

Network Services Projects Checklist for Agencies



For all requests with a voice component, follow up with NCSSystemsProjectsManagement@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 NetworkSupport@la.gov for guidance	Agency Staff
<input type="checkbox"/> Submit an Network/Telecom Project Request via Ivanti <i>Submit a separate request for each site</i> Refer to OTS-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-NCSInformationManagement@la.gov if TC does not receive approval request	Agency TC/Copy to ARM
<input type="checkbox"/> Review and deny or approve the OTS-16 Project Request Refer to OTS-16 End User Guide for Ivanti instructions	Agency TC
<input type="checkbox"/> Add billing information to approved request Refer to OTS-16 End User Guide for Ivanti instructions	Agency TC
<input type="checkbox"/> Receive request and validate approval	OTS-NCS-Voice 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 NetworkSupport@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-NCS PMs
<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, NCS PMs
<input type="checkbox"/>	Schedule and conduct initial assessment: <ul style="list-style-type: none">• Features• Wiring• Existing inventory• Telecom needs	NCS PMs, Network Wiring Engineer, Field Tech
<input type="checkbox"/>	Provide summary of initial assessment and needs Provide recommendations	NCS PMs
<input type="checkbox"/>	Provide clarification and feedback	Agency Technical Contacts
<input type="checkbox"/>	Agree on scope of project	Agency Technical Contacts, NCS PMs

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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	NCS Specialists
<input type="checkbox"/>	Work with equipment and/or services vendors to provide Wiring quotes as needed	NCS Network Wiring Engineer
<input type="checkbox"/>	Provide Managed LAN/CNA/MIT quotes as needed	NCS Network Support
<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	NCS 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.	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	NCS 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	NCS PM
<input type="checkbox"/>	Follow up 15 days after installation of voice components	NCS PM
<input type="checkbox"/>	Follow up 15 days after installation of data components	NCS PM

Project Closeout

Task		Responsible Party
<input type="checkbox"/>	Request Project Acceptance	NCS PMs
<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	NCS PM
<input type="checkbox"/>	Project closeout	NCS PM

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

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Definitions:

ARM—OTS Agency Relationship Manager

EUC—OTS End User Computing

NCS—OTS Network Communication Services

PM—Project Manager

TC—Official Authorized Telecommunications Coordinator

Technical Contacts—Contacts Listed on Project Request Form