

HO
7/29/05

Service Level Agreement

between

Department of Human Services

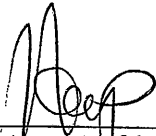
and the

**Department of Information
Technology**

Signature Page

This Service Level Agreement (SLA) is between the Department of Human Services (DHS) and the Department of Information Technology (IT).

Signatures



Hap Cluff, Department of Information Technology

23 June 05

Date



Clark Earl, Department of Human Services

7/1/05

Date

Table of Contents

Signature Page.....	iii
General Information.....	1
Preamble:.....	1
Governance Chart.....	4
Agreement Objectives.....	5
Description of Services.....	5
Communications, Reporting and Review.....	6
Staffing.....	7
Terms and Conditions.....	10
Mutual Obligations.....	11
Billing and Payment Arrangements.....	13
Dispute Resolution Process.....	13
Amendments.....	14
Exclusions.....	14
Termination.....	15
Service Schedules.....	16
Contact Details.....	16
Services and Service Levels.....	18
Help Desk:.....	18
Desktops and Laptops (and Related Devices):.....	20
Desktop Office Automation Applications:.....	24
Skills Development:.....	26
Local Area Network (LAN) and Wide Area Network (WAN):.....	28
WEB Services:.....	30
Database Support:.....	32
Applications Development:.....	34
Data Center Support Services:.....	36
Geographic Information System (GIS):.....	38
Business Process Management (BPM) and Business Process Automation (BPA):.....	40
Voice Communications Services:.....	43
Planning:.....	44

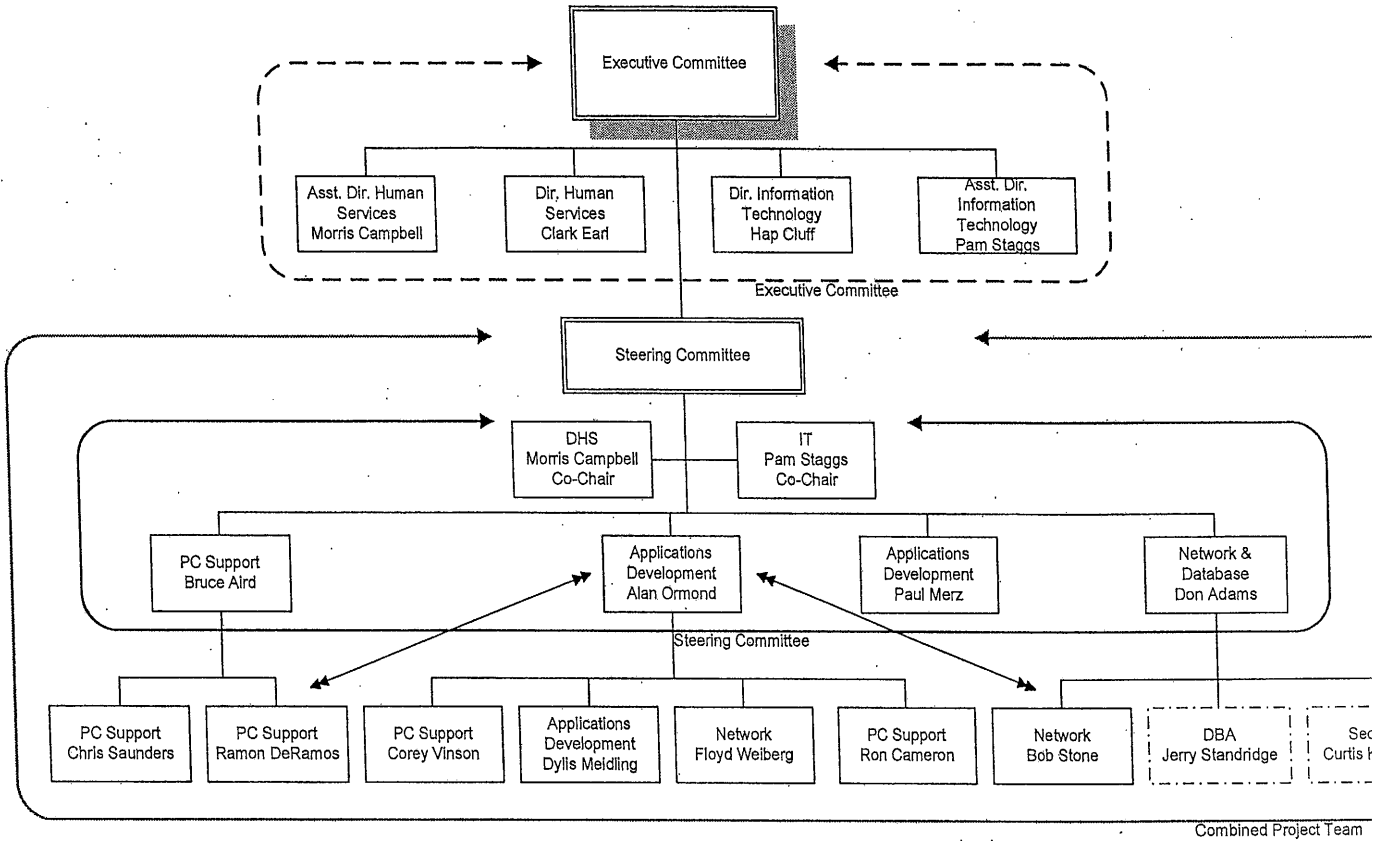
General Information

Preamble:

- The Norfolk Department of Information Technology (IT) will have lead responsibility for the development of new, creative, and innovative solutions and high priority responsive support for IT applications in the Norfolk Department of Human Services (DHS) with the active and full participation of DHS designated leadership staff.
- Both parties will adopt and model a philosophy of "our commitment is to find the best solution that meets DHS' needs and is supportable either with current IT staff capacity or through the use of well qualified IT consultants."
- It is critical that IT take the lead so DHS can invest in expanded regional solutions utilizing the new VITA state/local partnership strategy, the G-2-G group, and others.
- In the spirit of our collaboration's commitment to "bestness," we anticipate and embrace spirited discussions about creative approaches, alternative solutions, etc. all in the context of we need to make it work for the end-users and be sure the solution is sustainable in the overall City technology framework.
- If and when there are situations of impasse, the parties will find a way (a third alternative) to resolve the challenge and move on to the next approach.
- The designated leadership staff for both DHS and IT have a high level of mutual respect for each other and will use that value of respect and mutual support to guide them through their most challenging assignments in a context of "together we can make this work."
- IT agrees to be proactive, responsive, and user friendly in the annual service level agreement with DHS.

Governance Chart

City of Norfolk HS-IT Governance Structure Thursday, May 12, 2005



Agreement Objectives

The purpose of this service level agreement is to establish a clear commitment between DHS and IT to work in partnership to provide reliable and timely support and services.

Description of Services

This service level agreement covers the following:

- Help Desk
- Desktops and Laptops
- Desktop Office Automation Applications
- Skills Development
- Local Area Networks (LAN) and Wide Area Networks (WAN)
- Web Services
- Database Support
- Applications Development
- Data Center Support Services
- Geographic Information System (GIS)
- Business Process Management (BPM) and Business Process Automation (BPA)
- Voice Communications Services
- Planning

Communications, Reporting and Review

The DHS/IT Steering Committee (see attached governance structure) will monitor the service levels specified in this agreement. The primary contact for DHS is Morris Campbell at 664-6042 and the primary contact for Information Technology is Pam Staggs at 664-4503.

Review meetings between DHS and IT, will be scheduled on a monthly basis to discuss support, service delivery and any issues of concern. The monthly Status Meetings that have been on going for several years will be expanded to include representatives from each of IT's functional areas. Sub-committees will meet on an as needed basis, based on projects, current activities, or as needs are identified.

The DHS/IT Steering Committee will have a regularly scheduled monthly meeting and the DHS/IT Executive Committee will have a regularly scheduled quarterly meeting. Additional meetings may be held on an as needed basis, and can be called by any committee member. This agreement will be reviewed in six (6) months by the DHS/IT Steering Committee hereafter to be reviewed annually. DHS/IT Steering Committee will make recommendations to the Executive Committee of any desired additions or changes to the agreement.

Staffing

The DHS-IT Support Team currently consists of one Team Supervisor, one PA IV, one Network Engineer, and two Microcomputer Support Specialists. The Team Supervisor will assume the responsibility for Supervising the DHS-IT Support Team.

The DHS-IT Support Team Supervisor (currently Alan Ormond) will be the primary point of contact with other members of DHS and IT. In this capacity, in close consultation with DHS' liaison (currently Morris Campbell) and IT's liaison (currently Pam Staggs), the DHS-IT Support Team Supervisor will identify the System Support needs for DHS, and to the extent possible, match those needs to available resources in IT. If there are needs that cannot be met by existing IT resources, Alan Ormond and Morris Campbell will develop a proposal for meeting those needs to be submitted to the DHS/IT Steering Committee for

approval. This may include contracting, or hiring permanent, temporary, special project staff, or the temporary reassignment of other IT staff.

One of the first steps in this process will be to determine the core level of staff to be permanently assigned to DHS-IT Support Team.

On a regularly scheduled basis, a limited number of core team members will be rotated out of the team, and an equal number of other IT staff rotated in for the purposes of cross training. However, the core team will always be comprised of a sufficient number of staff fully familiar with DHS systems, applications, and organizational structure to meet ongoing operational needs with no degradation of services due to "learning curve" issues. The rotation schedule will be developed and maintained by the DHS-IT Support Team Supervisor in consultation with the DHS/IT Steering Committee.

