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Request for Information Services	ACA Standards: 2-CO-1F-03, 2-CO-1F-04, 4-4100, 4-4106, 4-APPFS-3D-12		
Joe M. Allbaugh, Director Oklahoma Department of Corrections		Signature on File	

Request for Information System and Telecommunications Services

When it is determined that information system or telecommunications services are needed, the user will submit a request for services to the deputy chief of Operations. (2-CO-1F-03, 4-APPFS-3D-12)

For the purpose of this procedure, the term “unit head” will apply to unit directors and Probation and Parole Services deputy directors.

I. Requests for Information System and Telecommunications Services

All information system and telecommunications services acquisitions require submission of plans, budgets, and actual purchases to the Office of Management and Enterprise Services (OMES) for final review and approval. Such requests for hardware and software purchases must be submitted to and approved by the deputy chief of Operations and Telecommunications Services Review Board before submission to the OMES.

Requests for information system and telecommunications services will be made by submitting a memorandum to the IT Unit indicating what services are needed. These requests will be processed by the IT Unit and the appropriate actions taken.

A. Guidelines for Completing Information System and Telecommunications Services Requests

Requests shall include the following:

1. The requesting unit and the name of the primary contact person and phone number;

2. Project name and description of need;
3. Justification for the request;
4. Other units affected by this request;
5. Requested completion date; and
6. Requestor's region/facility/unit head approval.

B. Analysis

The IT Unit, working with the requestor, will perform an analysis of the request. This analysis will include:

1. Identification of business processes/needs;
2. Project scope;
3. Hardware and software requirements;
4. Alternatives analysis;
5. Projected costs;
6. Level of effort; and
7. Projected benefits.

C. Request Review

The IT Unit will review the analysis of the request. The IT Unit will approve, disapprove or submit the request to the review board.

1. Approval

The IT Unit may approve requests that fit the following criteria:

- a. Within the current IT budget;
- b. Can be accomplished with no increase in manpower;
- c. Do not require hardware or software acquisitions exceeding \$25,000;
- d. Are limited in scope; and

- e. Take less than one year to complete.

The IT Unit will assign a priority to the approved request.

2. Disapproval

The IT Unit may disapprove the request based on any of the following criteria:

- a. The capability already exists within the ODOC;
- b. The request is technically infeasible;
- c. The request does not conform to the ODOC technology architecture;
- d. There is no benefit gained from implementing the request;
- e. The request is economically infeasible; or
- f. The request does not meet security requirements.

The IT Unit will provide an explanation for the disapproval to the requestor. The requestor may submit the disapproved request for reconsideration to the deputy chief of Operations. The requestor may also provide additional information supporting the request. The deputy chief of Operations will evaluate the information submitted and make the decision to either reconsider or close the request. This decision will be sent to the requestor with an information copy sent to the director of Business Services.

3. Review Board

- a. The Information Systems and Telecommunications Services Review Board is established to review, evaluate, and make recommendations on significant information systems and telecommunications services requests. Some criteria for significant requests are:
 - (1) Exceeding \$25,000 in cost;
 - (2) Requiring additional manpower or contracting services;
 - (3) Affecting multiple regions or the entire agency;
 - (4) Creating a major change in the information system/telecommunications environment;

- (5) Creating a major change in the operation of the agency;
or
 - (6) Are multi-year in duration.
- b. The review board is comprised of representatives from each of the following:
- (1) The IT Strategist;
 - (2) Two from Operations;
 - (3) One from Business Services;
 - (4) One from Regions/Units; and
 - (5) One from OMES IS
4. The deputy chief of Operations is the facilitator of the board. The IT Unit provides administrative support for the board. The board will meet on an as needed basis.
5. The review board will evaluate requests assigned to them. Based upon this evaluation, the board will make a recommendation to the agency director on the action to be taken on each request. (2-CO-1F-04)

D. Project Management

The control and tracking of projects resulting from approved user requests will involve a structured project management approach.

1. The deputy chief of Operations will assign a project manager/lead to oversee each project.
2. Project planning documents and schedules will include the project plan, responsibilities, milestones, and test plan.
3. Project control will include tracking, status reporting, and change control.
4. A standard systems life cycle approach involving analysis, design, development, testing, and installation phases will be used.

II. Requests for Computer/Telecommunications Hardware and Software

All computer/telecommunications hardware and software acquisitions require submission of plans, budgets, and actual purchases to the Office of Management

and Enterprise Services (OMES) for final review and approval. Such requests for hardware and software purchases must first be submitted to and approved Information Systems and Telecommunications Services Review Board before submission to the OMES.

A. Information Systems and Telecommunications Budget Process

1. The region/facility/unit head will select a representative to participate in the annual planning and budget process. The representative will coordinate the needs and requirements for the region/facility/unit. The deputy chief of Operations will:
 - a. Provide templates to the representatives for submission of the requirements. The representatives will fill out the templates and return them to the IT Unit.
 - b. Consolidate the input from the representatives and ensure the annual projects plan is submitted to the OMES.
 - c. Prepare the hardware and software budgetary input for the agency.

B. Information System and Telecommunications Hardware and Software Purchases

1. All information system and telecommunications purchases are to be submitted using established purchasing procedures for intra-agency acquisitions in accordance with [OP-120103](#) entitled "Acquisitions and Dispositions."
2. The deputy chief of Operations will ensure the purchases are within the project's plan before forwarding the purchase requisition to the OMES.

III. Annual Evaluation

The effectiveness of the information system is evaluated at least annually. (4-4106, 4-APPFS-3D-12)

IV. References

Policy Statement No. P-020700 entitled "Oklahoma Department of Corrections Data System Management"

OP-120103 entitled "Acquisitions and Dispositions"

V. Action

The deputy chief of Operations is responsible for compliance with this procedure and is responsible for the annual review and revisions.

Any exceptions to this procedure will require prior written approval from the agency director.

This procedure is effective as indicated.

Replaced: Operations Memorandum OP-020702 entitled "Request for Information System and Telecommunication Services" dated October 25, 2017

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