

DoIT Service Catalog

Service: Planning – IT Lifecycle Support

General information: Planning assistance is provided to agencies through the IT lifecycle, from initial problem evaluation and alternative analysis, to project startup. Larger issues are approached with formal studies and recommendations. Once a course of action is determined, a business case can be developed and funding pursued. If funded, assistance is provided with vendor acquisition (RFP) and project startup. This assures IT lifecycle continuity and minimizes risks, especially on larger projects.

Purpose:

DoIT Planning assists agencies throughout the IT planning lifecycle, from building business cases for IT investments and IT project planning, to evaluating viable IT solutions and conducting cost / benefit analyses. DoIT Planning maintains and supports the Technology Investment Request (TIR) process required for IT projects costing more than \$50,000 (SAM 1618)

A formal acquisition process for IT services costing more than \$25,000 is also required by Nevada statute. This process is under the purview of the Purchasing Division. DoIT's role is to assist the Purchasing Division and agencies through these processes from initial business case (TIR) development to acquisition of services. DoIT Planning assists with IT Requests for Proposals and serves as a point of contact for agencies planning for DoIT services, helping agencies link with the appropriate DoIT services as they plan their IT projects

Scope:

While it is the agency's responsibility to build a sound business case with a technology investment request (TIR), DoIT Planning consults, reviews, and assures that the TIR is well documented, approved by necessary stakeholders and that the solution chosen is well thought out, viable, adheres to standards, best serves the needs of the State, and is cost effective by utilizing existing, or consolidated resources as much as possible. It is the agencies responsibility to assure that each project has qualified project management; DoIT Planning can consult and assist in the acquisition of an adequate MSA project manager. The IT RFP is a Purchasing Division process, DoIT Planning is a partner in this process as requested.

Features: The TIR includes a business case document and a Service and Resource Planner that captures IT project costs and benefits and calculate ROI. Associated tools and consultation are available for mapping project benefits, estimating project risks, evaluating viable solution alternatives and conducting cost benefit analysis. Transition services help agencies transition from TIR to the RFP phase, and project startup (for more information on content and process: <http://doit.nv.gov/TIR/index.htm>). RFPs follow the format dictated by the Purchasing Division in the Department of Administration. Purchases over \$25,000 require the sealed, formal bid or proposal process (for more information: <http://purchasing.state.nv.us/>). There are established templates for RFPs and project plans. Consultation and guides for acquiring qualified project management for IT projects are also available.

Usage: The TIR is a pivotal document in the IT lifecycle between strategic IT planning and IT project implementation. As such, it is a good indicator of IT activity. Proposed project costs range from the lower limit (\$50,000) to multi-million dollar projects. Proposed IT projects costing more than \$500,000 must be presented to the Governor’s IT Strategic Planning Committee for ranking in the Executive Budget. RFPs occur for IT projects requiring contracted vendors.

Value Proposition: A fresh outside perspective on an IT issue can have great value. DoIT Planning has dealt with a wide range of IT issues and as a broad range of experience. DoIT Planning provide an independent evaluation, not allied with any particular stakeholder in an IT project.

A business case assures that the value of an IT project is understood and fairly compared to other projects competing for funding. Stakeholder review and signoff guarantee that project expectations are shared early in the process. The requirements determined in the TIR phase save time in the development of the RFP. High level project plans developed in the TIR set the stage for the project charter, schedule and work breakdown in a project. DoIT Planning provides valuable insight in the RFP process, and linkage from the TIR to the Request for Information (RFI) when establishing costs for budgeting and the RFP process.

Future Plans: Associated planning documents can play a role in a more developed project portfolio and asset management strategy in the future. This will continue to be an important focus for DoIT Planning. However, these efforts will become more closely coupled with enterprise IT planning.

Options and Features		
Options – Study Phase	Cost	Notes
Problem Analysis and Recommendations	No charge	Assistance with the evaluation (problem, context, viable solutions, opportunities) and recommendation of next steps. These are generally short consulting engagements that help initiate the planning process.
Needs Assessment and DoIT Service Planning	No Charge	The evaluation of business, technical and security needs for resolving problems or taking advantage of new IT opportunities are ancillary processes to the development of business case documents (TIRs). Access to services is facilitated with other DoIT Units. Service plans and service level agreements are defined.
Options–Business Case / Budget	Cost	Notes
Business case development (Technology Investment Request)	No Charge	Consultation and assistance to agencies in TIR development. Assistance with RFI’s to acquire project costs. Guidance through the TIR review process. Triage to DoIT service unite for planning and budgeting appropriate DoIT services.
Request for Vendor Proposal / Services (RFP; RFS)	No Charge	Assistance in transition from the TIR requirements and cost benefit analysis to the RFP once funding has been approved. This is a partnership between the agency, State Purchasing and DoIT Planning

Options and Features		
Options–Project Support	Cost	Notes
Project Start-up / Coordination	No Charge	If the project is approved other services such as RFP, project startup assistance can be requested. Especially in areas of acquiring a qualified project manager and facilitating SLA's with DoIT service units. Depending on the size of the effort, an SLA may be required.

Access: TIR and Service Planning services can be requested by contacting the DoIT Help Desk (684-4333, Helpdesk@doit.nv.gov). Agencies requesting help with IT RFPs should also contact the State Purchasing.