Network Services Projects Checklist for Agencies

For all requests with a voice component, follow up with NCSSystemsProjectsManagement@la.gov with questions and concerns as needed.

Project Initiation

	Task	Responsible Party
☐	Determine a project is needed (request is large or complex) Refer to Form Instructions or contact OTS at voiceorders@la.gov or networksupport@la.gov for guidance	Agency Staff
☐	Submit an Network/Telecom Project Request via Ivanti *Submit a separate request for each site* Refer to OTS-16 End User Guide for Ivanti instructions. Refer to Form Instructions for form field instructions Note: - For Project Scope: - Select Ready to Implement for most projects; quotes will be provided before implementation - Select Budgetary Only when planning for the next fiscal year - To ensure essential reviews for agency moves, telecom assessments or upgrades, and HVS requests: - Under Purpose, include Wiring - Under Services Requested, include both Voice and Data Follow up with Agency TC if approval is not received timely	Agency Staff or TC
☐	Receive approval request Follow up with DOA-OTS-NCSKnowledgeManagement@la.gov if TC does not receive approval request	Agency TC/Copy to ARM
☐	Review and deny or approve the OTS-16 Project Request Refer to OTS-16 End User Guide for Ivanti instructions	Agency TC
☐	Add billing information to approved request Refer to OTS-16 End User Guide for Ivanti instructions	Agency TC
☐	Receive request and validate approval	OTS-NCS-Voice Orders
☐	Auto-assign project and tasks based on selections in request	Ivanti System
☐	Receive notification of project assignment Follow up with voiceorders@la.gov or networksupport@la.gov if assignment is not received within 5 days	Submitter, ARM

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Project Definition and Planning

	Task	Responsible Party
☐	Within 5 days of assignment, set up initial meeting between agency and project manager (PM)	OTS-NCS PMs
☐	At initial meeting: • Clarify project goals • Answer questions from PM relating to project	Agency Technical Contacts
☐	Schedule ongoing status meetings (ex. biweekly)	Agency Technical Contacts, TC, NCS PMs
☐	Schedule and conduct initial assessment: • Features • Wiring • Existing inventory • Telecom needs	NCS PMs, Network Wiring Engineer, Field Tech
☐	Provide summary of initial assessment and needs Provide recommendations	NCS PMs
☐	Provide clarification and feedback	Agency Technical Contacts
☐	Agree on scope of project	Agency Technical Contacts, NCS PMs

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Project Quotes and Reviews

	Task	Responsible Party
☐	Work with equipment and/or services vendors to provide Ethernet/Internet quotes as needed	NCS Specialists
☐	Work with equipment and/or services vendors to provide Wiring quotes as needed	NCS Network Wiring Engineer
☐	Provide Managed LAN/CNA/MIT quotes as needed	NCS Network Support
☐	Work with equipment and/or services vendors to provide voice systems quotes as needed May include Key System, PBX System, HVS, Dial Tone, Overhead Paging, PRI, SIP, ACD/Contact Center, Other	NCS PM
☐	Review quotes Decide to move forward With no forward movement after 60 days, quotes will expire and agency will need to initiate a new project request	Technical Contacts, TC, Agency Management
☐	Provide TC Approval to proceed with project	TC
☐	Consult with PMs and submit any additional required forms.	TC

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Project Implementation

	Task	Responsible Party
☐	Request any necessary wiring work through Ivanti as an IT procurement (unless otherwise directed by DCO Network Wiring)	TC
☐	Coordinate with on-site and technical contacts as well as DCO Network Wiring team to install wiring	Wiring Vendor
☐	Relevant to voice systems and services, work with agency to: • Procure equipment and services • Provide installation intervals • Schedule vendors • Assign tasks to other OTS teams • Coordinate installation dates	NCS PM
☐	Relevant to data systems and services, work with agency to: • Procure equipment and licenses if needed • Provision services/configure equipment • Coordinate security configuration with InfoSec • Coordinate on-site installation with EUC Field resources	NCS PM
☐	Follow up 15 days after installation of voice components	NCS PM
☐	Follow up 15 days after installation of data components	NCS PM

Project Closeout

	Task	Responsible Party
☐	Request Project Acceptance	NCS PMs
☐	Disclose items to be completed before acceptance OR Accept project as completed	Agency Technical Contacts, TC
☐	Complete outstanding items and obtain Project Acceptance	NCS PM
☐	Project closeout	NCS PM

Note: Additional forms may be required to complete the project.

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Definitions:

ARM—OTS Agency Relationship Manager

EUC—OTS End User Computing

NCS—OTS Network Communication Services

PM—Project Manager

TC—Official Authorized Telecommunications Coordinator

Technical Contacts—Contacts Listed on Project Request Form