

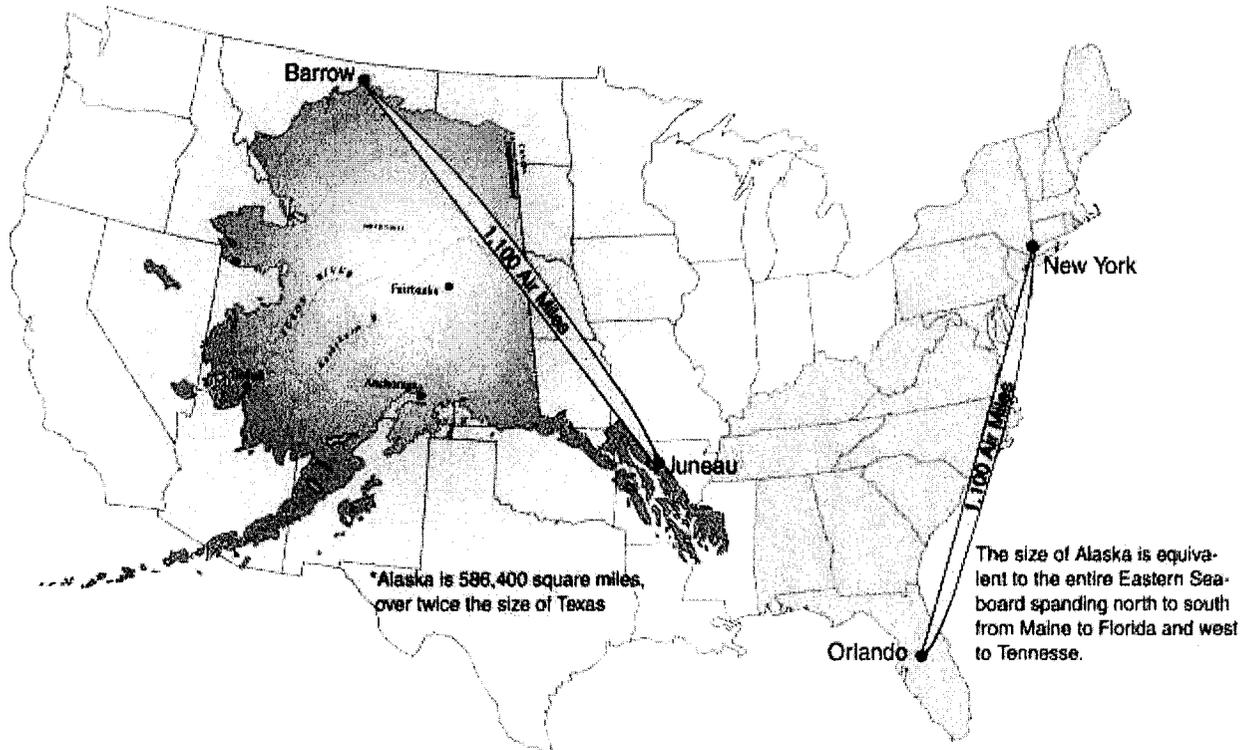
ATTACHMENT J CONNECTIVITY

Connectivity Challenges

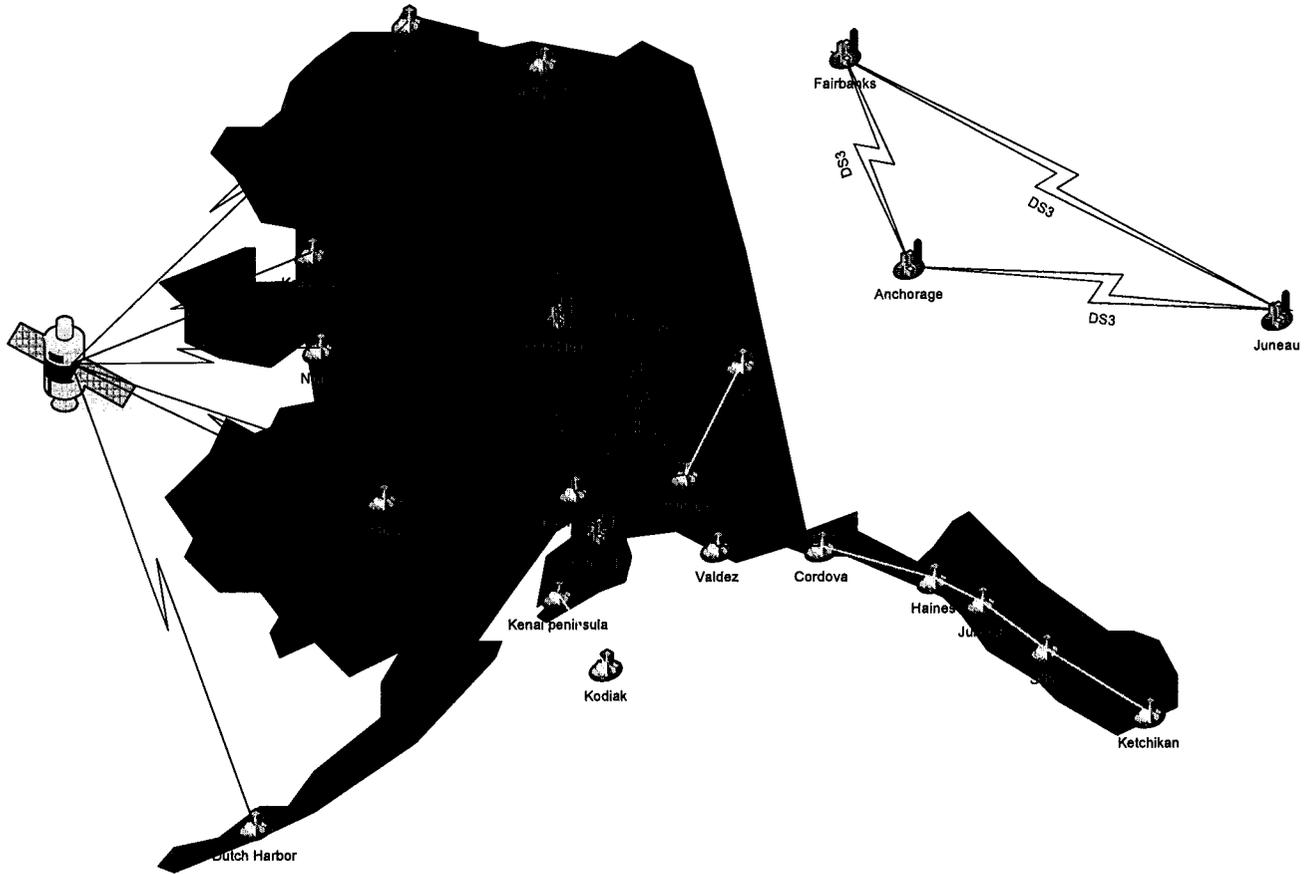
Connectivity within the State of Alaska is a challenge due to distance and remoteness. Offerors should be aware of these factors when preparing a proposal.

The following diagram helps provide perspective on the distances between locations within the state.

SIZE AND DISTANCE COMPARISON



The following diagram provides high-level information about connectivity constrained by remoteness:



Characterization of State Communications Infrastructure

The following State of Alaska circuit description has been condensed from a State whitepaper dated July 21, 2007. It does not attempt to catalogue all locations, services and costs, but is intended to characterize the demographics of our circuits.

Generally, outside of Anchorage, Juneau and Fairbanks, one or more service(s) in up to 250 locations, the connection speed has been 56k (formerly the least expensive routed connection). Additionally, there are networks or services which are generally outside of these discussions but use the State's resources in some form and are generally located within the same cities, if not the same locations, such as the University of Alaska, the court systems, and Alaska Housing Finance Corporation.

The State uses a variety of network services to provide endpoint services to agencies. Routed connections over State or commercial circuits include broadband (cable modem, DSL, and wireless). WAN services are those which are fully controlled and operated by ETS. VPN or extranet services are those managed by a provider or agency.

In Alaska, 80% of State employees are housed in 183 facilities in three cities. The remaining 20% are found in more than 250 locations outside of these core communities. Four percent of employees are in 31 locations in the fast growing Palmer/Wasilla area and 5% are in 52 locations on the Kenai Peninsula area, including Kodiak. Some seasonal, regional, or management employees roam between cities and across regions.

The network, phone, SATS, and GCI (State's core network services Contractor) staff have rebuilt half of the State's networks.

Connectivity Table

The following table is constructed with data last updated in 2006. While it is not exhaustive, few significant upgrades have occurred since then and it provides adequate granularity so potential Offerors can understand the connectivity infrastructure that will support the solution.

Loc's = number of locations within a municipality

56K LEC = number of Local Exchange Carrier connections (i.e., commercial provider)

Region	City Name	Loc's	Speed	56k LEC	Work-stations
Anchorage	Anchorage	99	ds3	10	5839
Anchorage	DMVA: Elmendorf Air Force Base	6	1536	1	232
Anchorage	DMVA: Fort Richardson	4	1536	2	318
Anchorage	Eagle River	6	1536	3	134
Anchorage	Girdwood	1	1500	0	8
Fairbanks	Fairbanks	39	ds3	12	1846
Fairbanks	DMVA: Fort Wainwright	3	1536	2	6
Fairbanks	Nenana	2	1536	1	
Fairbanks	North Pole	2	1536	1	5
Juneau	Juneau	41	ds3	13	5066

Region	City Name	Loc's	Speed	56k LEC	Work-stations
Bristol Bay/ AK Penn/ Aleutians	Dillingham	8	704	6	38
Bristol Bay/ AK Penn/ Aleutians	Iliamna	1	56	1	4
Bristol Bay/ AK Penn/ Aleutians	King Salmon/ Naknek	5	768	3	20
Bristol Bay/ AK Penn/ Aleutians	Unalaska/ Dutch Harbor	3	512	2	31
Interior/ Southcentral Non-Road System	Cordova	7	512	5	52
Interior/ Southcentral Non-Road System	McGrath	4	1536	1	17
Interior/ Southcentral Road System	Cantwell-Healy	1	56	1	1
Interior/ Southcentral Road System	Delta Junction/ Ft. Greely	5	3072	4	40
Interior/ Southcentral Road System	Glennallen/ Tazlina	4	1536	2	29
Interior/ Southcentral Road System	Tok/ Border City	5	3072	3	37
Interior/ Southcentral Road System	Valdez	6	1536	3	57
Kenai Penn Road System	Homer	11	6144	0	98
Kenai Penn Road System	Kenai/ Soldotna/ Ninilchik	19	10000	1	555
Kenai Penn Road System	Seldovia	2	2000	1	8
Kenai Penn Road System	Seward	8	6144	0	95
Kenai Penn Road System	Whittier	3	256	1	8
Kodiak	Kodiak	14	10000	0	303
Mat-Su	Big Lake	1	56	1	6
Mat-Su	Palmer	18	5000	1	520
Mat-Su	Talkeetna	1	56	1	7
Mat-Su	Wasilla	12	10000	2	363
Northern	Barrow	4	704	1	14
Northern	Deadhorse	1	128	0	7
Southeast	Angoon	1	56	1	1
Southeast	Bellingham	1	1536	0	10
Southeast	Craig/ Klawock	6	512	0	15
Southeast	Haines	4	512	1	37
Southeast	Hoonah	2	56	2	5
Southeast	Ketchikan	13	3072	3	312
Southeast	Metlakatla	1	56	1	2
Southeast	Petersburg	7	704	3	59
Southeast	Prince Rupert B.C.	1	56	1	5
Southeast	Sitka	12	1536	0	207
Southeast	Skagway	3	128	1	15
Southeast	Wrangell	2	128	0	15
Southeast	Yakutat	2	640	1	10
Western	Aniak	4	256	0	9
Western	Bethel	20	1536	0	180
Western	Galena	2	56	2	4
Western	Kotzebue	7	768	6	20
Western	Nome	11	1536	4	191
Western	St. Marys	1	1000	1	7

