IT Sch4010

IT Asset Mgmt Plan Framework | FY 05-06

This schedule is intended to describe the department's objectives, policies, and resources focused on supporting the decisions necessary to manage all IT assets throughout their entire lifecycle.

Department: Health Care Policy and Financing

1. Plan Description

One of the Department's supporting priorities that is important to the operations is to have the computer systems in place to allow the management and processing of large quantities of data. To accomplish this priority the Department has set the objective to develop and maintain a process that supports the purchasing of Department infrastructure and end user hardware according to the 3-year life plan.

The Information Technology Support Section has developed a mechanism to track the inventory of the Department's data processing equipment. To track these assets, a database has been developed that keeps record of the equipment and various properties associated with each piece of equipment. Properties tracked include, but are not limited to, serial number, purchase price, associated purchase order number, vendor and warranty information. At this time, the main focus of this database is on tracking the network (servers and telecom) and desktop equipment used by Department employees and Local Area Network.

Contracted systems are the responsibility of the vendor to maintain in order to provide the level of support specified in the contract. It is their responsibility to maintain in an operational manner, and to provide sufficient scalability to meet the requirements of the contract, for the duration of the contract.

The department has no defined allocation to support ongoing replacement and purchase of the basic in-house infrastructure. Funding is drawn from the department's basic administrative operating funds. Some funding is allocated to specific programs, typically on program startup. The economic future continues to remain unclear, and we expect budget constraints will continue to be of impact in FY05-06. Strategic decisions for the best use of funds will be made as those funds become available.

2. Deployment/Replacement

Processes:
The Information Technology Support Section handles replacement of equipment within the Department. They are responsible for the receiving of equipment, its preparation, and installation.

Internally, the Department of Health Care Policy and Financing initiates its replacement cycle purchasing at one time in the fiscal year. The Department seeks to purchase desktop equipment at one time during the year to limit the number of variations in machine types throughout. For desktops, when budget allows, the Department expects to make a purchase each year of new desktops at a rate that will replace one third of existing desktops in use. Printers are reviewed and replacements are purchased based on usage and on maintenance records (i.e., if an older printer is breaking down it is replaced.) For printers, this comes to approximately a 3.5 year replacement cycle. Other equipment is evaluated in terms of cost of the technology, any driving needs for the technology and the need for replacement based on maintenance.

2. Deployment/Replacement

The Information Technology Support Section manages the deployment of workstations throughout Department. Each section provides input as to the hardware needs of their units, allocations of the new workstations and trickle-down machines are made to best meet the sections needs. The Department supports a trickle-down of equipment – that is, new machines may go to someone who has a machine that is only one year old and their old machine will be handed down to someone else. While this approach is rather labor intensive, it allows the best allocation the available workstation resources for the Department.

A number of the retired machines are kept as spares and for emergency replacements. Also, a number of the newest machines are set aside in order support a quick replacement of an equivalent workstations for users who have a high immediate need of the newer, more powerful, machine.

Tools:
The Information Technology Support section uses Symantec's Norton Ghost product for developing a set of common hard drive images that are used to establish the base set of software on the workstations. It is also useful throughout the year in order to reestablish the common image on a workstations that may have become corrupted.

A Microsoft Access database of internal inventory is used to monitor the equipment each user has and to develop reports that assist in the deployment process of new equipment.

3. Staffing (help desk support)

Processes:
End user help desk support is provided by the Department's Information Technology Support section. This group is also responsible for both hardware support and application support. When we are able to maintain a 3-year replacement cycle for user workstations, the machines should remain under warrantee throughout their standard life within the department. This approach allows us to not maintain in depth hardware repair expertise within the section, and to minimize hardware repair costs.

The Information Technology Support Section is responsible for providing support for Local Area Network, telecommunications and desktop support for the equipment for staff located at 1570 Grant Street and a small number of people located at 1580 Logan Street. A small team provides end-user support that includes maintenance on these assets. This team is also responsible for the deployment of the machines and support of the Department's standard software.

For desktops, warrantees are purchased as necessary along with the machines so that the warrantee covers the expected three-year life of the device. The few older machines in use are maintained through a stock of the older machines that are kept as "spares" instead of disposing them at the end of their normal life cycle. Printers are repaired on a time and materials basis after their standard warrantee has expired. Due to the constrained budget environment the past few years, the three-year replacement cycle and its associated extended warranty coverage have been interrupted.

