



# OFFICE OF TECHNOLOGY REQUIREMENTS

*Hope Fout - Enterprise Service Manager– WV Office of Technology*

*Andrew Lore – Procurement Manager – WV Office of Technology*

Department of Administration

## RECENT CHANGES

### 2021 SB 486 (effective July 7, 2021)

- Changes CTO title to CIO to align with industry
- updates definitions, powers and duties of the CIO
- codifies ITAC
- modernizes Project Management Office, management of major technology projects, technology portfolio

CTO POLICY updated with effective date of 8-1-2021.  
Chief Technology Officer (CTO) changed to Chief Information Officer (CIO) with new legislation changes above.

## WVOT CIO REVIEW TEAM

- Hope Fout – CIO Team Manager
- Ashley Huffman – CIO Team
- David Highland – CIO Team
- Gary Lewis – CIO Team
- Adena Mays – CIO Team
- Anet Vance – Memo Creation
- Donna Lipscomb – 3<sup>rd</sup> Party Approval

# OT HUB

<https://sites.google.com/wv.gov/othub/>

IT Services/CIO Review Services



The screenshot displays the WV Office of Technology website. At the top, a dark green header contains a subscription link: "Subscribe for email notifications about OT outages and updates" with a "Subscription Site" button. The main banner features a scenic image of a river and a large, ornate building facade, with the text "WV Office of Technology" in white. Below the banner, a section titled "Project Sunrise Resources and Updates" includes a note: "Check Project Sunrise site regularly for project updates and resources to assist you". A navigation bar below this contains "News & Alerts" and a list of links: "Senate Bill 486", "Project Sunrise User Back Data Migration", and "OTHub Migration to G". A large blue arrow points from the left towards the "IT Services" link. The main content area has three columns: "IT Services" (with a river image), "Training" (with a mountain image), and "Frequently Asked Questions" (with a sunset image). At the bottom, a grid of eight green buttons provides links to "Rates Catalog", "Forms", "OT Policies", "DAA", "WVOT YouTube Channel", "Report a Security Incident", "Contact Information", and "Internal OT Information".

Subscribe for email notifications about OT outages and updates [Subscription Site](#)

## WV Office of Technology

[Project Sunrise Resources and Updates](#)  
Check Project Sunrise site regularly for project updates and resources to assist you

[News & Alerts](#) [Senate Bill 486](#) • [Project Sunrise User Back Data Migration](#) • [OTHub Migration to G](#)

[IT Services](#) [Training](#) [Frequently Asked Questions](#)

[Rates Catalog](#) [Forms](#) [OT Policies](#) [DAA](#)

[WVOT YouTube Channel](#) [Report a Security Incident](#) [Contact Information](#) [Internal OT Information](#)

## WHY DOES OT REVIEW IT PROCUREMENTS?

- To abide by the following Statutes:
  - W.Va. Code §5A-6-4(a)(3)
  - W.Va. Code §5A-6B-1, *et seq.*
- To identify opportunities for standardization and a unified approach to information technology across state government
- To evaluate operational efficiencies
- To leverage enterprise solutions when possible
- To ensure safeguarding of information systems, sensitive and restricted data, and communications infrastructures
- To ensure tax dollars are being spent wisely

## WHAT IS THE INTERNAL OT PROCESS FOR CIO REQUESTS?

When an Agency initiates a request, the CIO Review Administrator team determines the appropriate technical unit within the Office of Technology to perform the review. Requests are often reviewed by more than one technical unit, depending on the nature and complexity.

Technical Units include:

1. Enterprise Data Storage Solutions
2. Application Development, IT Services, and Software
3. Networking and Telecommunications
4. Security, Privacy, and Antivirus Initiatives
5. Client Services and Desktop Support

Upon completion of the technical review/s, the CIO evaluates the recommendation/s, makes a final determination, and issues an approval or denial of the Agency's request.

