PPP-003 | Common Services Platform Implementation | Project Charter

Description of Recommendation

- Develop and implement the people, process and operating model necessary to sustain the common services technology platform. Project will focus on building the organizational roles/responsibilities to sustain the enterprise technology and applications deployed in the common services platform. Define methods for work intake, prioritization and delivery of common services that support both Constituent Services and internal employee productivity improvement.

- Develop a state wide work queue and prioritization method based on Agile principles to implement digital constituent services and internal employee productivity improvements. This project will require the acquisition of new application lifecycle management resources into OIT through either external hires or movement of resources from State Agencies.

- Migrate common services platform from Pilot to Production environment. Implement deferred items from Pilot phase. Implement production support and sustainment practices including platform automation, monitoring and performance tuning.

Implementation Details

Overview		Activities	Duration[1]
ID#	PPP-003	1. Design the common services platform organizational and operating model, including project queue management and prioritization method	
Classification	Pandemic Preparedness	2. Establish PPCSP operating team, including hiring or reassigning resources or hiring vendors	
Complexity	High	3. Develop additional Capability functionality into the Common Services Platform	
Special Skills	Product Lifecycle Management, Agile	4. Move prototype services from PPP-001 from pilot to production environment (Child Support Enforcement, Fish Habitat Permit and Employee Onboarding)	12 weeks
Owner	Bill Smith	5. Test, train business users, and implement the 3 PPP-001 prototype services	
Status	Under Review	6. Plan for PPP-004	

Benefits

- Define the organizational structure, roles and processes for managing the Common Services Platform

- Define the method for prioritizing Digital Service and Internal Automation opportunities with Agency leadership

- Deploys two Constituent facing digital services and one internal automation service into production

Cost to Achieve [1] $1.6M-$2M

ALVAREZ & MARSAL