

CHAPTER 7

ACQUIRING INFORMATION TECHNOLOGY RESOURCES

PURPOSE:

To define the steps to be taken by the Department to review and justify proposed information technology resource acquisitions, ~~whether by purchase or lease,~~ prior to the initiation of the acquisition cycle.

AUTHORITY:

Sections 20.23(3)(a) and 334.048(3), ~~287.017,~~ Florida Statutes (F.S.)

SCOPE:

This procedure applies to all Department ~~employees staff~~ requesting information technology resources and services.

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REFERENCES:

Chapter 3 of this Manual
Chapter 8 of this Manual
Section 282.0051(6), F.S.
Section 216.181(5), F.S.
Section 186.021, F.S.

DEFINITIONS:

~~CADD: Computer Aided Drafting and Design. (These references to where it states CADD Manager/IT Manager should be removed)~~

~~CADD Manager: The individuals responsible for CADD/Engineering Information Technology services and support functions in their respective districts, or the individuals~~

~~in charge of a CADD technical support group in the Central Office.~~⁴⁰¹

~~**CATEGORY TWO Threshold Amount:** The purchasing category and associated amount as defined by **Section 287.017, Florida Statutes.** (May not be relevant)~~

~~**CIO:** Chief Information Officer.~~

~~**Common Standard Software:** Refers to an operating system, a word processing package, or a spreadsheet package that meets Department standards.~~

~~**Data and Voice Processing Communications:** Transmission of data via a combination of network hardware and software across the Department's local area and wide-area network in support of data processing efforts (for example, file and print sharing, e-mail, database queries, etc.). (is it used, and should it be? Should just be data communications) — get with L. Vickery~~

~~**DISMTSSM:** District Information System Technology Services and Support Manager. This title refers to the Department employees responsible for information technology service and support functions, (depending on district organization, this may or may not include Engineering/CADD) in their respective geographical areas. In addition, the Central Office, Motor Carrier Compliance Office, State Materials Office, and Tolls Data Center have Department employees who represent their area as a DISM. These Department employees typically are Data Center Directors or Data Processing Managers.~~

~~**EDMS:** Electronic Document Management System. Software developed to manage the capture, storage, retrieval, security version control, distribution and overall administration of electronic documents. (if this is not used, get rid of it)~~

~~**End Users:** Users of Information Technology Resources. Information technology resource customer.~~

~~**Exception to Standard:** Not conforming to an existing standard.~~

~~**GIS:** Geographic Information Systems. An organized collection of computer hardware, software, and geographic data designed to efficiently capture, store, update, manipulate, analyze and display all forms of geographically referenced information.~~

~~**GPS:** Global Positioning System — includes both that includes both sSurvey Grade and Resource Grade positioning equipment. (survey and mapping John Krause may be able~~

~~to help)~~

~~**ITR:** Information Technology Resources. Data processing hardware, software, services, data and voice processing communications, supplies, personnel, facility resources, maintenance, and training.~~

~~**Information Technology Services:** Any information technology related services acquired through the Department's procurement processes.~~

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~~**IRR:** Information Resource Request submitted through the Technology Request System (TRS) for the acquisition of information technology resources and services.~~

~~**Non Standard:** No existing standard.~~

~~**OIS:** Office of Information Systems.~~

~~**Procurement Documents:** Requisitions, contracts, purchasing card, or other documents used to acquire information technology resources.~~

~~**TRS:** The Technology Request System allows users to request a variety of services from the Office of Information Systems. The TRS System includes Information Resource Requests (IRR), Automated Access Request Forms and the Software Distribution Notification System.
Definition Needed Here.~~

~~**TSSM:** Technology Services and Support Manager. This title refers to the OIS or Department Turnpike Information Technology Office employees responsible for information assigned technology services and support functions.~~

BACKGROUND:

~~By statute, the Department's Chief Information Officer is charged with coordinating and facilitating Department enterprise resource planning, and developing and implementing specific policies and procedures for review and approval of the Department's purchases of information technology resources.~~

7.1 SERVICE AND SUPPORTABILITY REVIEW TECHNICAL REVIEWS

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~~**7.1.1** Technical reviews Service and Supportability Reviews conducted as specified in **Section 5**, are required prior to the acquisition of certain types of Information Technology Resources (<http://eesharepoint.dot.state.fl.us/sites/ois/tssco/OIS-QAR/OIS>~~