Grand Total

446

16707

State of Alaska

**Statewide Administrative Systems
Replacement
Project Charter**

Version 0r6
07/19/2010

Revision History

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v0r0	05/21/10	Cheryl Shakespeare	Initial Draft
v0r1	05/24/10	Kim Garnero	First round of edits
v0r2	06/01/10	Nicki Neal and Amanda Webb	Second round of edits
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v0r4	06/28/10		Fourth round of edits
v0r5	07/07/10	Commissioner Kreitzer and Deputy Commissioner Brooks	Fifth round of edits
v0r6	07/19/10	Susan Bell	Final

Document Location:

G:\DOF\System Replacement RFPs\ERP\ASR Working\Charter

The Project Charter is a formal document that defines and describes the project at a high level. It covers governance, scope, roles and responsibilities, as well as the goals, objectives, and deliverables of the project. The document functions as the formal agreement for the project and is signed by the appropriate parties to indicate their approval of the project.

A project is a temporary endeavor undertaken to create a unique product, service, or result. Operations are work done to sustain the business. Projects are different from operations in that they end when their objectives have been reached or the project has been terminated.

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1 INTRODUCTION

The State of Alaska desires a fully integrated statewide administrative solution that automates many of the State's business processes with a best-practice approach; minimizes total cost of ownership for the State; and facilitates provision of essential services to the citizens of Alaska. The State expects that the ASSET time and attendance system and the ALDER data warehouse system will be integrated into the overall solution and, thus, help bridge the gap between legacy systems and an ERP solution by reducing the level of change management necessary, since State employees will already be accustomed to these systems.

1.1 Project Background

A business case, originally prepared in 2003, for replacement of statewide administrative systems was considered by the executives in office then, and a decision was made to proceed with system replacement in phases. An appropriation of \$20 million was made in State fiscal year 2006 for Statewide System Replacement Phase I – Human Resources and Payroll. This appropriation funded the following activities:

1. Benchmarking of existing human resources and payroll practices within the State of Alaska.
2. Establishment of a project workspace to be used by teams working on system replacement.
3. Successful procurement of a data warehouse reporting system for accounting, human resources, and payroll information. This project is being implemented by CGI, Inc. using Business Objects software, and is scheduled for completion during 2010.
4. Unsuccessful procurement of a human resources and payroll system in 2006. All proposals submitted in response to the request for proposals (RFP) exceeded available funding.
5. Update of the 2003 business case for statewide administrative systems replacement during 2007. Both of these business case documents are available on the project website at http://fin.admin.state.ak.us/dof/sysrepl/business_case.jsp.
6. Successful procurement of a time and attendance system that will be used with the existing payroll and accounting systems as well as any solution that replaces them. This project is being implemented by TimeLink International Corp. and is scheduled for completion during 2011.

1.2 System Background

The State anticipates replacing existing systems and implementing additional functions to create an integrated Statewide Administrative System. As described below, a number of applications comprise the State's current administrative systems with some of them scheduled for decommissioning as different integrated components of an Enterprise Resource Planning (ERP) solution are implemented.

Alaska Statewide Accounting System (AKSAS)

The Alaska Statewide Accounting System (AKSAS) is a custom application developed by Price Waterhouse and implemented in 1985. It serves as the general ledger for State government and pays the State's 56,500 vendors, grantees, and beneficiaries through overnight batch processing of transactions created by online data entry. Approximately 3,300 employees in all three

branches of government from locations throughout the State use AKSAS with an average of 550 concurrent users. A hierarchical structure exists that allows financial accounting by fund, appropriation, organization, program, project, contract, and grant. Current and legacy financial data is maintained in a separate data warehouse (ALDER) to allow real-time reporting and provide continuity of business information into the future. AKSAS will be decommissioned and replaced as part of the Statewide Administrative Systems Replacement project.

Alaska Statewide Payroll System (AKPAY)

The Alaska Statewide Payroll System (AKPAY) is a vendor-supplied payroll software product, Empower, which was implemented in 1990. It has been substantially modified to accommodate the State's requirements. It provides payroll services to the State's 16,500 permanent and seasonal employees in either a semi-monthly or biweekly payroll cycle. Employees are distributed among 13 groups, each with different pay and benefit packages. It has 1,250 users in all three branches of government with an average of 150 concurrent users entering updates online from locations throughout the State. This application will be decommissioned and replaced as part of the Statewide Administrative Systems Replacement project. An integrated HR module is not deployed with AKPAY and currently a variety of different processes, many labor intensive, are used to manage employee HR-related actions. Many of these processes will also be decommissioned as part of the Statewide Administrative Systems Replacement project.

Alaska Data Enterprise Reporting (ALDER)

The State initiated the Alaska Data Enterprise Reporting (ALDER) data warehouse project to secure legacy data from AKSAS, AKPAY, and WorkPlace Alaska recruitment systems. In October 2008 the business intelligence platform, driven by Business Objects, allowed real-time reporting on AKSAS financial data from 2001 to present for 900 users in all three branches of government. The project team is currently working on AKPAY payroll reporting capability which will be in production later this year, with WorkPlace Alaska reporting shortly thereafter. It is anticipated that an additional 300 users will be added to the system. The State will NOT decommission this application as part of the Statewide Administrative Systems Replacement project, but ALDER must integrate with the solution to enable continued reporting of current and historical accounting, payroll, and HR data.

Alaska Statewide System for Employee Time (ASSET)

TimeLink International Corporation and the State are implementing a time and attendance solution known as Alaska Statewide System for Employee Time (ASSET), which is scheduled for deployment in the summer/fall of 2011. The comprehensive system will automate the highly manual process of collecting time and attendance for 16,500 employees in all three branches of government through a browser-based collection and approval application. The system will receive an interface from ALDER to acquire financial information for cost collecting of personal services expenditures. In addition, the system will be tightly coupled with AKPAY to acquire essential employee information so time and attendance records can be generated and provided to the payroll system for processing. The State will NOT decommission this application as part of the Statewide Administrative Systems Replacement project, but ASSET must integrate with the solution.

Alaska Budget System (ABS)

The Alaska Budget System (ABS) is the State's central budgetary development system used to develop and track budgets and supporting documentation for State agency operating and capital budgets. It currently meets all major functional requirements and is adaptable to meet demands over the next ten years. The custom-built system is based on current technology using a client/server architecture and has infrequent version updates to the application. The State will NOT decommission this application until ABS has exhausted its useful lifecycle, so it must integrate with the solution.

Procurement

The State does not have a statewide procurement system. It is anticipated that 43,000 vendors

and 6,000 users in all three branches of government will utilize an integrated enterprise solution for procurement. The State desires an integrated procurement system as part of the Statewide Administrative Systems Replacement project.

Personnel Recruitment

The State's existing personnel recruitment application, Workplace Alaska, is anticipated to be replaced by another application in the next few years. The Administrative Systems Replacement solution must integrate with the personnel recruitment application being used by the State during implementation of the human resources module(s).

Major Issues

Some of the State's major issues with its current administrative systems infrastructure are:

1. Lack of timely data exchange between systems and increased possibility for data discrepancy.
2. Heavy reliance on custom interfaces, controls, and reconciliation between stand-alone systems that involve a manual component.
3. Need for duplicate data entry for a single event in disparate systems.
4. Weak revenue accounting that does not include a customer record to track incoming payments.
5. Non-intuitive "green screens" for user interface and limited help functions.
6. Costly mainframe environment.
7. Existing applications have multiple programming languages, different database platforms, and are not easily modified to support changes in business processes.
8. Inconsistent approaches to security, including the fact that user access and authority is not controlled by a single point of entry.

2 GOALS AND OBJECTIVES

The principal goal of the Administrative Systems Replacement project is to replace failing legacy systems and add additional functionality not currently available. Dependable service from these statewide systems is critical to the mission of every State agency. Vendors and employees must be paid, and reliable records maintained of these transactions for the State to conduct its business.

Objectives associated with this goal are:

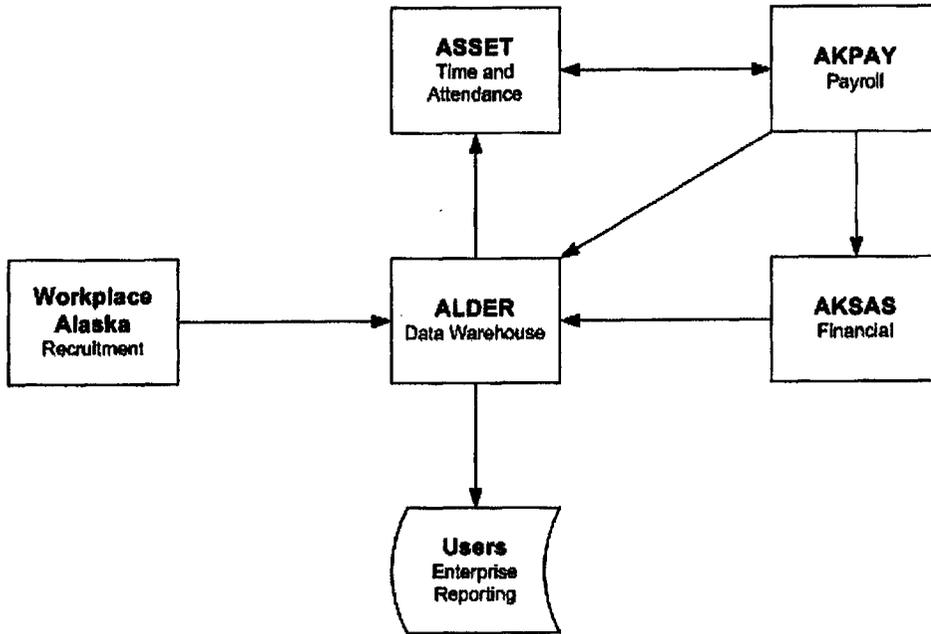
1. Improved business process efficiency and effectiveness emphasized by capturing transactions in real-time, automated workflow, and the elimination of duplicate entry, batch synchronization, and manual reconciliation processes.
2. Increased efficiency by reducing paper-based, manual processing and creating an environment for State employees that expands their ability to work and interact through an integrated service organization.
3. Improved quality, consistency, and accessibility of information available to State managers, supporting better decision-making through real-time distribution of information and consistent application of State accounting code structures.
4. Fully automated "req-to-check" procurement process that ties payment to requisition.
5. Self-service for vendors and State employees.
6. Reliable audit capability for all processes.
7. A technically current solution with a manageable total cost of ownership.
8. Effective, agile, and easily managed role-based security.
9. Single entry that creates payee and payer records for tracking expenditures and revenues.
10. Adoption of "Best Practice" processes inherent in delivered software. Accommodation of requirements through system configuration, not customization.
11. Complete integration of all components.
12. Disaster recovery and continuity of operations capability.
13. A smooth transition plan to a new system through effective change management practice.
14. Efficient use of current web-based technologies which meet State of Alaska standards.

Measures for these goals will be developed and tracked during the course of the project.

The diagram on the following page provides a high-level view of the State of Alaska's current administrative systems and a vision for those systems following completion of this project.

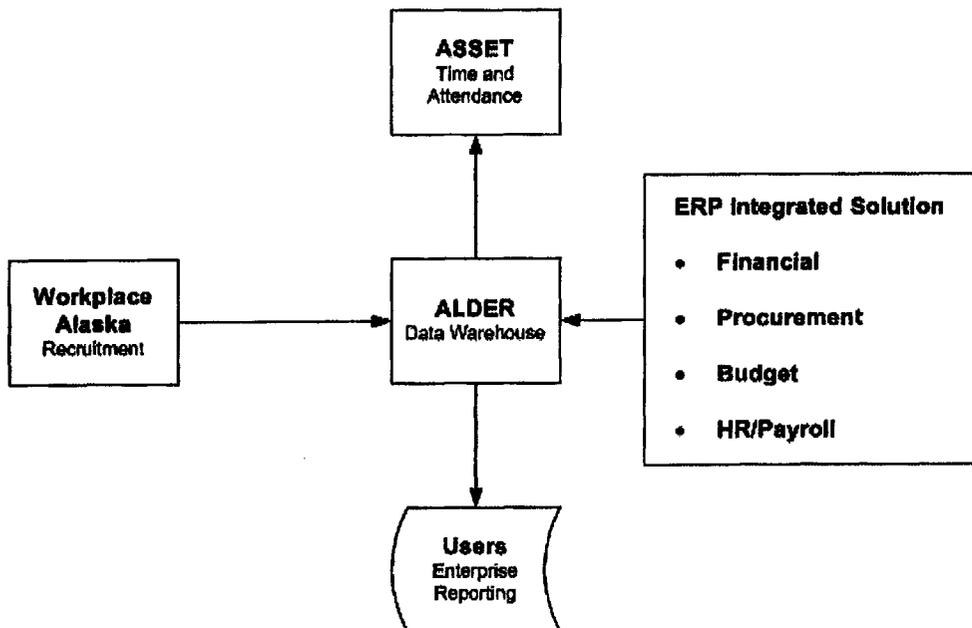
State of Alaska

Current Administrative Systems



State of Alaska

Future Administrative Systems



3 PROJECT SCOPE

The State anticipates procuring an integrated finance, procurement, human resources, and payroll application from a vendor. The application may be delivered using either a traditional licensing model for the software that will run on State hardware, or a hosted solution that runs on a vendor's hardware.

In addition to the software product, the State anticipates purchasing the following services to ensure the successful implementation of the administrative systems:

1. Comprehensive implementation services, including:
 - Project management
 - Discovery and business rules documentation
 - Business process design and software configuration
 - Technical architecture and infrastructure design
 - Data conversion
 - Interface development
 - Custom reports development
 - Custom workflow development
 - Custom forms development
 - Application testing
 - User and technical operations training
 - Knowledge transfer to the project team
 - Deployment support
 - Post go-live stabilization
2. Associated process re-engineering services, including communication and change management support.
3. Ten years of software maintenance.
4. For a State-run solution, vendor deliverables will include hardware specifications for licensed solutions, including production, quality assurance, development, and fail-over environments that comply with State standards listed at the <http://doa.alaska.gov/ets/plan/standards.html> web site.
5. For a hosted solution, vendor deliverables will include service level agreement terms and conditions that are acceptable to the State.

4 STAKEHOLDERS

4.1 State of Alaska Employees at Large

In addition to the thousands of hands-on users of these systems, all employees in the executive, legislative, and judicial branches of government rely on the statewide administrative systems to some extent to accomplish their work. Substantial change will be necessary to convert from systems that have been in place over 20 years.

4.2 Division of Finance, Division of Personnel and Labor Relations, and General Services Staff

Currently, existing systems and procurement processes targeted for replacement or integration are owned by Division of Finance, Division of Personnel and Labor Relations, and Division of General Services. These divisions share joint responsibility for the Administrative Systems Replacement project and implementation. They are responsible for key project deliverables including planning for and managing the enterprise-wide cultural changes that are inherent with the move from manual and legacy processes to automated processes.

4.3 Enterprise Technology Services (ETS)

Enterprise Technology Services will be responsible for infrastructure to support the administrative systems during the project implementation and subsequent operations periods. Depending on the result of the procurement, this role may range from establishing and maintaining multiple environments and storage for the systems, to negotiating and managing the service level agreement terms with the service provider. These services must be prioritized with other authorized Department of Administration enterprise projects. Enterprise Technology Services owns enterprise technology standards and evaluates system replacement solutions for standards compliance and noncompliance impacts.

4.4 State Technology Management Council (TMC)

The State TMC is part of the governing body which maintains the State's information technology (IT) standards, makes decisions on waivers to State IT standards, provides technical review and advice on State IT projects, and evaluates and recommends enterprise IT procedures and processes.

A diagram of State IT governance is located here:
http://doa.alaska.gov/eib/IT_Govern_Struct.pdf

Information about the membership and actions of the TMC is located here:
<http://doa.alaska.gov/ets/plan/TMChome.html>

4.5 State Security Office

The State Security Office within the Department of Administration is responsible for developing, deploying, maintaining, and performing independent auditing and compliance monitoring on all information technology or telecommunication networks, systems, services, electronically processed or stored information, data, and/or records for the executive branch agencies, corporations, and commissions.

4.6 Administrative Services Directors and Department Finance Officers

Administrative Services Directors and State Finance Officers are responsible for ensuring new/revised administrative processes are adopted by and implemented in their agencies. These individuals will select appropriate agency liaisons to work with the Administrative Systems Replacement project team throughout the project and will support their liaisons' role as the representatives for their department.

4.7 Subject Matter Experts

Subject Matter Experts (SMEs) from various departments will assist in the RFP evaluation process, help define requirements, provide answers to project-related questions as they arise, and participate in comprehensive system testing.

4.8 Legislative Auditors

Legislative auditors will be interested in the development and implementation of administrative systems replacement and will, through their independent audit processes, recommend the system is developed with adequate procedural and systemic controls.

4.9 Labor Unions Representing State of Alaska Employees

Labor unions represent 70% of the State's workforce. They have an interest in ensuring their members have the tools necessary to perform their jobs. Functional administrative systems are essential to the missions of all State agencies.

4.10 Vendors

Vendors doing business with the State will benefit from self-service and other procurement best practices.

4.11 Citizens of the State

Citizens of the State will benefit from better service when State agencies use consistent and efficient administrative systems, spending less time on antiquated, manual processes.

5 ROLES AND RESPONSIBILITIES

5.1 Executive Sponsors

The Commissioner or Deputy Commissioner from the Department of Administration and a representative of the Governor will serve as Executive Sponsors of the Administrative Systems Replacement project. These individuals are responsible for providing executive leadership to the project for the State, as well as strategic direction and input. The Executive Sponsors advise members of the Steering Committee, and will have regular and frequent communications with the Project Directors and other business process owners.

5.2 Steering Committee

The Steering Committee is responsible primarily for setting vision, direction, and policy around the statewide administrative functions, which in turn affect the systems. The Steering Committee will determine how the success of the implementation will be measured. These individuals will act as advocates and visible faces of the project when needed. The committee also recruits and allocates resources for the project activities, in their capacity as heads of various business processes. They also have authority over all major business process issues within the scope of statutes, and may request statute changes to benefit the project. In addition to approving significant project changes as defined in the change management process, the committee is responsible for approving any project changes not requiring dollar appropriations. Additional funding and appropriations are based on decisions and actions by the Governor and the Legislature.

The Steering Committee will work toward consensus decisions for the project when possible, and the Executive Sponsors will make decisions where the Steering Committee cannot achieve consensus.

Members of the committee include the Executive Sponsors, the Project Directors, representatives of the Administrative Services Directors and the State Finance Officers Association, and the State Project Manager.

5.3 State Project Directors

Four divisions within the Department of Administration own the business processes affected by the Administrative Systems Replacement project:

- Division of Finance – finance and accounting
- Division of Personnel and Labor Relations – human resources and payroll
- Division of General Services – procurement
- Enterprise Technology Services – information technology infrastructure and advice

The directors of these four divisions will serve as Project Directors, with each business process owner having specific authority (subject to Steering Committee decisions) over their area of responsibility. The Project Directors will act as liaisons to key stakeholders within their professional community. With the support of the Steering Committee and Executive Sponsor, the Project Directors will determine at what level and by whom project decisions need to be made as appropriate.

5.4 State Project Manager

The State Project Manager with overall responsibility for day-to-day project leadership will be a

certified Project Management Professional from the Division of Finance. The completion of two statewide project implementations (ASSET and ALDER) will provide the experience necessary for a project of this magnitude and impact. The Project Manager will chair the Steering Committee meetings and will report to the Project Directors for purposes of the project.

Other project management staff will assist the Project Manager in providing leadership and coordination of activities between the project functional leads. The assistant Project Manager(s) will report to the Project Manager for the purposes of the project.

5.5 State Project Team

The State of Alaska Project Team will be comprised of several full-time and part-time staff from the Department of Administration, with periodic assistance from subject matter experts (SMEs) from various State agencies as needed. The full-time team members include the State Project Manager and assistant project managers, and the functional leads for finance/accounting, human resources/payroll, procurement, integration, and change management. Each of these functional leads will be available throughout the course of the project, and will be supported by professional and technical resources as necessary.

State resources will normally be scheduled based on a contractual 37.5 regular hour work week and account for holidays and reasonable personal leave. Members of the State project team will work overtime for short periods for extraordinary purposes. Where applicable, overtime or flex time plans will be in place to compensate project team members for overtime as appropriate under the agreements.