Equipment that is kept by the contractors is their responsibility to maintain.

Tools:
A Microsoft Access database is in use to support tracking and reporting of help desk incidents. As of now, only simple counts are kept to monitor help desk call volume.

4. Ownership (administration and maintenance)
Processes:
The Department owns all Health Care Policy and Financing equipment located at 1570 Grant Street. The Information Technology Support Section maintains a tracking database of the Information Technology inventory kept within the Department. Ownership of this equipment is generally considered to belong to the Department as a whole, and not to individual programs or sections. However, in the rare case where ownership must be tracked, a note will be made in a notes field and another field identifying the original Purchase Order. Copies of the purchase orders may then be retrieved from files to identify the original funding sources.   A review of our existing Information Technology outsource contracts has found that some equipment is owned by the State and others are used by the contractors and is considered as belonging to the contractor, and not the State. Software developed by contractors for the State become works belonging to the public domain, for which the State would have continued rights to should a vendor default on their contract. Off-the-shelf licensed software purchased by contractors for the completion of their contracts is licensed in the Department's name.
Tools:
A Microsoft Access based database is used to track the Department's Information Technology asset inventory.

5. Architecture		Component description
User	desktops	MS Office 2003 running on Windows XP
Applications / Software	Applications	Microsoft Office 2003 Suite
		Microsoft Word 2003 – standard document creation
		Microsoft Excel 2003 – spreadsheet
		Microsoft PowerPoint 2003 – presentation
	Database	
	Desktop	Microsoft Access 2003 – end-user data maintenance
	Server	Microsoft SQL Server 2000 – section specific (non-enterprise) data manipulation (i.e., rate calculations, COFRS data warehouse)
	Directory Services	
		Microsoft Windows based Active Directory.
	e-mail	
	Client	Microsoft Outlook 2003
	Server	Microsoft Exchange 2003
	OS	
	Desktop	Microsoft Windows XP
	Laptop	Microsoft Windows 2000 and Microsoft Windows XP
	Server	Microsoft Windows 2003 Server and Microsoft Windows 2000 Server
	Security	
	Anti-virus	Computer Associates eTrust Inoculate
	Patch mgmt	Microsoft Windows System Update Server (SUS)
	Vulnerability mgmt	eEye Retina security scanner SNORT Intrusion Detection System

5. Architecture	Component description
Data	
Computing / Servers	HP/Compaq Proliant Series with extended on-site warrantees
Network	Ethernet 10/100 switched network over Category 5 wiring
Facilities	HCPF maintains a small room to house network server systems. The room has an air conditioning system independent of the remainder of the building.

6. Standards			Lifecycle	Description
Facilities			None	HCPF maintains a small room to house network server systems. The room has an air conditioning system independent of the remainder of the building.
Network			None	Ethernet 10/100/1000 switched network over Category 5 wiring
Printers			Appx. 3.5 yr	HP LaserJet 8150DN for workgroup printers. Replace as warranted based on maintenance records and usage (total page count) Source: Past experience with these printers.
Scanners			None	
Servers			3	HP/Compaq Proliant Series with extended on-site warrantees
Software	Applications			Microsoft Office 2003 Suite
			n/a	Microsoft Word 2003 – standard document creation
			n/a	Microsoft Excel 2003 – spreadsheet
			n/a	Microsoft PowerPoint 2003 – presentation
	Database			
	Desktop		n/a	Microsoft Access 2003 – end-user data maintenance
	Server		n/a	Microsoft SQL Server 2003 – section specific (non-enterprise) data manipulation (i.e., rate calculations, COFRS data warehouse)
	Directory Services			
				Microsoft Active Directory. LDAP Accessible.
	e-mail			
	Client		n/a	Microsoft Outlook 2003
	Server		n/a	Exchange 2003
	OS			
	Desktop		n/a	Microsoft Windows XP
	Laptop		n/a	Windows 2000 and Windows XP
	Server		n/a	Windows 2003 Server and Windows 2000 Server
	Productivity			
Workstations - heavy	Desktops	3		Hewlett-Packard Desktop CMT Source:OIT Recommendations
	Laptops	4		Hewlett-Packard Source: Experience with regards to continued reasonable functionality
Workstations - thin				None in use.

Comments: