State of Louisiana

DIVISION OF ADMINISTRATION
OFFICE OF THE COMMISSIONER

ATHLEEN BABINEAUX BLANCO
GOVERNOR

JERRY LUKE LEBLANC
COMMISSIONER OF ADMINISTRATION

DIVISION OF ADMINISTRATION

POLICY NO. 1

EFFECTIVE DATE: **January 31, 1994; Revised October 15, 2004, February 1, 2005**

SUBJECT: **INFORMATION TECHNOLOGY RESPONSIBILITIES**

AUTHORIZATION: _____
Whitman J. Kling, Jr., Deputy Undersecretary

I. **POLICY:** The Information Technology (IT) architecture in the DOA is based upon standards developed by the DOA Office of Computing Services (OCS). Supported standard desktop computer hardware and software information is on the DOA Intranet.
For software, https://isbwwwprod2.doa.louisiana.gov/OCS/pclan/LAN Handbook/software.htm
For hardware, https://isbwwwprod2.doa.louisiana.gov/OCS/pclan/LAN Handbook/hardware.htm

Information technology equipment and software shall be justified, approved, funded, acquired, inventoried, and maintained in the manner specified in this policy and the DOA Acquisition Policy #19.

The Office of Computing Services (OCS) is responsible for the installation, maintenance, and support of all standard supported computer equipment and software.

The Office of Information Services (OIS) is responsible for the development, implementation and support of statewide administrative applications and the Division of Administration (DOA) programmatic and desktop applications. Business process analysis and customer support (help desk, training and documentation) for DOA users are also included within the OIS scope of services.

II. **PURPOSE:** To define responsibilities for IT functions within the Division of Administration.

III. **APPLICABILITY:** Applies to appropriated and ancillary sections within the DOA.

IV. **INFORMATION TECHNOLOGY POSITIONS:** OIS has management responsibility for all information technology positions in the DOA appropriated sections, other than those sections deemed as state IT service units (i.e., OTM, OCS, OIT). No other

section will have any information technology positions without written approval from the Commissioner of Administration or his designee.

V. RESPONSIBILITIES:

OCS

OCS will be responsible for the installation, maintenance, and support of all standard computer equipment and software.

OCS will coordinate installations and moves of computer wiring and develop cost estimates to be submitted to the sections. Each section will be responsible for the cost of wiring, supplies, and installation charges.

OCS will maintain a file of all Section Coordinators throughout the DOA which includes their name, title, telephone number, and agency.

OIS

OIS will provide a contact for each DOA section. The primary function of the contact is to assist each DOA Section in identifying and documenting the section's needs and goals as related to IT; coordinating the section's IT needs for inclusion in the DOA long range plan; and serving as a liaison between the assigned DOA sections and OIS. OIS will also provide the offices within the Division of Administration with productivity aids and access to appropriate state, agency, or department data, while remaining responsive to needs for education, assistance and technical support in application development and problem resolution. This level of support will be provided by the OIS as outlined below.

OIS - Support Services Unit

Support Services will provide E-learning via the DOA Portal and will provide productivity workshops on standard desktop products as needed. Topics for the workshops will be listed on the web site.

Support Services will provide support for the Integrated Statewide Information Systems (ISIS) through training administration, help desk administration, system production control, and security administration. Support Services also will provide assistance to DOA employees with use of Louisiana Employees Online (LEO) portal.

OIS - Applications Development Unit

The OIS Applications Development unit will be responsible for development and maintenance of custom application software.

The Application Development project teams perform work assignments according to their priority lists. These priorities are developed and maintained by the section's representative and OIS.

All applications system development projects undertaken by OIS are performed according to the methodology, policies and procedures defined in the OIS policies and procedures.

OIS Applications Development will assist the section, if needed, with the development of their web pages, and assist them in the initial implementation and maintenance of their site.

The Applications Development group will provide assistance with installation and troubleshooting of non-standard software that is purchased by DOA sections.

OIS - ERP Unit

The OIS ERP unit will be responsible for implementation and support of statewide administrative applications.

Each ERP team will perform work assignments according to their priority lists. These priorities are developed and maintained by the ERP Manager in conjunction with the specific DOA section(s) responsible for the specific statewide application.

DOA SECTIONS

Sections will adhere to desktop software/hardware standards developed by OCS.

Sections should contact the OCS Help Desk (at 225-342-4730) for questions or problems with any desktop standard software or equipment supported by OCS.

Sections will ensure new employees, whose job requires the use of a PC, attend training and are proficient in the use of desktop software as specified in DOA Personnel Policy #55.

Sections are to contact their OIS contact for guidance on all Information Technology needs, with the exception of hardware.

Each section is responsible for its web content including development, maintenance, and migration as outlined in DOA Internet/Intranet Publication Policy #5.

Section Heads are responsible for ensuring that proper approvals are obtained before acquiring information technology equipment or software as outlined in the DOA Acquisition Policy #19.

For ancillary sections, the section's property control manager will be responsible for maintaining an accurate inventory of computer equipment assigned to the agency. For all sections, the section's property control manager will provide information to OCS to maintain its DOA equipment inventory in Remedy.

It is the responsibility of each Section Head to appoint one or more Section Coordinators (SC) who are recognized as the agency's authorized representatives for approving and coordinating certain information technology activities as specified in this policy. Information on SCs must be reported to the OCS Help Desk including their name, title, telephone number and agency. When a SC leaves the DOA agency or no longer serves in that capacity, it is the responsibility of the Section Head to appoint a new coordinator. It is the responsibility of each section to report any SC changes to the OCS Help Desk.

SECTION COORDINATOR

The Section Coordinator is responsible for approving and coordinating the following information technology activities:

User IDs - Contact the OCS Help Desk for LAN IDs for new users, changes to LAN IDs for existing users, and deleting LAN IDs for those no longer employed in their section. Complete appropriate paperwork (e.g., the User Profile Form) for these activities and send in an e-mail addressed to PCLAN.

New installations and physical moves - Coordinate new installations and physical moves of existing equipment with OCS (by calling the OCS Help Desk at 342-4730).

Software inventory - Maintain an accurate inventory of agency software for all non-standard software, including software license numbers, purchase order numbers, and user names. A notation must be made to indicate if the software is critical to the operation of the section.

Hardware upgrades - Provide OCS with employee setup information for individual, section-wide, or division-wide hardware upgrades. Coordinate the assignment of new PCs, the bumping of existing PCs, and the removal of older PCs.

Software upgrades - Provide OCS with employee setup information for individual, section-wide, or division-wide software upgrades.

SECTION CPTP TRAINING COORDINATOR

The CPTP Training Coordinator in each section will be responsible for obtaining training for employees on the standard desktop products. This will include providing employees with information on how to access the computer-based training (CBT) and submitting forms for enrollment in productivity workshops available through OIS. Information on productivity workshops is on the DOA Intranet site at https://isbwwwprod2.doa.louisiana.gov/intranet/training.htm. Information on training for standard desktop products is available from CPTP at http://www.state.la.us/cptp/cptp.htm