The project team will support the day-to-day operation of the project and will:

1. Serve as full-time participants on the project.
2. Participate/lead specific project tasks in accordance with the project plan.
3. Facilitate work sessions and conduct interviews with stakeholders, as appropriate.
4. Ensure adequate project documentation is created and maintained.
5. Perform development of assigned deliverables, and ensure deliverables are completed on schedule.
6. Actively participate in developing project work products, refining business processes, and in developing, implementing, and testing system requirements.
7. Make initial recommendations for business process change.
8. Anticipate problems proactively and make recommendations for improvements.
9. Resolve issues in a timely manner per the project issue escalation policy.
10. Actively participate in project team meetings and status reporting activities.
11. Review project deliverables in accordance with deliverable review process.

5.6 Quality Assurance Consultants

The State of Alaska has contracted with Wostmann and Associates to perform quality assurance for the project. Individuals employed by Wostmann and their subcontractors will coordinate review of deliverables, contribute to risk and issue management, and assist in monitoring project progress. These individuals may be called upon to assist the State project team in any aspect of the project.

5.7 Integration Services Contractor Project Team

The Contractor that the State partners with for this project will be determined in a competitive procurement process. The selected Contractor's project team will include the necessary personnel to accomplish the project as proposed, including a Project Manager who will be responsible for updating and tracking the progress of the project against the mutually agreed-upon schedule.

5.8 Enterprise Technology Services

Knowledgeable individuals in Enterprise Technology Services (ETS) will be responsible for establishing and maintaining hardware and operating system environments in coordination with the approved project implementation schedule. Depending on the selected Contractor's proposal, this work could range from acquiring and setting up hardware and operating environments in accordance with proposed specifications, to negotiating and managing the service level agreement for the technology infrastructure. However, to the extent possible, the State will consume services for this project from ETS.

5.9 Subject Matter Experts

Subject Matter Experts (SMEs) will participate on the project in both a formal and informal capacity as experts available to answer project-related questions as they arise. SMEs are considered experts in their fields (e.g., human resources, payroll, procurement, finance, and information technology), and will be able to answer routine questions and provide input regarding desired and required functionality. A SME may come from one of the various State agencies or be a member of the project team.

SMEs in relevant disciplines may participate in organized work sessions designed to document current and future processes, and develop and validate functional and technical requirements. SMEs will:

- Participate in work sessions as ad hoc members.
- Contribute to documenting business processes.
- Make recommendations to add, modify, and delete requirements to more accurately reflect the State's needs.
- Review requirements documentation for accuracy and completeness.

5.10 Agency Liaisons

Agency liaisons will participate on the project as a conduit between the project team and the various State agencies. Liaisons are SMEs with responsibility for their agency interests in the project. They will:

Communicate

- Be a single point of contact for agency to the project.
- Communicate project specifics to agency staff.
- Ensure clear understanding of the project by agency staff.
- Distribute communications and other pertinent project materials within the agency.
- Work closely with the agency leaders to ensure project messages are consistent and filtered down through the agency.
- Ensure active participation by agency subject matter experts (SMEs).
- Ensure timely response to project team requests.

Build a Support Network within Agency

- Lead and manage organization change within the agency.
- Encourage support for and participation in project throughout agency.
- Obtain agency resources for project as necessary.
- Coordinate and ensure completion of agency project-related tasks.

Provide Feedback

- Identify users and their concerns or resistance.
- Discuss agency issues and concerns with project leadership.
- Facilitate issue resolution within their agency.

6 ASSUMPTIONS AND CONSTRAINTS

6.1 Assumptions

- Executive management strongly supports administrative systems replacement and embraces the resulting change that will lead to more efficient business processes, seamless integration, and more timely and accurate reporting.
- Executive management recognizes that the Statewide Administrative Systems Replacement project will have substantial impact on the State's business processes over a multi-year timeframe, and is committed to the success of the project.
- The State is equally open to a range of possible solutions, from licensed software arrangements to solutions which provide software as a service. The outcome of the procurement for the ERP will determine the direction to be taken.
- State resources will be available as needed to support the project.
- Project timeline estimates are contingent on availability of resources and key decision makers as well as complete, accurate, and timely resolutions to project questions and issues.
- The project represents considerable change to the operating norms of the State. It is critical that deliberate communications be developed and carried out through an ordered communications plan to minimize anticipated resistance to change.
- The State will recognize the benefits of conforming to industry best practices and will embrace and internalize changes in business processes and procedures.
- Scope changes beyond the iterative refinement of the defined project requirements, may result in change orders and can extend the timeline and/or resource requirements for the project.
- Issues and risks impacting the project may alter the timeline and/or the resource requirements.
- The project budget is sufficient to include the State's internal costs, project management and quality assurance contractor services, implementation vendor services, hardware, software licenses, and maintenance costs. If the results of the competitive procurement determine otherwise, additional funding will be sought.
- The project intends to emphasize process change in lieu of software modifications to protect software warranties and facilitate future system upgrades. This also means that business modeling is not done prior to the selection of the ERP solution but after software selection to model business changes to take best advantage of the best practices inherent in the selected ERP software solution.

6.2 Constraints

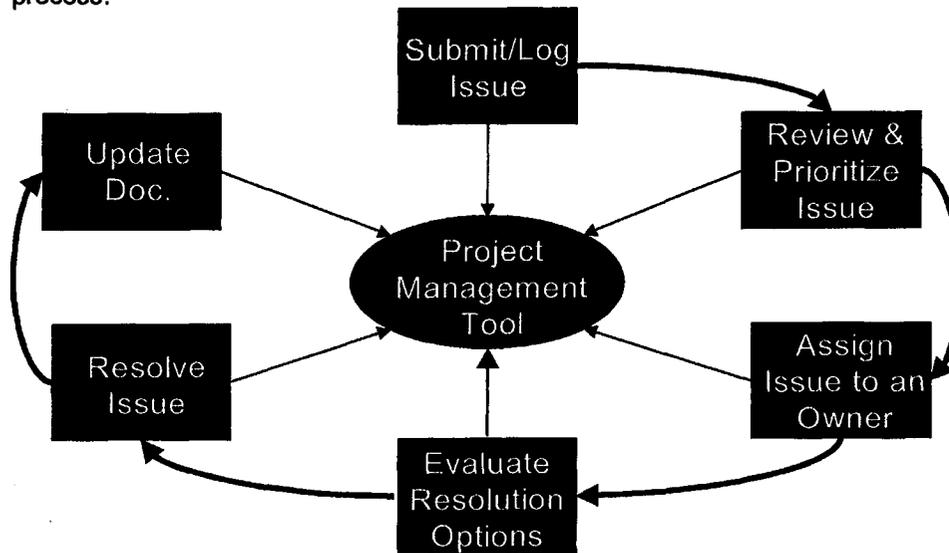
- This project is to be executed on a timeline to be mutually agreed upon between the State and the selected vendors.
- Availability of a qualified workforce and the ability to recruit qualified resources will impact the implementation and long-term operations of any new statewide administrative systems. Considerations must be made for the user interface and underlying technology of any systems considered.

- The solution will be implemented in accordance with current State technology standards. These standards do not apply to solutions which propose software as a service.
- Timeliness of resolution to project issues may be affected by seasonal workloads, labor contract negotiations, election cycles, statute and regulation inertia, and inter-agency coordination.

7 ISSUES AND RISKS

7.1 Issues

It is common, during the lifecycle of a project, for questions, problems and concerns to surface. It is important to the success of the project that all of these items are tracked thoroughly and resolved appropriately. For the Administrative Systems Replacement project, each of these items will be classified as a project issue, and will be documented, managed, and tracked through an Issue Management Process. When an issue cannot be resolved within the project team, an escalation process is followed so a resolution can be reached and the project progress is not hampered. The diagram below provides an overview of the Issue Management and Resolution process.



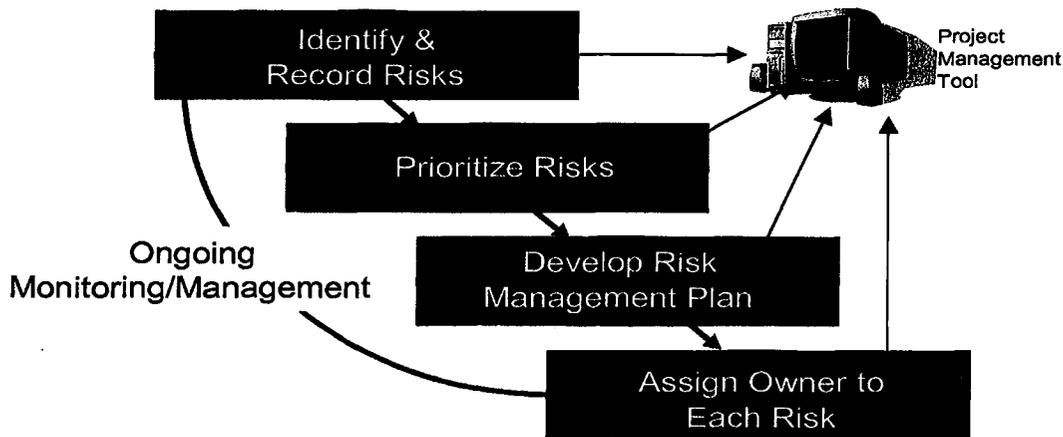
Issues identified at this time include:

- The scope and breadth of this project will stretch State resources over several years. The need to maintain existing systems during the new system implementation will require additional State resources during the period of overlap.
- The operating budget impact of replacement software, estimated at over \$10 million annually, will require substantial adjustments to the current inexpensive, but unsustainable, budgeted cost of legacy systems.
- Unidentified applications that affect the Administrative Systems Replacement project must be identified, and decisions made regarding decommissioning and/or conversion.

7.2 Risks

Risks are defined as events or actions that have a reasonable chance of happening and that would have a positive or negative impact on the project. A project risk differs from a project issue in that a risk is a potential event, whereas a project issue is a problem or condition that currently exists and requires a decision on how it needs to be handled.

The diagram below depicts the steps that will be taken in the Administrative Systems Replacement project to ensure that project risk is properly managed:



Risks identified at this time include:

- A comprehensive communications plan is required so all stakeholders remain engaged and have timely information related to the project. During execution of the plan, it is possible the direction and intent of changes are misunderstood. If such misunderstandings are not anticipated and managed, the rate of adoption of the system may be slowed and/or all benefits of the system may not be derived.
- It is common for organizations to underestimate the level of change management required as part of any system implementation. The new ERP system will drive the implementation of new business processes that will radically change the work environment and job tasks of employees. The risks associated with not recognizing and properly managing organizational change impacts can disrupt the project implementation effort and system acceptance, decrease employee productivity, and increase employee stress and anxiety.
- Ineffective departmental liaisons present a risk to the successful outcome of any communications plan and processes for the Administrative Systems Replacement project.
- Lack of cooperation with the project team or buy-in to the product of the project by one or more departments could impact the successful outcome of the project.
- Lack of access to project stakeholders will impact project timelines and costs if decisions cannot be made in a timely fashion.
- Lack of informed, authoritative, and timely decisions could negatively impact project timelines.
- Earthquakes, volcanoes, and other acts of God are a risk to the project as they may restrict the availability of ETS staff for environment and redundant site set up and support when needed. These events may also interfere with communications, training, and implementation of the Administrative Systems Replacement project to employees in affected areas.