Terms and Conditions

This agreement will be subject to all relevant and applicable City, State, and Federal policies and regulations with an understanding that while DHS is a City of Norfolk Department, much of its mission is defined by State and Federal laws, regulations, and policies that govern the benefits and services programs DHS is mandated to administer.

DHS employees shall agree to sign and adhere to the City's Acceptable Use Policy relative to their use of the City's electronic data resources. Additionally, DHS employees agree to adhere to all other applicable City policies except in cases where the State and/or Federal law, policies or regulations require compliance with more stringent guidelines.

DHS will advise IT of business, procedural, or legislative changes that might affect the services covered by this document. IT related matters that come down from the State and/or Federal level should be directed and coordinated through IT.

IT employees with access to State Social Services data systems and/or DHS data shall agree to sign and adhere to the State Department of Social Services security policies and regulations.

Mutual Obligations

Both parties agree that they share obligations for the services provided and undertake to maintain open channels of communication. On an annual basis, a prioritized work agenda and associated staffing requirements will be developed jointly.

Department of Human Services

- Is committed to continuously improving its services.
- Will review processes and policies and adopt a flexible approach in order to meet customer needs.
- Will provide funding for products and services as required beyond those defined in this agreement.

Department of Information Technology

- Is committed to continuously improving the support and services provided.
- Will provide the delivery of services at the agreed upon service level or better as outlined in this agreement.

- Will plan and estimate necessary resources to maintain the agreed upon services and level of services.

The specific obligations of each party are outlined in more detail in the service schedule.

Billing and Payment Arrangements

Data Services and Support costs are calculated annually by IT based on input from DHS. This calculation determines DHS' share of the City's data support costs based on DHS' staffing level ratio. Calculated amounts are billed annually.

Voice Communications Services and Support costs are projected annually by IT based on input from DHS. The annual Budget amount will be billed at 1/12th per month.

Additional services that amend this agreement will be charged separately.

Dispute Resolution Process

Any concerns should be raised at the regular review meetings or by contacting the DHS/IT Steering Committee.

If a complaint or dispute cannot be resolved by negotiation between the parties, advice and assistance may be sought from the DHS/IT Steering Committee. If a resolution cannot be obtained, representation will be made to the DHS/IT Executive Committee.

Amendments

Alterations to this agreement may be made by either party after consultation and written consent from the DHS/IT Executive Committee. Requests for changes must be made in writing and allow adequate time for implementation.

Exclusions

This Agreement covers the products and services listed in the schedule. Any additional services must be agreed upon by the DHS/IT Executive Committee and changes may require additional charges. These additional services will be detailed in an amendment to this agreement.

Termination

This agreement will remain in effect unless terminated by the DHS/IT Executive Committee.

Service Schedules

Contact Details

Service	Contact Person	Contact Information
Primary IT contact	Pam Staggs	664-4503
Primary DHS contact	Morris Campbell	664-6042
Secondary DHS contact	Melania Small	664-6094
Microcomputer Support (MCS)	Bruce Aird	664-4065
Enterprise Solutions Manager	vacant	
Help Desk	X44357 – x4HELP	664-4357 – 664-HELP
Help Desk contact	Ramon DeRamos	664-4506
Desktops and Laptops	Chris Saunders	664-6290
Desktop Automation Applications	Chris Saunders	664-6290
Skills Development	Joyce Dabbs	664-6831
Local Area Networks (LAN) and Wide Area Networks (WAN)	Bob Stone Rich Nichols	664-4555 664-4504
Web Services	Mary White	664-4552
Database Support	Jerry Standridge	664-4515
Applications Development	Alan Ormond	664-6158
Data Center Services	Ken Bright	664-4524
Geographic Information System (GIS)	Fraser Picard	664-6743
Business Process Management and Business Process Automation	Charlie Brown Mary White	664-4548 664-4552
Voice Communications Services	John Baker	664-4512
Planning	Bruce Aird	664-4065
DHS-IT Support Team Supervisor	Alan Ormond	664-6158
DHS-IT Network Support Contact	Floyd Wieburg	664-6095
DHS Client Training Representative	Andrea Southhall	664-6023
DHS Telephone Coordinator	Shirley Clark	664-6082
DHS Technology/Security Liaison	Melania Small	664-6094
DHS WEB Liaison	Alan Ormond	664-6158
DHS GIS Liaison	Alan Ormond	664-6158
DHS BPA/BPM Liaison	Alan Ormond	664-6158

Services and Service Levels

Help Desk:

Services:

- Provide support, 24 hours a day, seven (7) days a week (24/7).
- Provide full-service support from 7:00am to 6:00pm, Monday through Friday excluding official City holidays.
 - The Help Desk will be fully staffed to take calls and the full complement of IT and/or DHS-IT staff will be available to address problems, issues, and requests.
- After-hours support from 6:00pm to 7:00am, Monday through Friday, and all day on weekends and holidays.
 - Designated staff will be available to take calls and designated "on-call" staff are available to address problems.

