

IT PROTOCOL

The following are the IT protocols that should be followed by all Departments. Please adhere to these protocols and if you have a question or concern, contact your agency IT manager. Thank you in advance for your review and adherence to the following.

Requests For Proposals(RFPs)/Requests for Bids/Grants

All RFPs or bids that **contain technology components** must be reviewed and approved by DOIT before going out to bid. A DOIT staff person should participate on the RFP evaluation committee. Arrangements can be made through your Agency IT Manager(AIM) to have an IT Staff person assist.

Agency IT Manager

The Agency IT Manager(AIM) is responsible for all aspects of IT for the Agency/Department. This includes but is not limited to new project discussions, hardware/software recommendations, problem resolution, vendor discussions, IT issues, and daily IT needs. The Agency It Manager may coordinate with the other IT managers to address related issues.

Web Sites - Portal Review Committee

The Portal Review Committee provides direction to RI.GOV for State Web site and Web application development. The Portal Review Committee ensures that RI.GOV is following priorities, standards, and direction set forth by the State. Additionally, the committee will review RI.GOV financial statements, any pending issues, and all requested web applications. Departments wishing to utilize the services of RI.GOV can do so by contacting their Agency IT manager or Assistant Director. A business case is required to be submitted to the Portal Review Committee for review, discussion, and prioritization.

Project Review Committee(PRC)

All IT projects, regardless of dollar amount, are required to be **vetted and approved** by the IT Project Review Committee before commencing. The Project review committee has standard forms that can be obtained from your Agency IT Manager. These forms need to be completed and submitted to the Project Review Committee allowing for adequate time for review. The PRC will ensure that the project being approved has the proper IT staff assigned to it, is using standard IT components, will be supported/managed properly, that other projects are not addressing the same business need as the project being reviewed, and whether other Departments may benefit from the project being reviewed.

Purchases

All IT purchases must be reviewed and approved by the Agency IT Manager or Technical Support Manager prior to requisition submission. All requisitions entered into RIFANS must be **coded as an IT Purchase with the correct NIGP code.** Common purchases that are not coded as an IT purchase

but should be are 3 in 1 copy machines(copier, fax, printer, scanner), telephones, Interactive Voice Response systems, pagers and PDA's/Blackberrys.

Vendors

Department Staff should not be meeting or coordinating with IT vendors. The Agency IT Manager will coordinate IT meetings, and IT presentations on behalf of the Department. For products eligible for an enterprise license agreement, such as Oracle, department staff should not be meeting and negotiating prices or license agreements. The State CIO and immediate staff will negotiate with the larger IT vendors. Where applicable, DOIT will try to leverage enterprise licensing on behalf of the State of RI.

MPA 230 Contractors

All **new** requests for MPA 230 contractors must be accompanied by an RP6a form and the MPA 230 Request for Staff form. Each of these forms are role based not person based. If required, the RP6a will go to public hearing. Once approved at public hearing, the DOIT MPA administrator is eligible to recruit based on the requirements submitted on the MPA 230 request for staff form.

For yearly renewal of existing MPA 230 contractors, each contractor role requires an RP6a submission again and MPA 230 renewal justification form. However, the existing contractor is allowed to remain working until re-approved at the next public hearing.

The maximum number of hours allowed per contractor, per week is 35 hours. Exceptions can be made but require CIO approval. **Recruitment of contractors is performed by the MPA Administrator and is role-based not vendor-based.** All hourly rates are fixed-priced. Mini bids for projects under \$50,000 are allowed.

Service Desk(PC Problems/Software Problems)

All issues with PC desktops, software, servers, system crashes, telephone issues, data communication problems, or other related IT hardware issues must be referred to the Service Desk for resolution. The service desk will dispatch the appropriate technician. Notification to the Agency IT manager is required for significant IT issues such as system crashes, down telephone systems, etc. The RICHIST and INRHODES applications have their own help desk. Users should continue to refer issues with either RICHIST or INRHODES to their respective helpdesk.

Security

All users should be knowledgeable of DOIT's acceptable use policy. This policy can be found at www.doit.ri.gov/policy. We strongly recommend the review of all DOIT policies on this page.

Any known or suspected breach in security should be immediately communicated to the following: the Agency IT manager, Assistant Director of IT, and/or the Chief Information Security Officer. The Chief Security Officer and the Assistant Director of IT will coordinate the efforts to determine and ameliorate the suspected security breach.

Staff should not be making backups of confidential or PHI data on removable storage devices and bringing them home for safe keeping.

IT Training

Technical training services are available through the DOIT Training section and are considered to be a consolidated statewide function. All IT training should be coordinated thru DOIT Training.

Division Of Information Technology

| <u>NAME</u> | <u>TITLE</u> | <u>TELEPHONE</u> |
|--------------------|--|-------------------------|
| David Allenson | DCYF/MHRH Agency IT Manager | 528-3858 |
| Brooke Mosesian | DHS Agency IT Manager | 462-3014 |
| Bob Childs | DOH/DEA/ORS OCSS Agency IT Manager | 222-1010 |
| Ernest Quaglieri | Chief Security Officer | 462-9202 |
| SherryLynn Cotter | Training/Project Review Committee | 222-4863 |
| Debbie St. Hilaire | MPA Administrator | 222-9212 |
| DOIT Help Desk | | 574-9709 |
| Phil Silva | Assistant Director of IT | 222-6352 |