~~Policy and Procedure Review Library/Chapter 7— Acquiring Information Technology Resource Standards (Changes).doc~~ ITRs) as specified in section 7.2.1. The purpose of a ~~technical review~~ **Service and Supportability Review** is to ensure that the acquisition is appropriate to meet user requirements and that Department standards for ITRs are being followed. End users submitting ~~the IRR forms~~ **Information Resource Requests (IRR)** are responsible and accountable for providing ~~an~~ accurate justification to explain why the requested resources are needed. The ~~technical service and supportability~~ reviewer is responsible and accountable for ensuring the justification is technically feasible and adequate to justify the requested resources. Exceptions to Department standards will be considered based on adequate justification supplied by the ~~end~~ user.

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7.1.2 Users shall obtain ~~technical reviews~~ **Service and Supportability Reviews** by completing the section titled **"To Be Completed by Requesting User"** on the ~~Information Resource Request (IRR), Form No. 325-005-01, see Appendix A via~~ **the IRR Section** from within the ~~Technology Request System (Technology Request System (TRS))~~. IRR forms may be obtained from the Department's Forms Library. Staff from ~~the Office of Information Systems Technology's (OITS); District IT Services Managers Technology Services and Support Managers (DISMs TSSMs) or District CADD Managers~~ will be available to assist end users in completing this section as needed. ~~(Need to ensure this includes Reginald and his staff.. what is Reingald's job title? If different from TSSM replace TSSM with his title or office (my preference is the office))~~

7.2. IRR FORMS **Information Resource Requests**

7.2.1 ~~IRRs forms~~ are required for the acquisition of all ITRs (including hardware, software, and data information technology resources as defined in the **Chapter Definitions**) with the following ~~exceptions: (Note: District offices should check with their DISM TSSM or CADD Manager (if reginald's job title is different, use it here) to determine if local requirements over-ride these exceptions):~~

- ~~(A) Computer hardware, which is documented as a Department standard (see **Chapter 8 of this Manual**) with an item cost of \$1,000 or less, NOTE: IRRs are required for the purchase of PCs; or~~
- ~~(B) Computer software which is documented as a Department standard and training related to the software; or~~
- ~~(AC) Computer software which has a total n item cost of \$150 or less and no~~

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~~Department standard exists for that type of software and training related to the software; or~~

~~(ABAD)~~ Consumable supplies (paper, cables, ribbons, etc.); or

~~(BCB) Department personnel/personnel (speak to April about this...for state employees developing applications...clarity on applications vs. automated documents (macros, Visual Basic for ApplicationsBA scripts), does this conflict with other procedures?); or~~

~~(CDE)~~ Computerized traffic systems and control devices which are used solely for the purpose of motor vehicle traffic control and surveillance; or

~~(F) Repairs to existing equipment, hardware maintenance and training for existing software.~~

NOTE: While ~~the items item~~ those items listed above ~~will not~~ does not require an IRR, the procurement documents for ~~these such~~ resources, with the exception of consumables, shall be annotated with the following statement and signed by the person authorizing the purchase:

"I certify that this acquisition does not require an IRR ~~Form~~ per **Chapter 7 of the Information Technology Resource User's Manual**.

Signed: _____ "

~~If procurement documents contain the above noted certification and exceed the CATEGORY TWO threshold amount, the Disbursement Operations Office, District Financial Services Officer, Purchasing Officer, District Purchasing Director and Manager of the Procurement Office will forward the document to the appropriate technical reviewer as identified in **Section 2.3** of this chapter. The technical reviewer will ensure the procurement does not require an IRR and return the document to the appropriate procurement office indicating the document is approved or requires an IRR.~~

For acquisitions not requiring procurement documents, such as some purchasing card purchases, the person approving or authorizing the acquisition is accountable and responsible for certifying whether or not the acquisition requires an IRR. (See Lisa Wilkerson about this)

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Commented [HS2]: Concerned that a lot of software gets onto computers based on the "less than \$150" amount. As I review the sheer number of unique software titles on DOT computers as shown in SCCM, the number is mind-boggling and I would venture to say that having all software go through the IRR process unless it is on the ITR list would be better.

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7.2.2 Any and all information technology resources which are to be donated to the Department must have an IRR ~~form~~ completed and approved before the Department can accept such resources. Once donated to the Department, the ~~employee-original resource owner~~ forfeits ownership of the resource.