8 PROJECT MANAGEMENT APPROACH

8.1 Scope Management Process

The Administrative Systems Replacement project will adhere to project management principles and processes of the Project Management Institute.

The project will be subject to changes throughout its lifecycle due to its size and complexity. Allowing a certain amount of change to take place is an important factor in the success of the overall project. For the project to be successful within its defined budget and timeframe, however, it is essential that the project scope at all phases be closely monitored and controlled for the following reasons:

- Changes can adversely impact project costs, schedule, and performance.
- Changes can disrupt schedules, delay target milestone dates, and unbalance project resources.
- Changes, if too numerous, can impede the project team's progress and, ultimately, success of the project.

There are two primary aspects to controlling scope:

1. **Preventing "scope creep"** – Project management must clearly communicate work assignments and monitor assignments to ensure that activities beyond the approved scope of the project are not performed.
2. **Ensuring proposed changes in scope are business-justified** – All proposed changes to the scope of the project must be evaluated to determine their value to the project's goals and impact on the project costs, schedule, and resources, etc. It is project management's responsibility to see that only changes that are properly authorized are undertaken.

8.1.1 Approach

The following approach will be followed to ensure adherence to the Project Scope and Requirements management:

1. For any potential change in scope, a change request will be prepared and evaluated in two key areas:
 - **Functional/Technical Validation:** A technical and functional analysis will be performed to determine the feasibility of implementing the requested change.
 - **Impact Assessment:** Based on the outcome of the Functional/Technical Validation, an assessment will be performed to determine the potential impact to cost, schedule, and scope.
2. The change request will proceed through these approval steps:
 - **Step 1** – The State Project Manager(s) will evaluate the change request to determine if there is sufficient business reason for consideration.
 - **Step 2** – The State Project Manager(s) will send the request to the Contractor Project Manager for functional/technical validation.
 - **Step 3** – The Contractor Project Manager will assess the impact of the requested change on project costs, schedule, resources, etc. and report these impacts to the State.

- Step 4 – The State will consider the Contractor response and approve or deny the request based on the Change Management Plan. A State Project Manager may approve requests requiring less than 80 hours work. Larger requests must be approved by the Steering Committee.
- Step 5 – The Contractor will deliver per the approved request.

A change in scope can surface first as an issue in the Issue Management Database (e.g., the State requires some additional functionality outside of the scope of the project). The change of scope issue is logged and managed like any other issue. Change of scope issues will differ from other issues in that there is an impact on project resources, timeline, and/or budget. They may affect the business processes, system functionality, or technical architecture, and/or occur after the deliverable/product has been accepted. Therefore, justification, including development of a cost analysis and project impact and proposed resolution, must be documented. The Scope Change Request Form is used to document these details.

8.1.2 Scope Escalation Process

If a change of scope cannot be resolved within the normal channels or within the required timeframe, the change of scope issue is escalated like any other unresolved project issue, via escalation to the steering committee if necessary. If the urgency of the change request is such that it cannot wait for resolution until the next regular Steering Committee or Executive Sponsors meeting, the Project Directors may call a special meeting, arrange a teleconference, or send an email to the committee for consideration of the change request.

9 APPROVAL

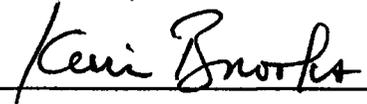
The approval signatures confirm an understanding of the purpose and content of this document. By signing this Project Charter, you agree to this as the formal Project Charter statement to begin work on the project described within, and commitment of the necessary resources.



Annette Kreitzer, Commissioner of Administration
Executive Sponsor

7-12-10

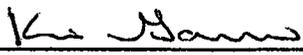
Date



Kevin Brooks, Deputy Commissioner of Administration
Executive Sponsor

7-13-10

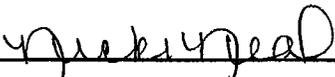
Date



Kim Garner, Director of Finance
Project Director

7-27-10

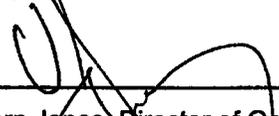
Date



Nicki Neal, Director of Personnel and Labor Relations
Project Director

7-13-10

Date



Vern Jones, Director of General Services
Project Director

7/27/10

Date



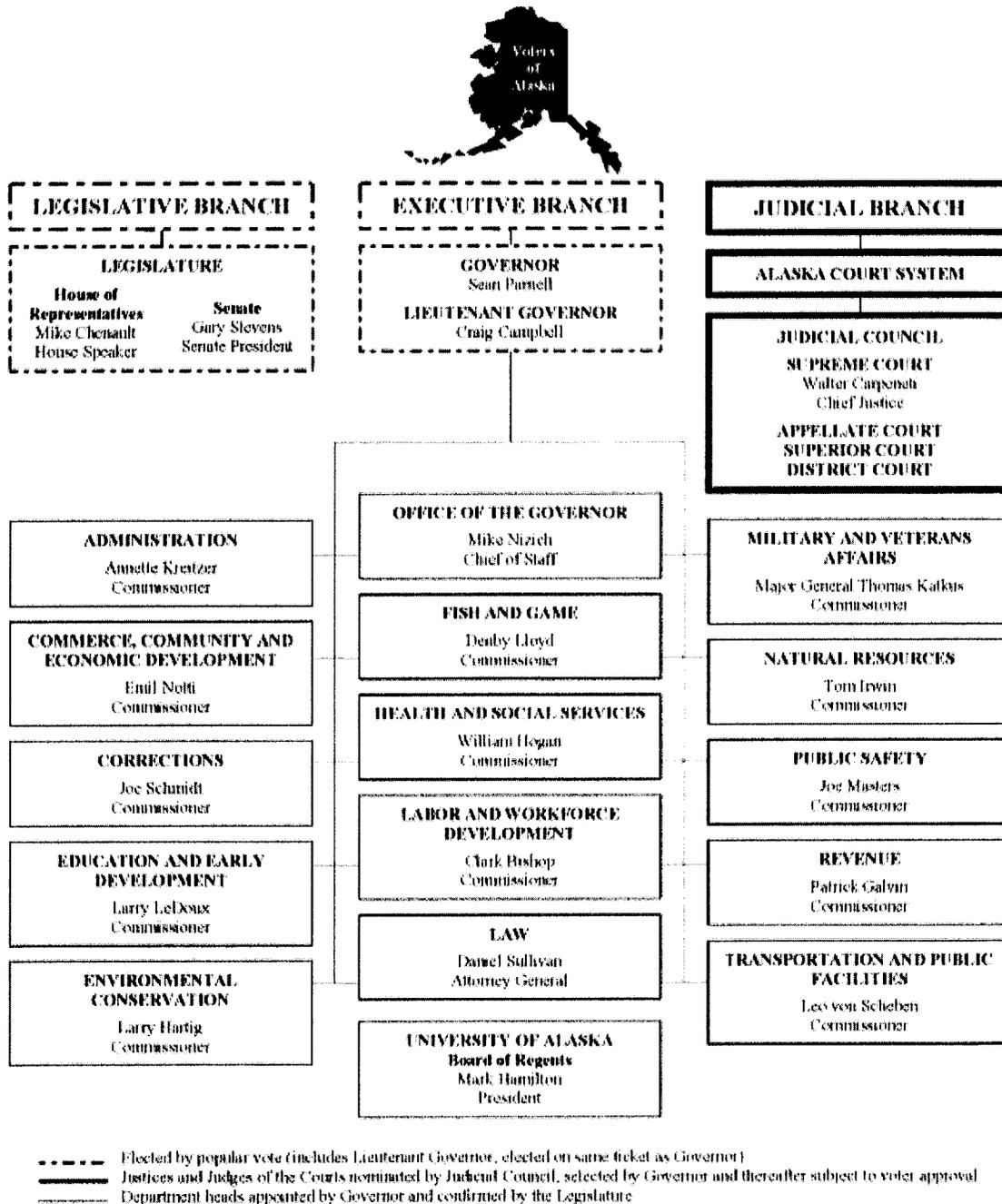
Anand Dubey, Director of Enterprise Technology Services
Project Director

