web site which Ohioans can use to locate a child care provider, providers can view and manage their payment information.

Success Criteria

Consequent to these efficiencies, ODJFS will enjoy cost savings in the form of :

- Increased staff productivity
- Greater accuracy of payment (reduced incidents of overpayment/fraud)
- Reduced direct costs of print and mailing costs for vouchers provided to caregivers and rosters delivered to providers.

Mandated? Yes

Explanation if Mandated

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

State Business Priorities

Provide high-quality early child care and education.

State IT Priorities

No alignments identified.

FEA Alignments (Last Updated 10/8/2010 at 2:43:11 PM)

Alignments to FEA Business Reference Model

Management of Government Resources

- Information and Technology Management

Services for Citizens

- Community and Social Services

 - Direct Services for Citizens

 - Federal Financial Assistance

- Education

 - Federal Financial Assistance

Alignments to FEA Service Reference Model

Business Analytical Services

- Reporting

Support Services

- Collaboration

- Communication

- Forms Management

Alignments to FEA Technical Reference Model

Component Framework

- Business Logic

 - Platform Dependent Technologies

- Data Management

 - Database Connectivity

 - Reporting and Analysis

- Security

 - Supporting Security Services

Service Access and Delivery

Delivery Channels

Internet

Service Requirements

Authentication / Single Sign-on (SSO)

Legislative / Compliance

Service Interface and Integration

Integration

Enterprise Application Integration

Middleware

Interface

Service Description / Interface

Interoperability

Data Format / Classification

Data Types / Validation

Service Platform and Infrastructure

Database / Storage

Database

Storage

Delivery Servers

Application Servers

Portal Servers

Web Servers

Hardware / Infrastructure

Embedded Technology Devices

Local Area Network (LAN)

Wide Area Network (WAN)

Software Engineering

Integrated Development Environment (IDE)

Modeling

Software Configuration Management

Test Management

Support Platforms

Independent Platform

IT Project Information

1. Identify the history of this agency with successful delivery of similar projects:
Agency has successfully delivered a project of similar scope, budget, and complexity within the last two years.
2. Quantify the number of major schedule milestones the project will likely achieve on time:
The project may miss a few major milestones, and may not finish on time.
3. Quantify the scope of stakeholder impact if the project is not completed successfully, within a reasonable timeframe and budget expenditure:
Many state agencies, one or more federal agencies, and agency customers (citizens and/or business entities) will be negatively affected on a predictably short-term basis.
4. Quantify the impact that successful project implementation will have on the execution or performance of business functions and activities:
The business impact will trigger change to business activities across most of the agency, other state agencies, and interaction with agency customers (citizens and/or business entities).
5. Classify the stability of the business and technical scope and requirements likely to exist at project kickoff:
The project scope and requirements will be stable, with most of the project focus on implementation.
6. Quantify the level of confidence in the budget estimates at the time of project kickoff:
Budget projections are likely to be exceeded across the project duration, but the biennial budget estimate will likely be sufficient.
7. Classify the funding sources for the project:
The project will be substantially funded (more than 75%) from Federal sources or grants.
8. Classify the type of procurement planning likely to exist at project kickoff:
Most of the anticipated procurements and acquisitions have been identified, but a strategy for those activities remains unresolved.
9. Quantify the level of anticipated vendor/contractor support for the project (all dollar values considered from project start until contract termination):
One vendor with contract value exceeding \$1M.
10. Quantify the number of IT procurements anticipated for the project duration:
Several procurements, scheduled at predictable periods.
11. Classify who will be responsible for providing IT services for the project:
Additional IT services anticipated from a third-party (e.g., vendor-provided).

12. Classify the value and impact of project success to strategic business objectives:
Successful project completion will provide partial or full satisfaction to a single agency business objective.
13. Classify the legislative impact of the successful completion of the project:
Completion will provide compliance to state- and federal-level legislation.

Interagency Information

Explanation of Agency Collaborations

No collaborating agencies

Agencies Identified for this Project

Education Department

IT Project Budget

Biennial Profile

	FY12	FY13	Total FY12-FY13
Total	\$4,150,402	\$4,219,311	\$8,369,713
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$4,150,402	\$4,219,311	\$8,369,713
Payroll	\$930,395	\$906,205	\$1,836,600
Purchased Personal Services	\$3,170,007	\$3,263,106	\$6,433,113
Other Services and Fees	\$50,000	\$50,000	\$100,000
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY12-FY13	Future FYs	Lifecycle Budget
Total	\$0	\$8,369,713	\$0	\$8,369,713
Software	\$0	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$0	\$8,369,713	\$0	\$8,369,713
Payroll	\$0	\$1,836,600	\$0	\$1,836,600
Purchased Personal Services	\$0	\$6,433,113	\$0	\$6,433,113
Other Services and Fees	\$0	\$100,000	\$0	\$100,000
Hardware	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0

IT Project Profile

JFS-303: OAKS Enhancements(interfaces)

Agency Project Identifier:

OAKS Project Identifier:

Project Type: Enhancement/Expansion

Start Date: 7/1/2010 End Date: 6/30/2013

Project Purpose

To incorporate OAKS enhancements into JFS OFIS/CFIS interface applications. Full details of the enhancements are unknown at this time and will be analyzed and incorporated where applicable to JFS.