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7.2.3 ~~IRR forms, IRRs~~ along with the procurement documents, shall be submitted for ~~technical Service and Supportability R~~reviews ~~as follows:~~ via the IRR section of the TRS.

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~~(A) CADD/Engineering ITR acquisitions in Central Office submitted to the Manager of the Engineering/ CADD Systems Office; or~~

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~~(B) CADD/Engineering ITR acquisitions in district offices submitted to the District CADD Manager or DISM depending on district organization; or~~

~~(C) All other ITR acquisitions for hardware, software, and facility resources in Central Offices submitted to the Manager of the Computer Services Office, OIS; or~~

~~(D) All other ITR acquisitions for hardware, software, and facility resources in district offices submitted to the DISMs.~~

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~~Technical r~~Reviewers are responsible for coordinating the distribution of IRR acquisitions with the appropriate information technology support staff. ~~ensuring any IRR acquisitions distributed to a district are coordinated with the appropriate DISM or CADD Manager.~~

7.2.4 ~~Technical r~~Reviewers ~~listed above~~ are required to obtain additional technical reviews for items that are outside their scope of expertise. ~~For example, any IRR related to GIS/EDMS will be forwarded to the Manager of Specialized Technologies, OIS or any IRR related to GPS will be forwarded to Survey & Mapping Office for additional technical review.~~

7.2.5 IRRs ~~will~~ shall be turned around within 10 working days after receipt or the ~~requestor-reviewer will be~~ must ~~notify the requestor~~ ed that additional time is needed for research and analysis and ~~give~~ an estimate of when a response is anticipated.

~~7.2.6 Upon analysis of the user justification, the technical reviewer will sign the IRR form in the designated area denoting that a technical review has been made and approved, providing adequate justification has been supplied. The numbering scheme should uniquely identify the IRR and is at the discretion of the person responsible for filing the IRRs.~~

7.3 FINAL APPROVAL - TECHNICAL REVIEWER AND CIO

~~7.3.1 After technical approval or~~ Upon the conclusion of the Services and Supportability Review review, the technical reviewer ~~will~~ shall determine if further approval is needed by the CIO and denote such on the designated area of the IRR ~~form~~. Further approval by the CIO is required based on the following criteria:

- (A) The total cost is equal to or exceeds \$50,000; or
- (B) The ITR acquisition involves exceptions to the Department's existing hardware and software standards; or
- (C) Other reasons as deemed necessary by the technical reviewer.

~~If required, the technical reviewer will forward the IRR to the OIS District Coordinator who will coordinate the review with the CIO.~~

~~7.3.2 All IRR forms received by the CIO will be reviewed for approval. This review may require consultation by the CIO with the requesting user and technical reviewer. The CIO will note approval/disapproval on the designated area of the IRR form and return the form to the technical reviewer.~~

7.4 IRRS RELATED TO THE PURCHASE OF A NEW PC

7.4.1 For all IRRs related to the purchase of a new PC, ~~the following actions will take place (CADD PCs are excluded from hardware maintenance):~~

- ~~(A) The cost center purchasing the new PC will~~ may be charged a one-time fee for
- ~~(B) The acquisition and maintenance of routine software, and,~~
- ~~(C) Hardware maintenance~~

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~~These charges are based on the amount in the annual budget instructions. OITS is responsible for the acquisition and maintenance costs for Common Standard Software for computers on the OITS maintained internal DOT network. (single installation per PC; does not accommodate multiple word processing or spreadsheet software on the same PC). Hardware maintenance costs for PCs are handled in Central Office by OITS, excluding Turnpike or the Turnpike Information Technology Office for Turnpike resources. Hardware maintenance costs for PCs are handled in the districts by the district data center. If necessary, A budget transfer will/shall take place in November of each year, for PCs purchased in the prior fiscal year, to transfer these funds from the cost center purchasing the new PC to the appropriate cost center within OITS and/or the district data center. These fees do not apply to PC replacement purchases, but do apply to PC purchases which replace dumb terminals.~~

~~7.4.1.2~~ Each cost center manager must also specify how many personnel are in their work unit and how many PCs are in their work unit. A justification must be given as to why additional PCs are needed. This information must be included in the justification narrative field of the IRR, ~~form and may require additional pages.~~

Note: This information is not needed for PC replacement purchases.