07/12/2010

Date

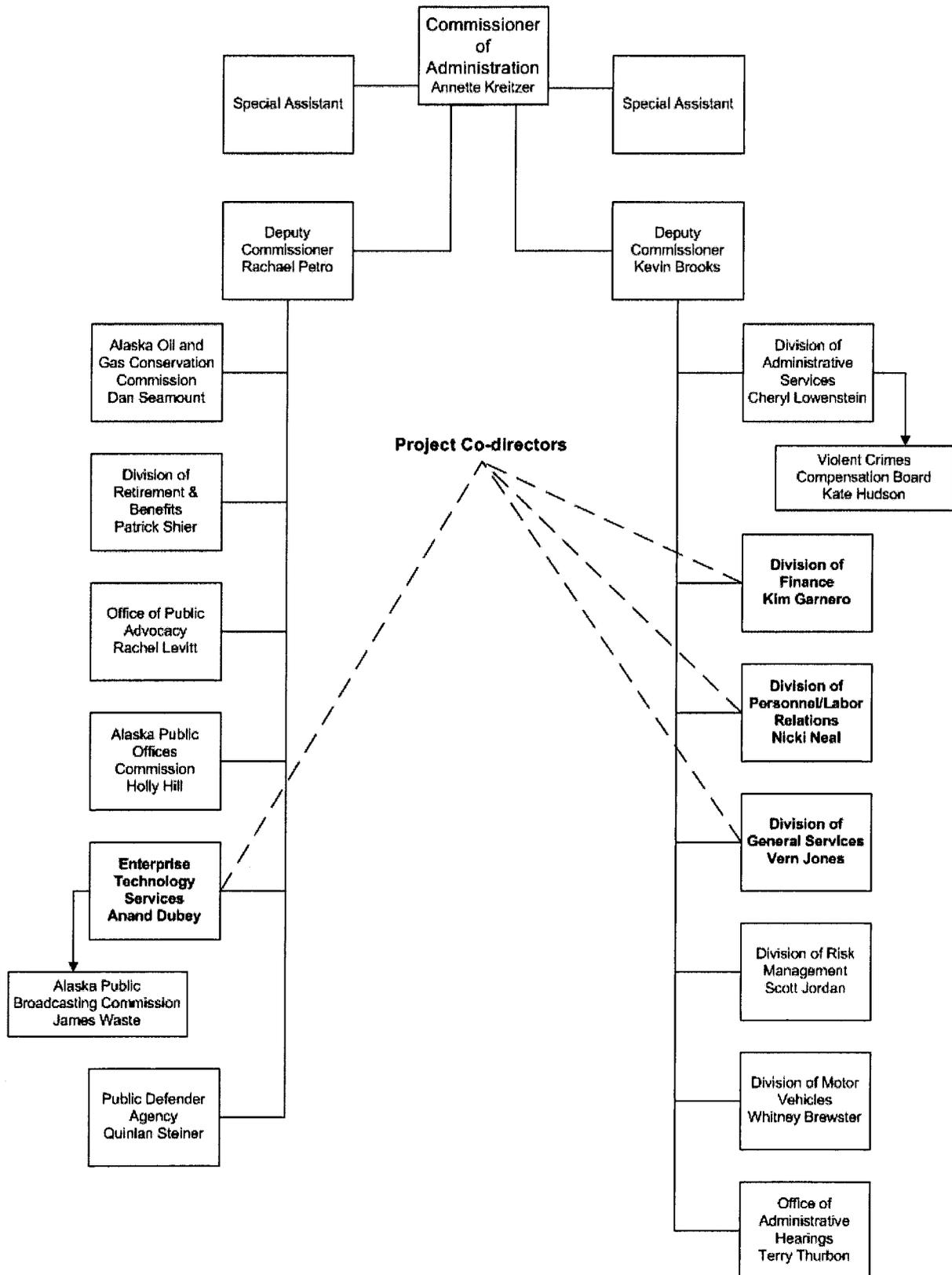
ATTACHMENT L STATE ORGANIZATION CHARTS AND PROJECT TEAM JOB DESCRIPTIONS

STATE OF ALASKA ORGANIZATION CHART (As of May 30, 2010)

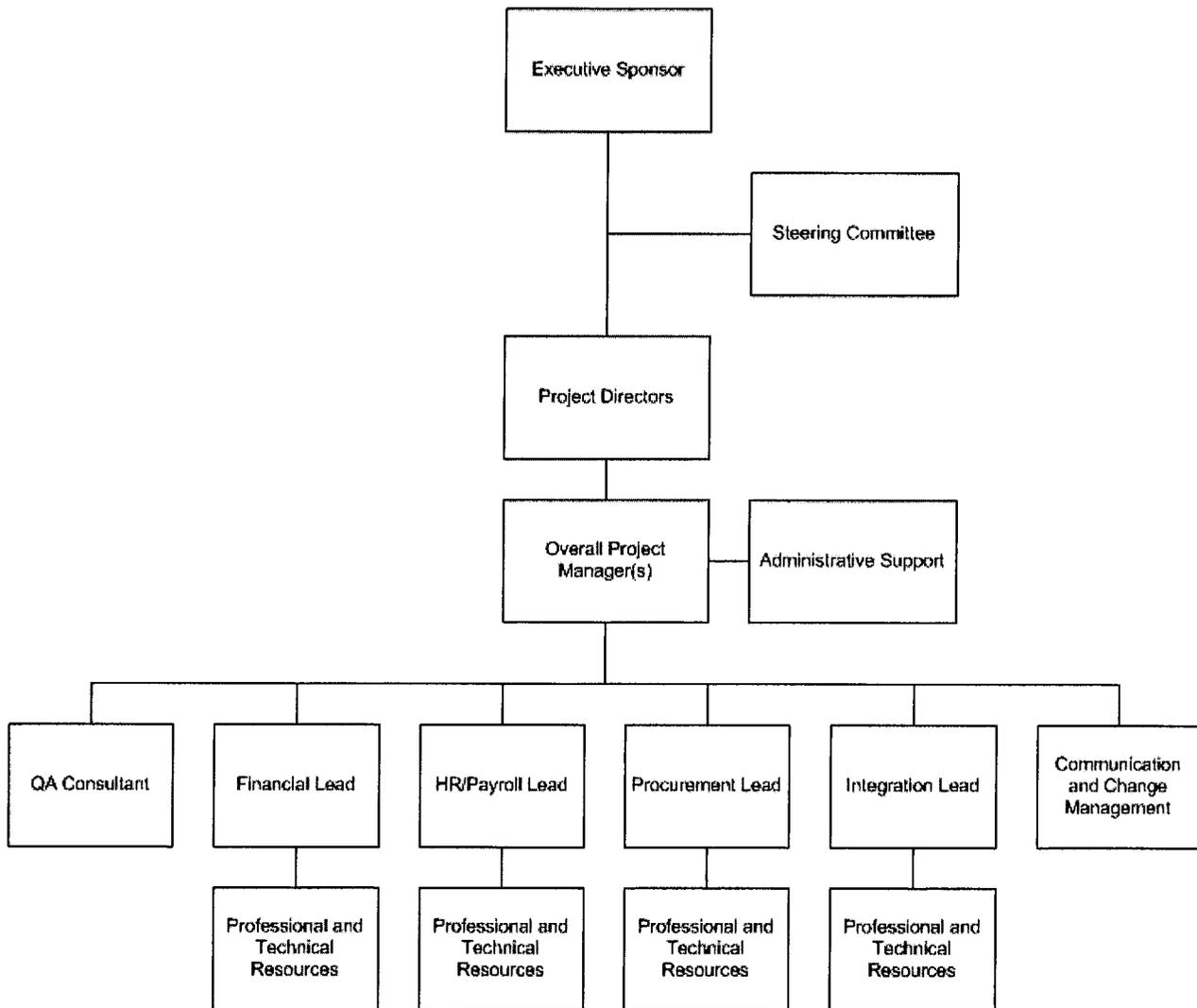


Source: www.alaska.gov

Department of Administration Organization Chart



Statewide Administrative Systems Replacement Project Team Organization Chart



Statewide Administrative Systems Replacement Project Team Job Descriptions

Project Management	
FTE	1.5
Description	Plan, execute and close the project. Key components include communication management, risk and issue management, contract deliverables review, approval and time lines, system configuration management, project implementation oversight, and cost, time and scope management.

Administrative Support	
FTE	1.0
Description	Identify, research, and analyze problems and issues associated with the project, establish and maintain cooperative relationships with those contacted in the course of the project, review and prepare comprehensive reports, and communicate effectively orally and in writing with a variety of professional and lay people. Handle administrative duties to support the project team.

Stakeholders	
FTE	7.0 (part time agency representatives)
Description	Working with functional leads, ensure that unique agency requirements are identified and met during system implementation. Provide agency knowledge during the life of the project.

Functional Leads	
FTE	3.0 Plus 1 to 2 technical or professional resources that work with each functional lead
Description	Provide expertise and knowledge transfer in specific functional areas including procurement, financial and HR/payroll. Direct professional and technical resources in testing and quality assurance processes. Review test results and provide expert guidance for necessary changes related to implementation.

Communication and Change Management Lead	
FTE	1.0
Description	Assess and monitor the State's readiness for various stages of system implementation. Work with integrator to develop and deliver communication that supports successful adoption of the new administrative systems.

Subject Matter Experts	
FTE	5.0
Description	Participate in joint application design sessions to refine the State's requirements. Perform acceptance testing of configured software.

Training	
FTE	3.0
Description	Assist with the development of course content, instructor's manual, and planning of training events. Conduct training sessions for trainers who will train the end users.

Application Development / Configuration, Infrastructure and DBA, Operations	
FTE	2.0
Description	Serve as a technical resource for project. Ensure technical correctness of hardware or software designs between the replacement system(s) and existing infrastructure. Ensure integration capabilities between the replacement system(s) and agency subsystems. Review product and services of the contract to insure adherence to State standards.

ATTACHMENT M NONDISCLOSURE AGREEMENT

WHEREAS, the State of Alaska (**SOA**) agrees to furnish to _____
(Company name)

(**Potential Offeror**) certain confidential information relating to policies, processes, procedures, or confidential data that is available to **SOA** employees (please reference Section 4.04 Useful Information) and not normally accessible by non-**SOA** employees;

WHEREAS, **Potential Offeror** agrees to review or obtain such confidential information only for the purpose of responding to the Request for Proposal (RFP) 2010-0200-9388 "Statewide Administrative Systems Replacement," and to otherwise hold such information confidential pursuant to the terms of this Agreement;

BE IT KNOWN, that the State of Alaska shall furnish to **Potential Offeror** certain confidential information on the following conditions:

1. Upon execution of this agreement, **SOA** shall make available a USERID/password for the **SOA** enterprise directory that gives **Potential Offeror** access to information on the **SOA** web site which is normally accessible only to **SOA** employees.
2. **Potential Offeror** agrees to hold confidential any information accessed through use of USERID that would not otherwise be accessible and agrees that it shall be used only for possible response to the **RFP** and shall not be used for any other purpose, or disclosed to any third party.
3. The obligations imposed herein do not extend to information/data which is:
 - a. in the public domain at the time of receipt or it came into the public domain thereafter through no act of **Potential Offeror**;
 - b. disclosed pursuant to court order, after notification to the **SOA** procurement officer for this **RFP**;
4. **Potential Offeror** acknowledges and accepts that **SOA** may seek remedies and legal enforcement of compliance with this agreement in the event of breach.

AGREED AND ACCEPTED BY:

Date: _____

By: _____
Printed Name

Signature

Title: _____

For: _____
Company



State of Alaska

Technology Management Council (TMC) Information Technology Standards

Version 74 -- June 9 , 2010

*This version reflects decisions made by the TMC through June 9, 2010. It replaces all previous versions. Recent changes appear in **bold RED Italics**.*

NOTE: Departments are allowed to procure technologies listed as "Approved Standards" or "Approved to Procure without a Standard". Agencies are not allowed to procure any technologies that are not in this document or any items listed as "Pending" unless a Waiver Request has been reviewed and approved by the Technology Management Council (TMC). The Waiver Request form is located:

<https://intranet.state.ak.us/admin/ETS/plan/waiverForm.pdf>

The following are the minimum procurement standards for the State of Alaska (SOA) and reference the current available versions of software unless otherwise noted. The technology standards [hardware, software, data subscriptions, domain name licenses, data transmission (phones, video, data), and other technology items] were developed by the Technology Management Council (TMC) representing all SOA Designated Department IT Managers. The Standards Listing will be revised and updated as needed by the TMC.

These "Standards" apply when purchasing new or replacement technology items or for developing transition plans. This listing is intended as an indicator for agencies to plan for migrating from hardware and software that is not on this "Standards" list. In areas where multiple standards have been approved, departments may choose to be more restrictive within the standards.