Service Levels:

- During full-service support hours all calls will be answered within 30 seconds of being transferred to the Help Desk support call queue.
- Call back to customer within 10 minutes for all Help Desk calls that are delivered to the Help Desk voice mailbox.
- Standard Response Times
 - Between 8:00am to 5:00pm, IT staff from the area responsible will respond within four (4) hours (the nature of the problem will determine the required time table for resolution).
 - IT and/or DHS-IT staff from the responsible area will respond to Service Requests within 1 to 3 business days.

Performance Measured By:

- Surveys and reports.
- Customer feedback.

Customer Obligations:

- Report supported computer, application, and telephone problems to the Help Desk (664-HELP; 664-4357) as soon as a problem has been identified. Reporting problems and requests to the Help Desk will ensure that appropriate resources contact DHS in a timely manner to assess problems and requests and initiate resolution.
- Document error information, messages, user input, etc. to aid in problem resolution.
- For specialized applications DHS will provide a Help Desk during post implementation.

Desktops and Laptops and Related Devices:

DHS has City and State provided equipment. The equipment will be maintained within the guidelines provided by the City and the State.

Services:

- Coordinate efforts with DHS to ensure future microcomputer hardware automation needs are met.
- Install, troubleshoot, and repair microcomputers and related equipment when the cost of repair is reasonable in comparison to the cost of replacement. DHS will be notified in cases when equipment is no longer feasible or economical to repair.
- Develop and maintain hardware standards and give DHS adequate notice of when equipment will no longer be supported.
- Coordinate and process all cellular and wireless data services.

Service Levels:

- Resolve 80% of reported problems within one (1) business day.
- Complete 80% of service requests within five (5) business days.

Performance Measured By:

- Surveys and reports.
- Customer feedback.

Customer Obligations:

- Involve IT in projects that will require computer/peripheral purchases or solutions.
- Ensure that the installation and removal of peripheral computer equipment is performed by Microcomputer Support (MCS) and/or DHS-IT staff.
- Coordinate efforts with MCS to ensure future desktop and laptop software automation needs are met.
- Before purchasing City equipment, allow IT to review requisitions for additional desktop and laptop equipment to ensure conformance with City Standards.
- Before purchasing State equipment, allow IT to review current Virginia Department of Social Services equipment specifications and updates to the specifications to determine conformance and support requirements.
- Replace desktop and laptop peripheral equipment that is no longer feasible or economical to repair.
- Purchase and obtain support for all specialized equipment from the private sector.
- Ensure that installation, movement, and repair of desktop and laptop hardware and software is performed by IT and/or DHS-IT staff.
- Ensure that personnel exercise appropriate care to protect desktop and laptop equipment from damage, theft, and abuse.
- Budget for the replacement of desktops and laptops to allow for a three year turnover of equipment to avoid obsolescence.
- DHS is responsible for ensuring laptops within DHS have current operating system security patches and virus protection updates.
- Backup of data stored on desktop and laptop local drives is the responsibility of DHS personnel.

Desktop Office Automation Applications:

Services:

- Develop and maintain software standards and give DHS adequate notice of when software will no longer be supported.
- Install, maintain, support, and upgrade standard office automation software.
- Coordinate efforts with DHS to ensure that future software automation needs are met.
- Ensure adherence to software licensing agreements and provide audit reports to DHS.
- IT is not responsible for backing up data stored on desktop and laptop local drives.

Service Levels:

- Install desktop or other devices applications within five (5) business days of receipt of a service request.

Performance Measured By:

- Surveys and reports.
- Customer feedback.

Customer Obligations:

- Provide funding to ensure that all client software is at a level that is still supported by the manufacturer and IT.
- Budget for and maintain software at the most current version.
- Comply with software licensing agreements.

- Comply with City Software Standards for Office Automation.
- Ensure that installation and removal of software is performed by IT and/or DHS-IT staff in coordination with IT.

Skills Development:

Services:

- Provide skills development, training, and consulting services to DHS in the use of standard office automation applications.
- Utilize IT training facility for DHS specific needs.
- Provide customized training to DHS for specific needs either at IT facility or at DHS site.
- Coordinate outsourced training.

Service Levels:

- Provide training courses for all business applications on an ongoing basis, with at least three (3) courses per week.

Performance Measured By:

- Surveys and reports.
- Customer feedback.
- Success metrics when available will be provided.

Customer Obligations:

- Assign a Client Training Representative (with an Outlook User-ID) to work with IT in determining departmental training needs and manage scheduling of training for staff.
- Notify the IT Training Coordinator of desired training within three (3) days after receipt of the training schedule and ensure that employees who sign-up do show up for training.
- Notify the IT Training Coordinator of any special training needs well in advance to allow IT adequate time to fulfill that need.
- Ensure that DHS staffers receive training on the City's standard office applications.
- Coordinate all outsourced training with the IT Training Coordinator.