~~7.4.1.3~~ For PC replacement purchases, cost centers receiving new replacement PCs are required to transfer an existing PC to ~~the respective district data center or, for Central Office, the Computer Services Office OITS or the Turnpike Information Technology Office Turnpike (what ever they call themselves). Unless an exception is approved by the CIO, the~~ replaced PCs ~~wi~~shall be surplus and donated to other State agencies (provided other agencies are interested in the replaced equipment, otherwise follow normal surplus procedures). ~~The justification shall identify each individual PC that needs replacement.~~ PCs that will be replaced will need to be identified prior to the purchase of the new PCs.

~~7.4.1.4~~ For PC purchases to replace dumb terminals, the cost center receiving the new PC will be required to transfer the replaced dumb terminals to the respective district data center or, for Central Office, the Computer Services Office for surplus.

~~7.4.1.45~~ All information technology purchases that have a total cost of \$250,000.00 or

~~more shall be reviewed with the Agency for State Technology, unless the purchase is specifically mandated by the Legislature for compliance with standards established pursuant to **Section 282.0051(6), F.S.** If the purchase price is equal to or exceeds \$500,000, further approvals may be required by the Secretary or the appropriate Assistant Secretary depending on the nature of the request. The requirement for further approval by the Secretary or appropriate Assistant Secretary will be determined by the CIO. By **Section 186.021216.181(5), F.S.**, any information resource management project or initiative that is not listed as an exclusion and is in excess of \$500,000 in total cost over a one-year period must be identified in the **Agency Strategic Plan.**~~

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7.5 COMPLETION OF IRR ~~FORMS BY DOT OFFICES~~

~~7.5.1 In the Central Office, completed original IRR forms will be returned to the requesting user. IRR forms initiated at a district level will be filed by the respective DISM and/or CADD Manager. IRR forms initiated in the Central Office, with the exception of the Motor Carrier Compliance Office, Tolls Data Center, and the State Materials Office will be filed by the Manager of the Computer Services Office. IRR forms initiated in the Motor Carrier Compliance Office, Tolls Data Center, and the State Materials Office will be filed by their respective DISM.~~

~~7.5.12 Once an IRR is approved, the requesting user shall attach a print-out of the IRR to the associated procurement documents prior to submitting the documents for processing.~~

~~7.5.2 Section?~~

~~The requesting user shall attach the IRR form to the associated procurement documents prior to submitting the documents for processing.~~

~~7.5.3-2 The The Disbursement Operations Office, District Financial Services Officer, Purchasing Officer, District Purchasing Director and Manager of the Procurement Office shall ensure that management controls are implemented within their respective offices to verify IRRs ~~forms~~ are included with all procurement documents for acquisitions requiring an IRR, which require, at a minimum, a technical review. Acquisitions that require an IRR but lack the associated documentation shall be returned to the requestor indicating that the acquisition requires an IRR. Documents meeting the requirements for a technical review which do not have an associated IRR should be returned to the user, with an indication that a technical review is required.~~

~~7.5.3 Purchases equal to or in excess of \$500,000.00 may require additional approval~~

by the Secretary or the appropriate Assistant Secretary depending upon the nature of the request. The requirement for further approval by the Secretary or appropriate Assistant Secretary shall be determined by the CIO. Pursuant to **Section 216.181(5), F.S.** "An amendment to the original operating budget for an information technology project or initiative that involves more than one agency, has an outcome that impacts another agency, or exceeds \$500,000 in total cost over a 1-year period, except for those projects that are a continuation of hardware or software maintenance or software licensing agreements, or that are for desktop replacement that is similar to the technology currently in use must be approved by the Executive Office of the Governor for the executive branch or by the Chief Justice for the judicial branch, and shall be subject to approval by the Legislative Budget Commission as well as the notice and objection procedures set forth in s. 216.177."

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7.6 ~~ASSISTANCE TO PC END USERS~~ WITH THE IRR PROCESS

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7.6.1 ~~OITS, and Turnpike~~ the Turnpike Information Technology Office DISMs shall and District CADD Managers will provide assistance to the user community in recommending hardware and software configurations, developing and tracking procurement documents, analyzing user needs, and selecting appropriate information technology resources to meet needs requirements.

TRAINING:

Information Resource Request (IRR) CBT
~~No training required. (Check with Lynn — training is underway)~~

FORMS:

~~Form No. 325-005-01, Information Resource Request (IRR) is available in the Department's Forms Library. None Required.~~

~~(add Reginald)~~

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