All software is managed through the standards process. Procurement and use of any and all software that is not addressed in this Standards Listing requires TMC approval of a waiver request approved and submitted by your Designated Department IT Manager. Acquisition and use of Freeware or Open Source software that is not otherwise authorized in this Standards Listing, also requires TMC approval of a waiver request approved and submitted by your Designated Department IT Manager. Existing production systems using Freeware or Open Source software may be maintained.

Task Orders and Professional Services contracts require sign-off by the Designated Department IT Manager for standards compliance and alignment to the respective Department's IT Plan.

Questions regarding these standards should be directed to your Designated Department IT Manager (DD/ITM). Where standards require approval of the DD/ITM, that is the Designated Department IT Manager.

APPROVED STANDARDS

Procure via Departmental Procurement Policy

APPLICATIONS/SOFTWARE

CATEGORY	STANDARDS	Date
ACH payment and revenue collection	Beaches (See <u>Beaches (ACH)</u>)	02/09/2005
Asset Management Software (for inventory, discovery, and tracking of physical component attributes)	LanDesk	04/13/2005
Audio Files, Recording and Playback	System must comply with the following requirements: -- Any files published must be in a format recognized by Windows without any proprietary software. (Examples include but are not limited to MP3 or WAV.) -- Audio files should be in the smallest file size available to ease distribution, and minimize bandwidth use. Software used to create files should support different quality/size files. -- Any software used for recording should be able to trim audio files to remove superfluous recording time, E.G., court recess.	12/12/2007
Biometric Authentication	Digital Persona, among others	6/09/2010
Collaboration Software	MS SharePoint	12/14/2005
Development Tools – Custom Application Development	-Departments should choose a Development Environment of Microsoft or JAVA -MS Visual Studio, Java, Crystal Reports	
Development Tools – Internet / Intranet Application Development	Departments will select a Development Environment of Microsoft or JAVA - Adobe Creative Suite, InDesign. -Crystal Reports, JAVA, Google, DT Search, Soap, XML, Jdeveloper and Jbuilder, MS Visual Studio <u>For all software:</u> Current version should be procured but department may set version for use	02/23/2004
Content Management Software	Stellent Universal Content Server products See <u>DM/IM/CM Business Case</u>	09/08/2004
Document and Data Capture Software	Kofax Ascent Capture See <u>DM/IM/CM Business Case</u>	09/08/2004
GIS Software Vector Based	ESRI, MapInfo, or AutoDesk For guidelines, see <u>GIS Standards</u>	08/25/2004
GIS Database Standard, Enterprise or Departmental (Multi-user)	Use <u>Departmental Database Standard of Microsoft SQL or Oracle</u>	08/25/2004
Imaging Management Software	Stellent Imaging and Business Process Management (BPM) products - formerly Optika Acorde See <u>DM/IM/CM Business Case</u>	09/08/2004
Internet Credit Card Processing	Accepts (see <u>Accepts Credit Card Standard</u>)	03/22/2006

Approved Standards, cont'd		
CATEGORY	STANDARDS	DATE
Project Management	MS Project Requires DD/ITM Approval	08/09/2006
Report Distribution Management Software	Mobius DocumentDirect, ViewDirect for Internet/Web, ViewDirect for Networks See DM/IM/CM Business Case	09/08/2004
Zip Code Software for Web or Client	Finalist or Zip+4	12/01/2004

DATABASE

CATEGORY	STANDARDS	DATE
PC – Personal Database	MS Access (Procure Current Version but Dept sets version for Use) - May only be used as database query & reporting tool & for a single user database application. If used as single user database, it cannot be used or replicated over Statewide IT Network. - Requires DD/ITM Approval - May be procured as part of MS Office Professional if MS Office is procured at same time	11/24/2004
Server – Enterprise or Departmental Database	Departments have chosen a Database Standard of Microsoft SQL or Oracle (see http://doa.alaska.gov/ets/plan/DeptStandardsAppDevDB.html)	11/24/2004
Server – XML Database	Tamino XML	

PERSONAL COMPUTER (DESKTOP)

CATEGORY	STANDARDS	DATE
PC – PDF Reader/Writer	Any of the Adobe Suite (Current Version)	5/4/2005
PC – Data Back-up	Default OS Tool, Veritas	
PC - Desktop NOTE: <i>The State of Alaska has adopted a set of generic hardware configuration. On November 25, 2009, the TMC voted to allow department IT Managers to designate a department standard from among the manufacturers that are part of the WSCA/NASPO Premium Pricing Plan.</i>	- Dept IT Manager designates the standard for department, division or other administrative unit - Requires DD/ITM Approval - Purchase from the WSCA/NASPO program located online at: http://www.wnpsp.com/9.html - If purchase from other than WSCA/NASPO Premium Pricing Plan, send configuration to DGS/Jason Soza (jason.soza@alaska.gov) or fax to 465-2189 immediately after purchase - 64-bit WINDOWS OS NOW ALLOWED	11/25/2009 8/02/2006 05/12/2010
PC – Desktop Fax	Captaris RightFax or Castelle FaxPress	2/25/2004

Approved Standards, cont'd		
CATEGORY	STANDARD	DATE
PC - Desktop Publishing – High End (Best suited for off-set printing, but may be used for all types of publishing.)	Adobe InDesign or functionally similar product in Adobe suite (may be purchased as part of Adobe Creative Suite or comparable Adobe software bundle – This approval includes software on current Approved Standards list only). (Current version should be procured, but department may set version for use.)	5/4/2005
PC - Desktop Publishing – Low End (Best suited for in-line/network printing or quick print.)	Microsoft Publisher - May be procured as part of MS Office Professional or MS Office Small Business Edition if MS Office is procured at the same time - Requires DD/ITM Approval if procured with MS Office Professional (Current version should be procured, but department may set version for use.)	2/23/2004
PC – Diagramming Tool	MS Visio	
PC – Disk Imaging	Symantec Ghost	4/12/2004
PC – File Compression Program	ZipGenius WinZip is allowed when it is required to exchange WinZip encrypted files with non-State entities.	2/11/2004
PC – Google Earth Pro	Requires DD/ITM Approval	12/12/2007
PC – FTP Software, <u>Secure</u> FTP utilities	WSFTP; Default OS Tools; <i>For secure FTP, Dept IT Manager will designate (Filezilla, WinSCP as examples)</i>	3/30/2010
PC - Graphics – Raster (Bit Map)	Adobe Photoshop or functionally similar product in Adobe suite (may be purchased as part of Adobe Creative Suite or comparable Adobe software bundle – This approval includes software on current Approved Standards list only). (Current version should be procured, but department may set version for use.)	5/4/2005
PC - Graphics – Vector	Adobe Illustrator or functionally similar product in Adobe suite (may be purchased as part of Adobe CS or comparable Adobe software bundle – This approval includes software on current Approved Standards list only). (Current version should be procured, but department may set version for use.)	5/4/2005

Approved Standards, cont'd		
CATEGORY	STANDARDS	DATE
PC – Office Suite/Office System	MS Office Professional Edition. Procure Current Version (2010) or one previous. - Dept sets version for use. - Dept IT Mgr determines which applications of Office Pro will be deployed.	12/14/2005
PC – Operating System	Windows 2007 Professional 32- or 64-bit. Procure current version or one previous. - Dept sets version for use. - 64-bit Windows OS NOW ALLOWED VMWare and Microsoft Virtual PC - Requires DD/ITM Approval	05/12/2010 05/12/2010
PC – Presentation Software – Non-Web (Software generally used for live presentations. Content is largely from individual users.)	Microsoft PowerPoint. Procure Current Version (2010) or one previous. - Dept sets version for use.	3/16/2004
PC – Remote Control Software (SOA Internal Device management only)	Secure RDP clients or LanDesk	05/18/2007
PC – Scanner Software for OCR	ScanSoft OmniPage Pro is the standard when software bundled with scanner is not acceptable.	02/25/2004
PC – Web Browser	Internet Explorer, Mozilla Firefox	06/08/2004
PC – Wireless Network Interface Cards	Standard for all wireless NICs is 802.11 a/b/g	06/27/2007

PRINTERS

CATEGORY	STANDARDS	Updated
Printers – may be multifunction printers	HP - Requires DD/ITM approval	5/31//2006
Printer - Large format Plotter	HP	01/25/2006
Printer – POS Thermal Receipt Printer	Must not be able to connect to a Cat 5 cable - Requires DD/ITM approval	06/27/2006
Printer Server	HP Jet Direct print server (Internal or External Cards)	04/02/2004

SECURITY

CATEGORY	STANDARDS	Updated
Behavior Blockers for Zero Day Threats, Host Based Intrusion Detection Service	Cisco Security Agent (CSA)	9/7/05
Digital Certificates	Verisign as the Certifying Authority for SSL certificates and for Code-signing certificates	4/28/2004
Directory Services	MS Active Directory	12/14/2005
Enterprise Patch Management	LanDesk: Patch Management Module	4/13/2005

Approved Standards, cont'd		
CATEGORY	STANDARDS	Updated
Identity management, e-signatures and authentication for Government-to-Citizen (G2C) & Government-to-Business (G2B)	myAlaska (maintained by ETS) (See myAlaska Standards)	1/12/2005
Network – Firewall Requires approved TMC Waiver	Cisco ASA- Must be procured through ETS	4/18/2007
Network – Intrusion Detection Service	Cisco – Must be procured through ETS	5/27/2004
Network – VPN	Cisco VPN, Checkpoint – Must be procured through ETS	5/27/2004
PC – Anti-Virus	Symantec	7/26/2006
PC – Data Encryption	Guardian Edge	02/06/2008
PC – Desktop Firewall	Symantec Client Services (LAN version of Personal Firewall)	7/9/2004
PC – Software Distribution and Deployment	LanDesk	12/14/2005
Server – Anti Virus	Symantec	4/12/2004
Server – Spam Filtering	Postini	
Web Filtering	Bluecoat – Must be consumed from ETS	03/12/2008

SYSTEMS SERVICES

CATEGORY	STANDARDS	Updated
Audio Conferencing Equipment	Polycom	7/9/2004
Electronic postage (optional alternative to postage meters)	Stamps.com	8/10/2005
Enterprise Messaging, PIM, Calendar Suite	MS Exchange	12/14/2005
Imaging Scanners – Mid Volume (50-100 pages per minute, 1,000-10,000 images per day duty cycle)	Fujitsu, Canon See DM/IM/CM Business Case	9/8/2004
Imaging Scanners - High-Volume (100+ pages per minute, 10,000+ images per day duty cycle)	Kodak, Bell & Howell, Fujitsu See DM/IM/CM Business Case	9/8/2004
Image Processing Accelerator interface card	Kofax Adrenaline See DM/IM/CM Business Case	9/8/2004
Network Attached Storage (NAS)	Requires DD/ITM Approval	6/9/2010
Network – CSU/DSU	Kentrox – Must be procured through ETS	5/27/2004
Network – Hubs and Switches	Cisco – Must be procured through ETS	5/27/2004
Network – LAN topology	Ethernet – Minimum Cat 5e as defined in DGS' Leasing and Facilities document under Wiring Requirements. - Requires DD/ITM Approval	2/11/2004