Local Area Network (LAN) and Wide Area Network (WAN):

Services:

- Perform network design, installation, maintenance, and systems administration of LAN/WANs and related equipment.
- Support of LANs includes: system administration, file servers, maintenance, troubleshooting, management, backup, and restoration.
- Perform daily backups for all centrally managed servers attached to the City's WAN.
- Provide data recovery and restoration in the event of failure.
- Perform centralized LAN/WAN network management and administration, including: monitoring usage and optimization, maintaining current release of Network Operating System (NOS), virus protection, and enhanced security.
- Perform capacity planning for LAN/WANs and the network infrastructure to meet future customer needs and maintain optimum performance.
- Select the appropriate server hardware and software to support DHS' business requirements and conform to applicable City, State, and/or Federal standards.
- Develop network standards and procedures including disaster recovery and file server backups.
- Coordinate and process all related cellular and wireless data services.

Service Levels:

- Provide systems and applications availability at least 99% during normal working hours, except in situations beyond our control (e.g., power outages).
- Process LAN/WAN server backups daily.

Performance Measured By:

- Reports.
- Customer feedback.

Customer Obligations:

- Ensure that all LAN/WAN software on desktops, laptops, routers, and servers is maintained at a level supported by the manufacture and IT.
- Inform and coordinate any new or upgraded network services requests with IT.
- Track and maintain LAN/WAN software licenses.

WEB Services:

Services:

- Identify, analyze, and define Citywide Web needs; assist departments, agencies, and working groups to define their specific needs.
- Provide recommendations on strategies, standards, guidelines, and policies.
- Assist departments in developing a web presence.
- Develop, convert, maintain, and upgrade web outlets (i.e., Internet, Intranet, and Extranet).
- Coordinate integration of web development activities with existing and planned technologies, systems, applications, and processes.
- Provide installation of system software.
- Provide training and technical support for users.
- Register, renew, and manage all Domain Names for the City.

Service Levels:

- Surveys and reports.
- Mutually agreed upon deliverables.

Performance Measured By:

- Customer feedback.

Customer Obligations:

- Comply with software and data licensing agreements.
- Comply with adopted policies, standards, procedures, and guidelines.
- Identify department, agency, and working group liaison to work directly with the IT Web staff.
- Ensure personnel selected to use web development tools are appropriate users and that they will be given opportunities for learning and use of the system.
- Ensure installation and removal of web software is performed by IT staff.
- Ensure compliance with City domain name registration policy and names.

Database Support:

Services:

- Provide technical assistance for all IT-supported databases, applications, and systems.
- Perform database capacity planning for enterprise servers.
- Perform database design, administration, and maintenance.
- Review and approve vendor supported databases.
- Manage vendors supporting databases.

Service Levels:

- Maintain availability of enterprise servers at 99% of scheduled time.

Performance Measured By:

- Reports.
- Customer feedback.

Customer Obligations:

- Comply with software and data licensing agreements.
- Coordinate any proposed changes with IT.

Applications Development:

Services:

- Maintain and support IT and/or DHS-IT in-house developed and/or packaged (commercial off-the-shelf (COTS)) applications.
- Maintain and support COTS software on enterprise servers.
- Perform analysis for proposed new systems and enhancements to existing systems.
- Acquire COTS and/or build applications and/or systems to meet current and future needs.
- Develop using browser-based systems whenever practical.
- Develop and maintain documentation for all applications and/or systems developed in-house.

Service Levels:

- Mutually agreed upon deliverables.

Performance Measured By:

- Surveys and reports.
- Customer feedback.
- Success metrics when available will be provided.

Customer Obligations:

- Provide and maintain user documentation and procedures.
- Ensure DHS workers have the skills and knowledge to enable them to use DHS applications effectively.
- Ensure that knowledge about systems and applications is transferred to new or re-assigned personnel.
- Procure vendor support for applications not being supported by IT.

Data Center Support Services:

Services:

- Operate, monitor, and maintain production servers.
- Control and manage production and test environments.
- Ensure effective utilization of computer resources for production tests, compiles, and other scheduled functions.
- Provide, maintain, and test the Disaster Recovery Plan.
- Schedule preventive maintenance and equipment installations to maintain service levels.
- Support new hardware and software installations or conversions in an orderly and controlled manner.
- Provide backup and recovery for all centrally managed software and data and 99.99% availability of all mission critical software and data.
- Administer security.
- Provide technical support for all applications and systems.

- House and store enterprise servers in a flood and fire resistant environment with off-site backup, UPS, and power generation.

Service Levels:

- Maintain availability of enterprise servers at 99.9% of scheduled time.
- Execute all special jobs received on a priority schedule.
- Execute production schedule ensuring 99.9% on-time completion.

Performance Measured By:

- Reports.
- Customer feedback.

