

Network Services Projects Checklist for Agencies



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

Project Initiation

	Task	Responsible Party
<input type="checkbox"/>	Determine a project is needed (request is large or complex) Refer to Form Instructions or contact OTS at voiceorders@la.gov or networkorders@la.gov for guidance	Agency Staff
<input type="checkbox"/>	Submit an NS-16 Project Request via Ivanti <i>Submit a separate request for each site</i> Refer to NS-16 End User Guide for Ivanti instructions. Refer to Form Instructions for form field instructions Note: <ul style="list-style-type: none"> • For Project Scope: <ul style="list-style-type: none"> ○ Select Ready to Implement for most projects; quotes will be provided before implementation ○ Select Budgetary Only when planning for the next fiscal year • To ensure essential reviews for agency moves, telecom assessments or upgrades, and HVS requests: <ul style="list-style-type: none"> ○ Under Purpose, include Wiring ○ Under Services Requested, include both Voice and Data Follow up with Agency TC if approval is not received timely	Agency Staff or TC
<input type="checkbox"/>	Receive approval request Follow up with DOA-OTS-EUC.Knowledge.Management@la.gov if TC does not receive approval request	Agency TC/Copy to ARM
<input type="checkbox"/>	Review and deny or approve the NS-16 Project Request Refer to NS-16 End User Guide for Ivanti instructions	Agency TC
<input type="checkbox"/>	Add billing information to approved request Refer to NS-16 End User Guide for Ivanti instructions	Agency TC
<input type="checkbox"/>	Receive request and validate approval	OTS-EUC Network Orders
<input type="checkbox"/>	Auto-assign project and tasks based on selections in request	Ivanti System
<input type="checkbox"/>	Receive notification of project assignment Follow up with voiceorders@la.gov or networkorders@la.gov if assignment is not received within 5 days	Submitter, ARM

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Project Definition and Planning

	Task	Responsible Party
<input type="checkbox"/>	Within 5 days of assignment, set up initial meeting between agency and project manager (PM)	OTS-EUC Systems Projects OTS-DCO Network Services
<input type="checkbox"/>	At initial meeting: <ul style="list-style-type: none"> • Clarify project goals • Answer questions from PM relating to project 	Agency Technical Contacts
<input type="checkbox"/>	Schedule ongoing status meetings (ex. biweekly)	Agency Technical Contacts, TC, EUC and/or DCO PM
<input type="checkbox"/>	Schedule and conduct initial assessment: <ul style="list-style-type: none"> • Features • Wiring • Existing inventory • Telecom needs 	EUC and/or DCO PM, DCO Network Wiring Engineer, Field Tech
<input type="checkbox"/>	Provide summary of initial assessment and needs Provide recommendations	EUC and/or DCO PM
<input type="checkbox"/>	Provide clarification and feedback	Agency Technical Contacts
<input type="checkbox"/>	Agree on scope of project	Agency Technical Contacts, EUC and/or DCO PM

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Project Quotes and Reviews

	Task	Responsible Party
<input type="checkbox"/>	Work with equipment and/or services vendors to provide Ethernet/Internet quotes as needed	EUC Specialists
<input type="checkbox"/>	Work with equipment and/or services vendors to provide Wiring quotes as needed	DCO Network Wiring Engineer
<input type="checkbox"/>	Provide Managed LAN/CNA/MIT quotes as needed	DCO PM
<input type="checkbox"/>	Work with equipment and/or services vendors to provide voice systems quotes as needed May include Key System, PBX System, HVS , Dial Tone , Overhead Paging, PRI , SIP , ACD/Contact Center , Other	EUC PM
<input type="checkbox"/>	Review quotes Decide to move forward With no forward movement after 60 days, quotes will expire and agency will need to initiate a new project request	Technical Contacts, TC, Agency Management
<input type="checkbox"/>	Provide TC Approval to proceed with project	TC
<input type="checkbox"/>	Consult with PMs and submit any additional required forms. Required forms may include: <ul style="list-style-type: none"> • OTS-38: Ethernet Service Order Form • OTS-43: Enhanced Network Services Access Service Request • OTS-46: IWAY Order Form 	TC

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Project Implementation

Task		Responsible Party
<input type="checkbox"/>	Request any necessary wiring work through Ivanti as an IT procurement (unless otherwise directed by DCO Network Wiring)	TC
<input type="checkbox"/>	Coordinate with on-site and technical contacts as well as DCO Network Wiring team to install wiring	Wiring Vendor
<input type="checkbox"/>	Relevant to voice systems and services, work with agency to: <ul style="list-style-type: none"> • Procure equipment and services • Provide installation intervals • Schedule vendors • Assign tasks to other OTS teams • Coordinate installation dates 	EUC PM
<input type="checkbox"/>	Relevant to data systems and services, work with agency to: <ul style="list-style-type: none"> • Procure equipment and licenses if needed • Provision services/configure equipment • Coordinate security configuration with InfoSec • Coordinate on-site installation with EUC Field resources 	DCO PM
<input type="checkbox"/>	Follow up 15 days after installation of voice components	EUC PM
<input type="checkbox"/>	Follow up 15 days after installation of data components	DCO PM

Project Closeout

Task		Responsible Party
<input type="checkbox"/>	Request Project Acceptance	EUC and/or DCO PM
<input type="checkbox"/>	Disclose items to be completed before acceptance OR Accept project as completed	Agency Technical Contacts, TC
<input type="checkbox"/>	Complete outstanding items and obtain Project Acceptance	EUC and/or DCO PM
<input type="checkbox"/>	Project closeout	EUC or DCO PM

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

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Definitions:

ARM—OTS Agency Relationship Manager

DCO—OTS Data Center Operations

EUC—OTS End User Computing

PM—Project Manager

TC—Official Authorized Telecommunications Coordinator

Technical Contacts—Contacts Listed on Project Request Form