

ITSC

Information Technology Support Center

State of Maryland ♦ Mitretek Systems ♦ ACS Commercial Solutions ♦ University of Maryland

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Winner of Case Study Award - International Summit on Service to the Citizen
Winner of Showcase Award - Joint Employment and Training Technology Conference
Winner of AFEI's Industry Award for Excellence in Enterprise Integration

FY04 PROJECT TASK ORDER

FY0409 ITSC Website/Infrastructure Project

Sponsoring Organization:

USDOL

Version: 3.0

Date: 23 January 2004

ITSC PROJECT TASK ORDER

Project: FY0409
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1 INTRODUCTION

This Project Task Order (PTO) will be accomplished under the FY2004 main grant funding from the United States Department of Labor (USDOL). This PTO is a continuation of the work completed under the Fiscal Year (FY) 2003 project IN-01, Information Technology Support Center (ITSC) Website and Infrastructure and Americans with Disabilities Act (ADA). The output of this project will be continued maintenance and enhancements to the ITSC web site and operations of the ITSC help desk.

(a) Summary

The ITSC developed an internal support infrastructure, which consists of the ITSC website and the ITSC help desk. This capability is used to communicate ITSC deliverables to our Unemployment Insurance (UI) agency clients efficiently as well as to provide a centralized UI resource for the transfer of UI-based knowledge such as best practices and technology assessments. The ITSC help desk provides UI agency representatives with technical support regarding ITSC projects and technology issues.

(b) Background

To establish a national communication vehicle between the ITSC and the UI community, the ITSC developed a support infrastructure that consists of the ITSC website and the ITSC help desk. The ITSC website is continuously populated with ITSC project deliverables and technical information as it relates to UI. The ITSC help desk provides state UI agency representatives with technical support regarding ITSC projects and technology issues. The ITSC will continue to work closely with the National Association of State Workforce Agencies "workforce ATM" and the USDOL Employment and Training Administration (ETA) webmasters in order to minimize duplication of effort while, at the same time, allowing for efficient and seamless access by all categories of web site user. In FY2001, it was recognized that the ITSC website needed modifications in order to be compliant with Section 508 accessibility standards recently passed by the United States Congress under the Rehabilitation Action Amendments (RAA). The ITSC completed the Section 508 accessibility renovation on December 31, 2002; and the ITSC reviewed the overall website redesign, and implemented a modern, consistent look and feel. See Section 2, Statement of Work, for the FY2004 work program.

(c) Business Need

ITSC's method for communications with the state UI agencies is through the ITSC website. The ITSC website is used to support ITSC operations through posting of ITSC deliverables, the registration for ITSC training workshops, and hosting administrative applications for the ITSC Steering Committee. The ITSC website also provides a forum for UI communications between the ITSC and UI agencies.

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(d) Benefits

The ITSC infrastructure provides the UI community and USDOL with a national communication infrastructure for UI programs. State UI agencies, USDOL, and private industry actively utilize the ITSC website as a knowledge base to obtain and exchange up-to-date technical information and how it relates to UI programs.

(e) Audience

The audience for this project includes UI and information technology (IT) staff and the ITSC Steering Committee.

(f) Risk Assessment

No risks.

(g) Definitions and Acronyms

<u>Term</u>	<u>Definition</u>
ETA	Employment and Training Administration
FY	Fiscal Year
IT	Information Technology
ITSC	Information Technology Support Center
UI	Unemployment Insurance
USDOL	United States Department of Labor
WWW	WorldWide Web

(h) Reference Material

The ITSC Website Enhancement Plan,” November 2001

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2 STATEMENT OF WORK

This section describes the overall project, its task structure, deliverables, and schedule.

(a) Task Description

Task 1. ITSC Website Releases

The ITSC will continuously populate the ITSC website with new content and provide ITSC website releases on a daily basis. Examples of contents may include the following:

- State status maps and charts
- Compendium of methods and practices for reducing UI operational costs
- Documentation on the ITSC, its charter, and monthly status on projects
- Listings of state UI personnel
- State UI hardware/software configurations
- Recent states' IT Requests for Proposal (RFPs), Information for Bids (IFBs), and responses as well as results and lessons learned
- Technology reports
- States' experiences -- e.g., call centers, Internet applications, imaging, client/server, software tests, cost estimating
- Links to the USDOL web site for Unemployment Insurance Program Letters (UIPLs)
- Answers to frequently asked questions
- Copies of all ITSC project deliverables

The ITSC will monitor operations, back up the ITSC website servers, and continue to expand the ITSC website with links to additional state, regional, and national WorldWide Web (WWW) servers. Links from other sources to the ITSC website also will be provided to increase the usefulness of the ITSC website to the UI community. ITSC will continuously work to ensure that any new publications made to the ITSC web site are compliant with Section 508 accessibility standards. ITSC will run link verification scans on a monthly basis to ensure the accuracy of all links, and the ITSC will compile monthly statistics on the usage of the ITSC website.

Task 2. Website Enhancements

Enhancements to the ITSC website will focus on reducing the maintenance requirements for the web site. The following is a list of enhancements that will be made to the site for this fiscal year:

- **Best Practice Auto Submit** – Create a script to permit users to submit best practices for real-time updating of the ITSC website.

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- **Name/Address Change Auto Submit** – Create script to allow users to submit name and address changes for real-time updating of the ITSC website.
- **Workshop/Training Auto Submit** – Create script to allow users to register for ITSC workshops and training seminars in real-time.

(b) Deliverables

<u>Task</u>	<u>Deliverable</u>	<u>Product Type</u>	<u>Audience</u>
1	IWS Releases	Software	UI, IT management and staff
2	Website Enhancements	Software	ITSC management, ITSC Steering Committee, USDOL, SWAs

(c) Dependencies

None

(d) Schedule

Task Name	Q4 '03				Q1 '04			Q2 '04			Q3 '04		
	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
1 <input type="checkbox"/> 1 IWS Releases													
2 1.1 Update IWS daily													
3 1.2 Monthly Usage Report													
4 2 IWS Enhancements													

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3 PROJECT ORGANIZATION

This section defines the project management approach for the project.

(a) Project Responsibilities

<u>Name</u>	<u>Title</u>	<u>Telephone Number</u>	<u>Email Address</u>
David Zemel	Project Leader	301-982-1583	dzemel@itsc.org
Karen Blass	Consultant	301-982-1582	kbllass@itsc.org

(b) Staffing Plan

<u>Task</u>	<u>Technical Staff</u>	<u>Support Staff</u>
1	929	50
2	929	50
Totals	2,400	100

(c) Resource Requirements

None

ITSC Executive Director

State of Maryland Grant Manager