Geographic Information System (GIS):

Services:

- Identify, analyze, and define Citywide GIS needs; assist departments, agencies, and working groups to define their specific needs.
- Provide recommendations on strategies, standards, guidelines, and policies.
- Develop, coordinate, convert, maintain, and upgrade GIS layers, databases, maps, and applications.
- Coordinate and integrate GIS with existing and planned technologies, systems, and applications.
- Provide procurement assistance, installation, and implementation of system software.
- Provide training and technical support for GIS customers.

Service Levels:

- Mutually agreed upon deliverables.

Performance Measured By:

- Surveys and reports.
- Customer feedback.

Customer Obligations:

- Comply with software and data licensing agreements.
- Comply with policies, standards, procedures, and guidelines.
- Budget for and maintain software at the current version.
- Identify department, agency, and working group liaison to work directly with GIS staff.
- Ensure personnel selected for GIS skills development will be given opportunities for learning and using the system.
- Ensure installation and removal of GIS software is performed by IT staff.

Business Process Management (BPM) and Business Process Automation (BPA):

Services:

- Identify, analyze, and define Citywide BPM and BPA needs; assist departments, agencies, and working groups to define their specific needs for potential automation.
- Develop and recommend strategies, standards, guidelines, and policies.
- Assist departments in identifying and defining roles, relationships, rules, and routing for their processes.
- Assist departments in streamlining and reengineering business processes to work more efficiently and effectively (i.e., workflow mapping and flowcharting).
- Coordinate project development and conversion, maintenance, and upgrade of processes.
- Coordinate the integration of BPM and BPA with existing and planned technologies, systems, applications, and processes, including the State Business Process Reengineering (BPR) initiative.
- Provide installation of applicable systems and software.

- Provide skills development, training, and technical support for users.

Service Levels:

- Mutually agreed upon deliverables.

Performance Measured By:

- Surveys and reports.
- Customer feedback.
- Success metrics when available will be provided.

Customer Obligations:

- Comply with software and data licensing agreements.
- Comply with policies, standards, procedures, and guidelines.
- Provide benchmark and criteria for processes prior to being automated and maintain metrics.
- Identify department, agency, and working group liaison to work directly with the BMP and BPA staffs.
- Ensure personnel selected to participate in BPM and BPA projects are knowledgeable of departmental processes and have authority to make decisions on behalf of the department.
- Ensure personnel selected for BPM and BPA tools and skills development will be given opportunities for learning and using the system (i.e., actually perform workflow mapping and flowcharting).
- Ensure installation and removal of BPM and BPA software is performed by IT staff.

Voice Communications Services:

Services:

- Provide land line telephone services including long distance.
- Coordinate and process all cellular and wireless data services.
- Provide voice-mail services.
- Perform planning and management of voice communication systems.
- Evaluate and acquire hardware and software supporting current and emerging voice communication technologies (i.e., Voice over IP (VoIP)).
- Negotiate and establish contracts for communications services.

Service Levels:

- Maintain City telephone network availability at 99.9%.
- Require vendor agreements to assure their networks be available at 99.9%.
- Complete standard cabling requests within 10 business days (two (2) weeks).

Performance Measured By:

- Surveys and reports.
- Customer feedback.

Customer Obligations:

- Appoint a Telephone Coordinator who will serve as the departmental coordinator for telephone service requests and problems.
- Inform and coordinate any new or upgraded telephone services requests with IT at least 10 business days (two (2) weeks) prior to need.

Planning:

Services:

- Collaborate with DHS and provide leadership in the introduction, implementation, and support the most effective service delivery.
- Provide a technical project manager for major projects.

- Work collaboratively with DHS to address technology issues and develop short and long range plans.
- Provide assistance in developing annual technology resource usage projections.
- Develop and maintain current policies and procedures for effective use of technology assets and resources.

Service Levels:

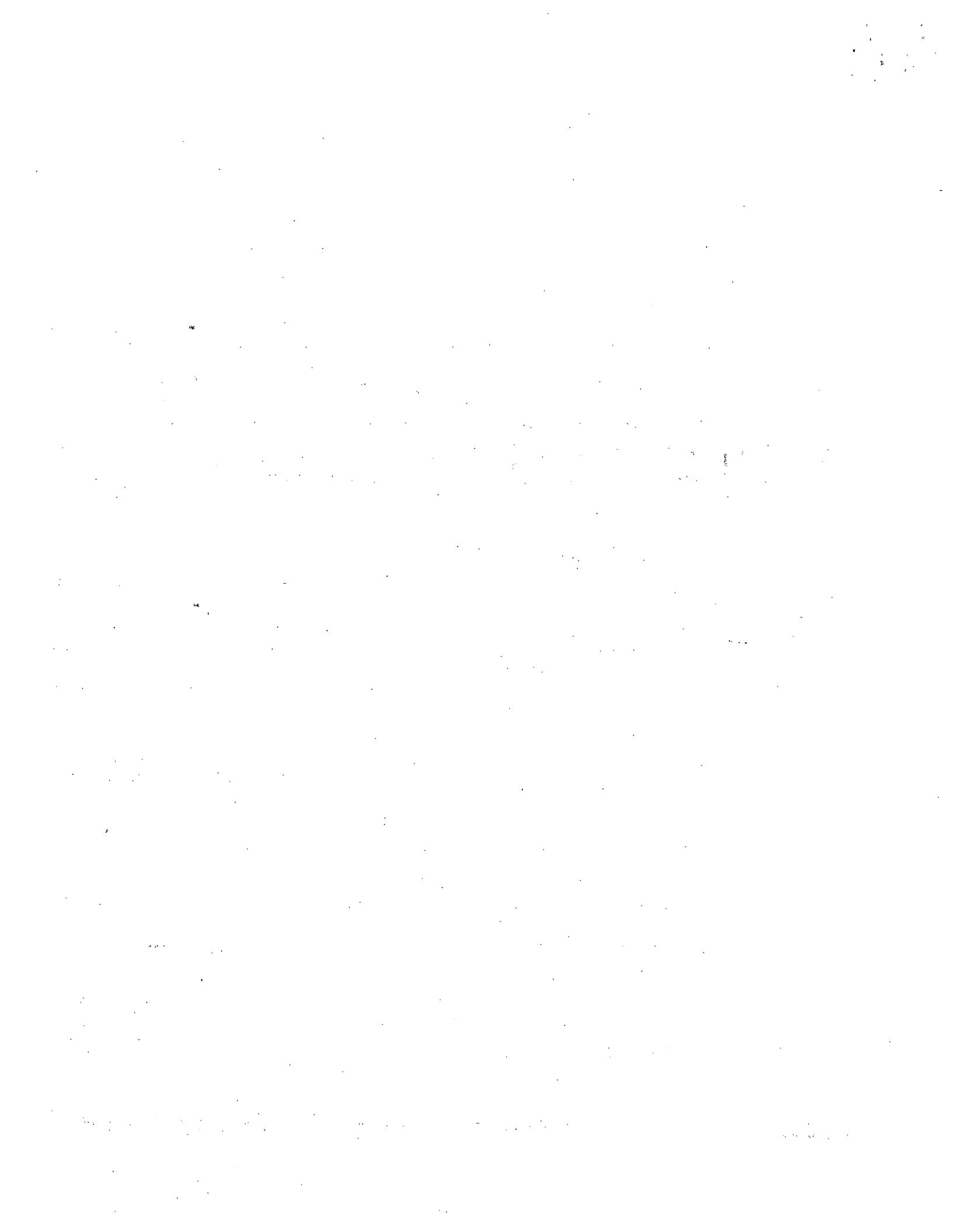
- Mutually agreed upon deliverables.
- Continuously update short and long range technology plans.
- Publish and maintain current technology policies and procedures.

Performance Measured By:

- Meeting plan milestones.
- Customer feedback.
- Success metrics when available will be provided.

Customer Obligations:

- Advise IT at the earliest possible time of technology needs.
- Assume ownership and provide leadership for automation projects.
- Provide a business/functional project manager for each major project.
- Appoint a liaison with IT.
- Partner with IT in identifying opportunities for innovative uses of technology.
- Assist IT in understanding State and Federal regulations to which DHS must adhere.



DHS IT WORKPLAN FY06

SYSTEMS DEVELOPMENT AND SYSTEM IMPLEMENTATION EFFORTS:

Contact: Alan Ormond

1. Complete the implementation of the EZ-Filer Voice Recognition and Document Management Systems, engage City IT support staff formally for cross training efforts to support the EZ-Filer applications as well as basic desktop support.
2. Continue to work with EZ-Filer and the state wide Consortium on the EZ-Link front-end to all State Systems used by DHS Staff. This project includes developing applications that will allow appropriate users access to NDHS applications via the internet.
3. Continue the conversion of Micro Focus Cobol to NetExpress COBOL.
4. Complete the design of the Universal Data base to contain all of the data required by any and all applications used by DHS Staff, both local and State.
5. Continue the conversion of Micro Focus COBOL ISAM files to SQL Server tables.
6. Select and implement an appropriate reporting tool that can develop reports from both ISAM and relational data base files/tables in one report.
7. Develop processes and procedures for using MS .Net with NetExpress COBOL. The .NET environment test bed is on order and is to be installed as a blade in the existing box at GMB with remote admin capability.
8. Develop a plan for implementing Eligibility Determination and Renewal kiosks in various city buildings. Identify, analyze and price various alternative approaches to deploying these kiosks utilizing the existing city-wide network with web cams and remote control software.
9. Acquire and implement a case management system for the Norfolk Detention Center. This package, if chosen as proposed, will require assistance from IT SQL support staff as well as the networking and desktop support to implement.

