



# Supporting IT Acquisition Requests

MISA February Luncheon Presentation  
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# Customer Success

DTMB is responsible for leading, innovating, and delivering solutions. In doing so, DTMB Agency Services may require a partnership with contracted Vendors to provide certain goods or services to meet the supportive Agency's goals.

*"Brilliant strategy is the best route to desirable ends with available means."*

*Max McKeown*



# Agenda

- What type of services can DTMB offer and where can I find DTMB Services Catalog?
- Where can I find already approved IT standard products?
- What if I need nonstandard IT good or service?
- Who are my Agency contacts?
- Internal and External Links
- Recommendations
- Questions & Answers

# DTMB Service Catalog



## By Category



### Employee Services

Retirement Services, Parking, ID Cards and Badges, Health and Safety



### Facilities and Properties

Land Surveying, Real Estate Sales, Construction, Repair Maintenance, Leasing Workspace, and Events



### Internet, Intranet, and Conferencing

Wi-Fi, Audio and Video Conferencing, Intranet, Website Design and Creation



### Public Safety Communication

Tower Services, In-Vehicle Equipment and Support



### Purchasing and Accounting

Accounting Service Center, Buy4Michigan, Billing, Procurement Card, Purchasing



### Records and Document Management

Imaging, Document Management, Record Destruction, Printing, and Storage



### Security - Physical and IT

ID Badges and Keys, Building Access, Security Guards, Security Cameras, Web Content Filters, and Business Continuity



### Software and Applications

Email, GovDelivery, Usability, Testing, App Development, Installation



### Surplus and Mail

State Surplus, Warehouse Storage, Delivery Services, Mail Services



### System Access, Data, and Reporting

File Transfers, Network Storage, Data Warehouse, GeoSpatial, Analytics, SecurID / VPN and Labor Market Information



### Technology Equipment

Desktops, Laptops, Printers, Desk Phones, Faxes, and Smart Devices



### Training

Software, Procurement, Security, Records Management, IT Asset Management



### Vehicles and Parking

Motor Pool Vehicles, Fuel Cards, Vehicle Maintenance and Accident Repairs



### Internal IT to IT Services

Backup and Recovery, Extract, Transform, and Load (ETL), Single Sign-On, Storage, Team Foundation Server



# IT Standard Products

IT standards are necessary, but not limited to the following reasons:

- Meets [POLICY 1305.00 Enterprise Information Technology \(IT\) Policy](#)
- Meets [POLICY 0510 Purchasing Policy](#)
- Confirmation of compatibility
- Assessment of risk to the State of Michigan
- Review/Approval of End User license agreement
  - For example, some EULA state the vendor has ownership of the data

How do you know if it's a standard?

<http://www.michigan.gov/dtmb/0,5552,7-150-56355-108231--,00.html>

<http://itracweb.state.mi.us/ITRAC/webWelcome.aspx>

\*Policies mentioned above are non-exclusive.



# IT Delegated Authority

DTMB Financial Services provides procurement services of IT goods and services for agencies statewide per the following delegated authority thresholds:

## **IT Commodities/Annual Maintenance:**

Contract: Any amount up to the value of the contract

Non-Contract: \$0 to \$250,000

## **IT Services:**

Contract: Any amount up to the value of the contract

Non-contract: \$0 to \$25,000

For all requests exceeding the thresholds above, either DTMB Financial Services or Enterprise Procurement will complete the request on behalf of state agencies.



# Nonstandard IT Commodity Request

Exception to:	Forms
End User Product standards (software, hardware, peripherals)	Internal <a href="#">ITRAC/ DTMB-0139</a>

Requests for purchasing (via ITRAC Commodity ) or installing (via DTMB helpdesk) of non-Standard IT items require review/approval from the EUSC (End User Support Committee)

What will trigger us to reach out to you for help with filing the exception DTMB-0139:

- Someone makes a request to DTMB through the helpdesk to have software or hardware installed which is non-standard
- An ITRAC commodity request is submitted with an item with the category “Other”





# Nonstandard IT Commodity Request

DTMB-0139 Form High-level requirements

- Software name/version or Hardware make/model
- Vendor's website
- Location of the media
- What does the software do?
- End user license agreement (EULA)
- Quote
- Data sensitivity

The DTMB EA Core Team reviews/approves exceptions to policy, standards, and technology products originating from the EA Solution Assessment process.

- Exceptions granted by the DTMB Executive Technology Review Board (ETRB) shall be for a temporary timeframe not to exceed one year.
- A yearly review process is required on all exceptions granted.
- Not all exception requests will be granted.





# Other Nonstandard IT Requests Process

The Agency and DTMB Agency Services will work together to:

- Identify the need
- Leverage an existing State Contract?
  - If not, utilize one of the [solicitation methods](#).
- Work with the right groups to ensure proper requirements and [solicitation documents](#) are developed.
- Get that ITRAC request to and work with DTMB FS or DTMB Procurement for execution.
- Before and after execution, don't be shy to give DTMB a call!!

# Contacts



Each agency has its own purchasing process and we want to ensure that Agency employees following the proper purchasing guidelines for their agency. Each end user should follow their internal approval path.

## Key Contacts:

- [DTMB Client Specialist](#)
- [State Agency Buyer](#)
- [DTMB Enterprise Procurement](#)
- [Additional Contacts](#)

# Internal Links



Quick Links	
<a href="#"><u>DTMB Service Catalog</u></a>	<a href="#"><u>DTMB Service Request Mgmt</u></a>
<a href="#"><u>ITRAC</u></a>	<a href="#"><u>Integrated Asset Management Solution</u></a>
<a href="#"><u>RADAR</u></a>	<a href="#"><u>DTMB Work Resources</u></a>
<a href="#"><u>DTMB-139</u></a>	<a href="#"><u>Nonstandard IT Goods and Services Buying Templates</u></a>

# External Links



## Quick Links

[DTMB Standard Products](#)

[IT Policies, Standards and Procedures](#)

[DTMB Contract Connect](#)

[Vendor Gateway](#)

[Buy4Michigan](#)

[State Vendor & Payee  
Frequently Asked Questions](#)

# Recommendations



- Know your Key Resources
  - Agency is to contact their State Agency Purchasing Professional\* and DTMB Agency Service Representative early on so the appropriate process is taken.
  - Communication is key. Keep all key players in the loop.
- ALWAYS gain all required internal and external approvals.
- Identify major roadblocks as early as possible and start planning around them from day 1
- Obtain all exceptions as early as possible to reduce delays
- Regardless if standard or nonstandard, all State Policies and Procedures apply unless granted an exception by the appropriate State Representative.

# Questions & Answers



**THANK YOU!**