Scope

The scope is to update JFS OFIS/CFIS interface files as determined necessary by the OAKS enhancements. Such enhancements may include reduction in speedcharts, structure to database tables, and user interface.

Technical Approach

The technical approach will be to engage with OAKS to fully understand the magnitude of the enhancements. Incorporate the changes to the interface files where deemed applicable to JFS.

Assumptions

Interfaces can be changed to provide the needed information for the OAKS enhancements.

Business Justification

To stay current with the OAKS systems.

Success Criteria

OAKS enhancements are implemented successfully through the interface files and low impact to customer.

Mandated? Yes

Explanation if Mandated

Compliance required by Federal OMB A-133

State Business Priorities

Provide high-quality early child care and education.

State IT Priorities

Deployed Common Services

- OAKS Financial Management

- OAKS Payroll Management

Common Services Underway

- OAKS Business Intelligence Reporting

FEA Alignments (Last Updated 10/27/2010 at 1:32:03 PM)

Alignments to FEA Business Reference Model

Management of Government Resources

- Information and Technology Management

Support Delivery of Services

- General Government

Alignments to FEA Service Reference Model

Business Analytical Services

- Analysis and Statistics

- Reporting

Business Management Services

- Management of Process

- Organizational Management

Digital Asset Services

- Records Management

Process Automation Services

- Routing and Scheduling

- Tracking and Workflow

Support Services

- Forms Management

- Systems Management

Alignments to FEA Technical Reference Model

No alignments identified.

IT Project Information

1. Identify the history of this agency with successful delivery of similar projects:
Agency has successfully delivered a project of similar scope, budget, and complexity within the last two years.
2. Quantify the number of major schedule milestones the project will likely achieve on time:
The project is likely to achieve every milestone as scheduled.
3. Quantify the scope of stakeholder impact if the project is not completed successfully, within a reasonable timeframe and budget expenditure:
All negative effects will be limited to agency-internal business processes and end-users, and be short-term.
4. Quantify the impact that successful project implementation will have on the execution or performance of business functions and activities:
The business impact will trigger change to a limited number of activities in the agency.
5. Classify the stability of the business and technical scope and requirements likely to exist at project kickoff:
The project scope and requirements will be mostly settled at project kickoff, with remaining scope and requirement issues to be finalized during requirements validation.
6. Quantify the level of confidence in the budget estimates at the time of project kickoff:
Project expenditures will likely exceed the anticipated project budget in one or two budget categories during the next biennial period.
7. Classify the funding sources for the project:
The project will be fully funded from State operating funds or other sources.
8. Classify the type of procurement planning likely to exist at project kickoff:
Some strategies for anticipated procurements and acquisitions have been identified, but other purchasing needs remain unresolved.
9. Quantify the level of anticipated vendor/contractor support for the project (all dollar values considered from project start until contract termination):
Limited (i.e., less than \$1M), or no anticipated contractor support anticipated.
10. Quantify the number of IT procurements anticipated for the project duration:
Several procurements, scheduled at predictable periods.
11. Classify who will be responsible for providing IT services for the project:
Additional IT services anticipated from OIT.
12. Classify the value and impact of project success to strategic business objectives:
Successful project completion will provide full satisfaction to multiple agency business objectives.
13. Classify the legislative impact of the successful completion of the project:
Completion will provide compliance to state- and federal-level legislation.

Interagency Information

Explanation of Agency Collaborations

Agencies Identified for this Project

Accountancy Board

Budget and Management Office

Office of Information Technology

IT Project Budget

Biennial Profile

	FY12	FY13	Total FY12-FY13
Total	\$0	\$0	\$0
Software	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Leases	\$0	\$0	\$0
Application/Project Support	\$0	\$0	\$0
Payroll	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0
Other Services and Fees	\$0	\$0	\$0
Hardware	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0
Purchases	\$0	\$0	\$0
Leases	\$0	\$0	\$0

Lifecycle Profile

	Prior FYs	Total FY12-FY13	Future FYs	Lifecycle Budget
Total	\$0	\$0	\$0	\$0
Software	\$0	\$0	\$0	\$0
Purchases & Licenses	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0
Application/Project Support	\$0	\$0	\$0	\$0
Payroll	\$0	\$0	\$0	\$0
Purchased Personal Services	\$0	\$0	\$0	\$0
Other Services and Fees	\$0	\$0	\$0	\$0
Hardware	\$0	\$0	\$0	\$0
Maintenance Contracts	\$0	\$0	\$0	\$0
Purchases	\$0	\$0	\$0	\$0
Leases	\$0	\$0	\$0	\$0