ONGOING TASKS:

Contact: Floyd Wieburg and Melania Small

The following are ongoing tasks necessary for day to day operations:

Technical Support Unit: (operational activities, data entry and systems development tasks :)

1. Data Entry to create new cases and individuals in the local system and produce purchase orders, credit orders and other payment authorizations.
2. Trouble Shooting state and local system problems and support agency users of those systems.
3. New System testing.

DHS IT WORKPLAN FY06

4. Participate in the design of new systems and existing system modifications.
5. DHS liaison with the IT Telephone Group. Order phones, new lines and jacks and authorize and track long distance access.
6. Serve as the DHS Security officers for state systems (VACIS, ADAPT, MMIS, DMV, VEC etc.
7. Run a large number of daily weekly and monthly data processing jobs, and distribute the results. See Attachment A for a list of the jobs.
8. Run the check print programs which produce files to be uploaded to AFIN which prints the checks. Send the Upload to AFIN, then run a program that reads and AFIN output file and updates the DHS system with the AFIN check number assigned to each authorization issued by DHS.
9. Process Lifeline refunds: DHS has an electronic data exchange with HRSD in which DHS sends HRSD an electronic file containing the authorization data for all LIFELINE payments NDHS has authorized. HRSD posts the payments to the recipients account. Each month HRSD sends DHS an electronic file of all closed Lifeline accounts with credits and DHS deducts the credits from the next check sent to HRSD and posts the refunds to the DHS Lifeline Account.
10. Provides system training on various local systems as needed.
11. Sorts and distributes reports and other materials that are delivered by the daily courier from the State Department of Social Services.
12. Activities related to the ADC(TANF) checks, i.e. releasing the checks that come the our address, handling forwarding lost or stolen state ADC checks for stop-payments and issuing replacement checks in AFIN, updating the state systems to reflect the local ADC check, and releasing it to the client.
13. Processing and data entry of Random Moment Samples.
14. Data entry in to VACIS and MedPend.

Note: please see Attachment A which a schedule for fixed jobs that must be run on the network.

Network Support and Desktop Support

Contact: Floyd Wieburg

1. Maintain the Novell Network Operating System and associated Hardware.
2. Manage the Network including creating and managing network accounts.
3. Rebuild files as necessary, moves new files and applications onto the Network directories, and takes all reasonable steps to keep the files secure.
4. Manage the daily backups of all data stored on the network, develop procedures to backup off site to the Tivoli/Shark systems at City Hall.
5. Manage the distribution of and access to the files and applications that reside on the network.

DHS IT WORKPLAN FY06

6. Accept and process daily ADAPT, VACIS, and ESPAS downloads: monthly downloads from Norfolk Public Schools, NRHA, and Norfolk Jails.
7. Manage the NDHS MS SQL server working with the SQL support group as required.
8. Manage the NDHS thin client server and associated functions.
9. Work closely with the development staff to deploy and maintain NDHS's numerous custom applications used by several hundred NDHS and NDHS partners each day.
10. Help trouble shoot and fix malfunctioning applications on the network whether custom or off-the-shelf.
11. Serve as a technical advisor to NDHS's administration on all Network related matters and is the lead person in the development of a budget for hardware and software acquisition and maintenance including network operating systems, telecommunication infrastructure.
12. Receive shipments of equipment.
13. Re-image state equipment.
14. Maintain audit and inventory of state equipment.
15. Installation of state equipment and software.
16. Troubleshoot and repair and/or coordinate the replacement of bad or outdated equipment (PC and Printers) etc.
17. Setup user accounts on workstations.
18. Configure state e-mail.
19. Troubleshoot problems with local and state software and coordinate with state and local personnel for resolution.
20. Work with other Network Engineers to address network design concerns and security concerns in relation to the design of the Ames building project.

DHS IT WORKPLAN FY06

Attachment A:

Legend **D** = daily **W** = Weekly **M** = Monthly **R** = On demand

		Operations Job List	1	2	3	4
D		Daily View Queue Download				
D		Batch Print PO				
W	1	OMO Rough				
W	2	CO Rough				
W	1	Lifeline Rough				
W	1	OMO Final				
W	2	CO Final				
W	2	Lifeline Final				
W	3	Weekly checks				
W	3	Lifeline checks				
W	1	Emergency Rough				
W	2	Emergency Final				
W	3	Emergency Checks				
W	1	Replacement Rough				
W	2	Replacement Final				
W	3	Replacement Checks				
M	1	IL, GR, AUX Rough				
M	2	IL, GR, AUX Final				
M	1	FC Board Rough				
M	2	FC Board Final				
M	1	Action Due Report				

DHS IT WORKPLAN FY06

		Operations Job List	1	2	3	4
R		CSA Expenditure				
R		CSA Obligations				
R		Generic Obligation				
R		EOM & EOM2				
R		EOM4 - (Foster Care payments)				

