



## Enterprise Planning and Architecture Agency Communication Bulletin

<b>Title:</b>	<b>Work Intake Process for Application Hosting Requests</b>		
<b>Purpose:</b>	<b>General</b>	<b>Number:</b>	2015-02
<b>Date Issued:</b>	01/01/2015	<b>Date Expires:</b>	N/A
<b>Scope:</b>	Executive Branch Agencies	<b>Authority:</b>	C.G.S. § 4d-8a
<b>Distribution:</b>	Agency IT Managers		
<b>Audience:</b>	Executive Branch IT Managers and IT Staff		

### Summary

In 2012, DAS/BEST established a formal Work Intake process that is designed to help guide our agency customers work through the requirements for application hosting or co-location services at the state data center. Work Intake is required for new application hosting requests, any refresh of application technology or any change in an application’s architecture. The Work Intake process is managed and facilitated by DAS/BEST’s Enterprise Planning and Architecture Division.

### Objectives of the Work Intake Process

In 2012, DAS/BEST established a formal Work Intake process to work with agencies to assess their readiness for the activities associated with hosting an application at the state data center. Through the Intake process, we seek to achieve the following:

- ◆ Minimize the risks associated with the implementation of any new application architecture and to eliminate, as much as possible, disruptions that tend to accompany loosely defined technical requirements,
- ◆ Assist agencies in understanding how to capitalize on the data center’s enterprise services, application hosting patterns, standards and best practices,<sup>1</sup>
- ◆ Consult with and guide your agency in properly defining and documenting your application’s technical requirements to support the work required by DAS/BEST’s technology teams, and
- ◆ With each agency served, seek to continually improve and streamline the Work Intake process for all stakeholders.

<sup>1</sup> <http://www.ct.gov/doitservices/cwp/view.asp?a=3941&q=463754&doitservicesNav=1>

## Key Stakeholders in the Work Intake Process

The Work Intake process relies on four (4) key stakeholder roles. Each role is instrumental to a successful and timely conclusion to the Intake process.

**Business Owner**  
*(Agency Role)*

The functions of an agency's application are designed to support a business outcome; therefore, the individual responsible for those outcomes is considered the Business Owner. The Business Owner is the primary point of contact between DAS/BEST and the agency on matters related to the business requirements of the application. In some cases, the agency can designate someone from their IT staff to represent the Business Owner.

**Solution Architect**  
*(Agency Role)*

The Solution Architect is the individual has overall responsibility for understanding and defining the application's end-to-end architecture and understanding how that architecture fits within the data center's ecosystem. This individual is the primary technical point of contact between DAS/BEST and the agency on matters related to the design of the application and the individual responsible for completing the required technical documentation.

**Agencies that do not have a resource with the necessary skills and competencies to serve in this role are asked to discuss your options<sup>1</sup> with Enterprise Architecture.**

**Agency IT Manager**  
*(Agency Role)*

The Agency's lead IT Manager (or designee) is accountable<sup>2</sup> to the state CIO to provide DAS/BEST with information on the agency's portfolio of IT projects and providing adequate notice to DAS/BEST related to project timelines. The Agency IT Manager is expected to work within their agency to ensure that agency IT projects are properly managed.

**Enterprise Architect**  
*(DAS/BEST Role)*

Enterprise Architecture is a function of DAS/BEST and is responsible for guiding the agency through the Work Intake process and working with the application's Business Owner and Solution Architect to define and the architecture and ensure the application is prepared to move forward toward implementation. Moreover, Enterprise Architecture is accountable to the various DAS/BEST service divisions for the overall quality of the deliverables from the Work Intake process.

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<sup>1</sup> Use of DAS/BEST Solution Architecture resources are subject to availability and direct agency support may be billable.

<sup>2</sup> Connecticut General Statutes § 4(d)-7

## Work Intake Support Tools

Enterprise Architecture has developed a number of planning tools designed to help an agency understand the steps, tasks and timelines supporting Work Intake. Except where noted, access to these tools can be found in the *Resources Section* of this document.

<b>Online Work Intake Service Request</b>	DAS/BEST offers an online Service Request for new application hosting requests, using the DAS/BEST Footprints application. The use of Footprints allows your agency to track the progress of a request as it moves through Intake and on to implementation. Please refer to <i>Agency Communication Bulletin #<a href="#">2015-01</a></i> for more information.
<b>Intake Timeline Template (Lite)</b>	We have developed a planning template in Microsoft Project that defines the Work Intake timeline for application architectures that conforms to our enterprise standards and common data center architecture patterns. This template includes embedded instructions notes that cover the use of the template.
<b>Intake Timeline Template (Standard)</b>	We have developed a planning template in Microsoft Project that defines the Work Intake timeline for applications that are more complex, involve new services or systems and/or where there is a need for additional activities to ready the application for hosting. This template includes embedded instructions notes that cover the use of the template.
<b>Visio Design Templates</b>	Enterprise architecture has a portfolio of pre-built application architecture design templates (patterns) that can help streamline the time needed to develop a physical architecture diagram. These patterns contain restricted information and are provided to your agency at the appropriate step in the Intake process.
<b>Standard Design Template</b>	DAS/BEST has developed and maintains the <i>Technical Architecture Document (TAD)</i> template that is designed to provide agencies with a standardized and easy to complete document that captures all of the relevant information needed by DAS/BEST to host your application. In addition, it provides your agency with a single reference document for your application's architecture. This document can then be used to support ongoing application maintenance.

## DAS/BEST Commitments to Agency Timelines

Agencies are asked to be mindful that as a centralized service organization, DAS/BEST serves the application hosting needs of many state agencies. While DAS/BEST will do its best to meet the individual needs of our agency customers, **DAS/BEST cannot commitment to a specific delivery schedules until your agency has completed Work Intake and our Platform Services team has been able to review the scope of work associated with your application.**

## Comments and Feedback

Agencies with questions or comments on this Bulletin may contact Enterprise Architecture ([best.enterprise-architecture@ct.gov](mailto:best.enterprise-architecture@ct.gov)) by electronic mail. Please reference this Bulletin Number when communicating by electronic mail.

## Resources

Work Intake Service Request Process (#2015-01)

<http://www.ct.gov/doitservices/cwp/view.asp?a=3941&Q=502352&doitservicesNav=1>

Work Intake Planning Template – Lite (MPP, PDF)

<http://www.ct.gov/doitservices/cwp/view.asp?a=3941&Q=466568&doitservicesNav=1>

Work Intake Planning Template – Standard (MPP, PDF)

<http://www.ct.gov/doitservices/cwp/view.asp?a=3941&Q=466568&doitservicesNav=1>

Technical Architecture Document Template

<http://www.ct.gov/doitservices/cwp/view.asp?a=3941&Q=466568&doitservicesNav=1>

DAS/BEST FootPrints IT Service Management

<http://footprints.ct.gov/MRcgi/MRentrancePage.pl>

DAS/BEST Portal - Agency Communication Bulletins:

<http://www.ct.gov/doitservices/cwp/view.asp?a=3941&Q=502352&PM=1>