Approved Standards, cont'd		
CATEGORY	STANDARDS	Updated
Network – LAN / WAN Protocol	TCP/IP	
Network – Routers	Cisco – Must be procured through ETS	5/27/2004
Network – WAN connectivity	Cisco Avvid– Must be procured thru ETS	5/27/2004
Communications – Satellite Phones	- Requires DD/ITM approval. Must be procured through ETS (contract award is for Iridium or Globalstar)	5/31/2006
Radio Communications – SATS Microwave	Digital – Must be procured through ETS	5/27/2004
Radio Communications – Two way Radio	P-25 Narrow Band – Must be procured through ETS	5/27/2004
Server – Application Terminal Server	Citrix or MS Terminal Server	8/18/2004
Server – Data Backup and Recovery	Veritas, TSM	
Server – File and Print (Network Operating System)	MS Windows	12/14/2005
Server – Hardware	Dell or Sun or Mainframe posted on Dell Site of Alaska Premier Page https://signin.dell.com/premier/portals/login.aspx - Requires DD/ITM Approval - If purchase from other than Dell Premier page, send configuration to DGS/Jason Soza via email or fax to 465-2189 immediately after purchase -- Departments will select one vendor	10/06/2005 04/16/2008
Server – Internet / Intranet	Apache / Tomcat / Jboss, IIS	
Server – OS	Windows, Linux, Solaris - 64-bit Windows OS NOW ALLOWED VMWare and Microsoft Virtual PC - Requires DD/ITM Approval	05/02/2007 05/12/2010
Storage Area Network (SAN)	Requires DD/ITM Approval	6/09/2010
Telephone System	Nortel, Cisco VoIP, also includes cell phones – Must be procured through ETS	04/19/2006
Wireless Points of Access	Cisco Aironet (802.11 a/b/g) – Must be procured through ETS (see <u>Wireless Points of Access</u>)	06/27/2007

VIDEO

CATEGORY	STANDARDS	Updated
Displaying Paper Documents on a Portable Multi-media Video Projector	Lumens DC 80A	2/25/2004
Portable Multi-media	InFocus/Proxima	2/25/2004
Video Conferencing Equipment	Polycom	6/17/2004

APPROVED TO PROCURE WITHOUT A STANDARD
Procure via Departmental Procurement Policy

CATEGORY	COMMENTS	Updated
Airport Mgt, Highways Mgt, and Vessels Operations Systems, and Vehicle Diagnostic tools	Must not conflict with other standards. - Requires DD/ITM Approval	2/2/2005
Annual Maintenance / Upgrades / Replacement parts of Non-Standard Production Systems excluding desktops and laptops	When procured via either contractual maintenance or upgrade to existing licensed product. - Requires DD/ITM Approval	11/5/2004
Bluetooth – Data	NOT Approved for data use (such as keyboard to Blackberry)	03/07/07
Bluetooth – Voice	Approved for headsets for voice use on telephone devices including Smartphones and Blackberry phones.	03/07/07
Data Subscriptions / Data Subscription Renewals	- Requires DD/ITM Approval	11/5/2004
Domain Name Licenses	- Requires DD/ITM Approval and waiver approval by Internet Services FWG.	1/5/2005
Hardware - Barcode scanners including software	- Requires DD/ITM Approval	3/22/2006
Hardware - Cable TV		4/21/2004
Hardware – Cables		
Hardware – Cameras		
Hardware – CD duplicator		
Hardware – Copiers (Networked Multi-Function)	- Requires DD/ITM Approval Follow standard procurement with DGS	5/31/2006
Hardware – External USB/Firewire Hard Drives	And included software utilities	2/11/2004
Hardware - Fax Machines	Follow standard procurement with DGS	4/21/2004
Hardware – GPS Devices (Standalone)		
Hardware – Internal hard drives	For desktops, laptops, and servers	
Hardware – Keyboards		
Hardware – KVM (Standalone)		
Hardware – Licensed wireless VHF Data Modem		4/13/2005
Hardware – Low end wireless points of access and bridges	For remote field use only with no connection to the Statewide Network, or for local area network applications only, such as fish weir sonar operations. This equipment is NOT to be redeployed to connect to the State Network when it is not in use in the remote field site. - Requires DD/ITM Approval - Dept. IT Mgr must provide notification to State Security Office immediately after approval	8/22/2007

Approved to Procure w/o Standard,	cont'd	
CATEGORY	STANDARDS	DATE
Hardware – Memory	For desktops, laptops, and servers	
Hardware – Mini-laptops	Dept IT Manager designates standard for the department, SO LONG AS cost is no more than \$ 500 per unit nor greater than \$ 5000 for bulk purchase (10 @ \$ 499 = \$ 4990, for example).	7/8/2009
Hardware - Mobile Devices/SmartPhones	No Model Designated - Requires DD/ITM Approval	04/07/2010
Hardware – Modems		2/11/2004
Hardware – Mouse, track balls and pointing devices		
Hardware – Network Interface Card	Applies to all wired NICs	4/12/2004
Hardware – Optical Read only or Read/Write Drives		1/15/2004
Hardware – Photographic Slide Scanner		1/15/2004
Hardware – Portable/travel printer		11/2/2005
Hardware – Ruggedized (Laptop, Tablet PC, Field PC, Data Logger)	May be purchased with Dept IT Manager and a copy of the configuration sent to TMC (see MIL-STD 810F testing standards)	3/30/2005
Hardware – Server peripherals (if purchase the same brand as the servers)	Peripherals must be same brand as server. Includes tape drives of the same brand. Does not apply to Network Attached Storage or Storage Area Network – NAS and SAN require a waiver.	5/4/2005
Hardware – Server Racks		4/2/2004
Hardware – Switches	Mini-switches up to 8 ports	6/8/2004
Hardware – Tape Drives	See “Hardware –Server Peripherals” section	8/25/2004
Hardware - TV and Video monitors	Where it does not conflict with other standards. <i>Requires Dept IT Manager Approval</i>	9/14/2005
Hardware – UPS	Requires DD/ITM Approval	6/22/2005
Hardware – USB flash drives		
Heating, ventilation, air conditioning		8/25/2004
Fingerprint, Biometric or Retinal	Requires DD/ITM Approval	5/17/2006
IT Procurements under \$ 500 per Unit with a “Not to Exceed Total Cost of \$ 5000” for which no Approved or Pending standard exists	If approved by Department’s IT Procurement Policy	8/20/2004
Media (Tapes, CD, consumables, cleaning supplies)		1/15/2004
Network – Attached Storage	Requires DD/ITM Approval	03/08/2006
Network connections – Cable Modem, DSL, Dial up ISP, Satellite connection	Requires DD/ITM Approval and notification to ETS via USD prior to implementation	01/05/2005
PC – Malware	Requires DD/ITM Approval	07/26/2006
PC – Tablet	-Must comply with current state standard for Windows Microsoft OS -Requires DD/ITM Approval – Depts will select one model	01/23/2008
Photo Management and Printing Tool	Requires DD/ITM Approval	12/12/2007

<i>Approved to Procure w/o Standard,</i>	<i>cont'd</i>	
Printer – Desktop dot matrix	Must not be able to connect to a Cat 5 cable	02/11/2004
CATEGORY	STANDARDS	DATE
Printer – Desktop impact	Must not be able to connect to a Cat 5 cable	02/11/2004
Printer – Desktop label printer	Dymo Standalone label writer	
Scanners		
Security - Building security/surveillance		09/08/2004
Software – Data Recovery	Software for recovery of lost, inaccessible or deleted data from working or failed PC hard disks	08/25/2004
Software – Digital Recording	Must be able to save recordings in commonly accessible format such as waves, MP3, etc.	01/25/2006
Software – GIS Data Format Conversion	<i>Requires DD/ITM Approval</i> For guidelines, see appendix in <u>GIS Standards</u>	08/25/2004
Software – GIS Database for Desktop (single user)	<i>Requires DD/ITM Approval</i> For guidelines, see <u>GIS Standards</u>	08/25/2004
Software – GIS Geocoding	<i>Requires DD/ITM Approval</i>	08/25/2004
Software – GIS Interactive Intranet and Internet	<i>Requires DD/ITM Approval</i> For guidelines, see <u>GIS Standards</u>	08/25/2004
Software – GIS Mobile and Field Collection	<i>Requires DD/ITM Approval</i> For guidelines, see <u>GIS Standards</u>	08/25/2004
Software – GIS Raster Based	<i>Requires DD/ITM Approval</i> For guidelines, see <u>GIS Standards</u>	08/25/2004
Software – GIS Specialty Software	<i>Requires DD/ITM Approval</i>	08/25/2004
Software – PDF manipulation tools	<i>Requires DD/ITM Approval</i>	12/14/05
Software – Statistical		04/01/2005
Software – Video Editing		
Software – Voice Recognition		08/25/2004
Software – Wipe Utilities for Portable Devices, Servers, Workstations and Other Electronic Devices	Any one of several (such as eRazor Pro) DOD 5220-22.M compliant wipe utilities may be used for wiping all confidential or SOA internal only information on portable devices, servers, workstations and other electronic devices.	
Software – Wipe Utilities for Storage Devices	Any one of several (such as eRazor Pro) DoD 5220-22.M compliant wipe utilities may be used for wiping all confidential or SOA internal only information on computer storage devices and removable storage media, and using an approved technique.	
Subscription of MSDN	Any Version	01/15/2004
Technology that will reside on Federal Network and will not reside on the State Network	Must follow Federal standards	7/6/2005
Telephone Lines and Equipment	Submit a USD to ETS to procure	3/18/2005
Training – IT	Department IT Manager Approval	2/11/2004
Video - Permanent Multi-media Projector	<i>Requires DD/ITM Approval</i>	1/11/2006

Standard Yet To Be Set
 Procurement **REQUIRES** an Approved Waiver

APPLICATIONS/SOFTWARE

CATEGORY	STANDARDS	FWG Assigned
Asset Management Software (financial and contractual for asset ownership)	TBD	
Helpdesk Technology/ Software	TBD	N/A – RFI/RFP Pending
Interactive Voice Response (IVR)	Tier (Epos)	IVR

SECURITY

CATEGORY	STANDARDS	FWG Assigned
PC – Intrusion Detection Service	TBD	

SYSTEMS SERVICES

CATEGORY	STANDARDS	FWG Assigned
Instant Messaging	TBD	
Meta Directory	TBD	
Middleware	TBD	
Network – KVM	TBD	

Notes:

Items listed as "TBD" (To Be Determined) need to have a standard set by the TMC and procurement is disallowed without an approved TMC waiver.