# WHAT SHOULD YOU SEND TO OT FOR CIO REQUESTS?

Description (What do you need?)

Justification (Why do you need it?)

Estimated Cost (How much it will cost?)

What type of procurement is this? (Pcard, RFQ-Release, RFQ-Award, RFP-Concept, RFP-Release, RFP-Award, Direct Award, Cooperative Agreement, Emergency Purchase, Waiver Telephony Billing and Ordering, Change Order, Contract Renewal)

Will it be replacing something already in place or will it be a new addition?

Specification Documents (if applicable)

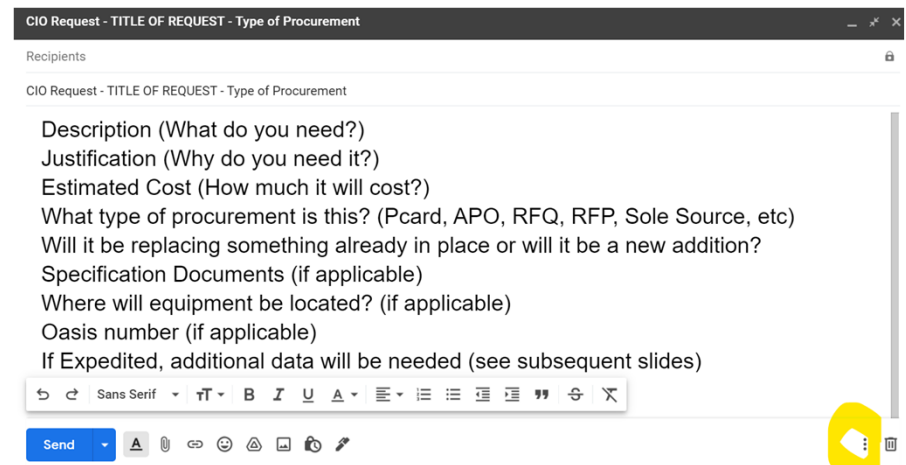
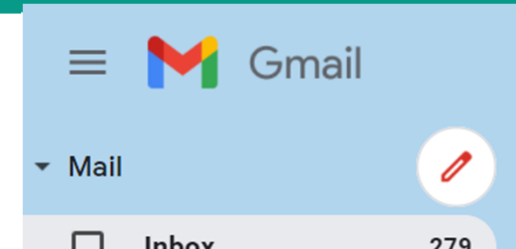
Where will equipment be located? (if applicable)

Oasis number (if applicable)

If Expedited, additional data will be needed (see subsequent slides)

# HOW TO CREATE A TEMPLATE IN GMAIL

- 1.) Open Gmail
- 2.) Click the pencil icon to start a new message.
- 3.) Copy and Paste the questions from previous slide into new message.
- 4.) Click on the 3 dots in lower right-hand corner
- 5.) Click Templates
- 6.) Click Save Draft as template
- 7.) Click Save as new template
- 8.) Name template
- 9.) When you want to use template,  
Start new message, Click on 3 dots,  
Click Template and select the name of your template





# WVOT APPROVAL VERSUS PURCHASING DIVISION APPROVALS

<b>WVOT</b>	<b>Purchasing</b>
Approves purchases based on technical merit and cost benefit.	Reviews purchases in accordance with the Purchasing rules and regulations
Waivers from Telecommunications Code. (Alternative Technical Solution, Ordering/Billing)	Waivers from Statewide Contracts.
Provides technical assistance in writing specifications	Provides assistance throughout the procurement process

# CIO PROCESS OVERVIEW

Technology purchases generally refers to hardware, software, and services (including professional services) implemented on or connected to the State's network. When an Agency is considering a technology purchase of any value, the Agency must request review and approval of the proposed procurement from the Office of Technology. Requests are made electronically and processed by the CIO Review Administrator. Requests are processed by the date received from oldest to newest. Expedited requests take precedent.

Types of CIO requests:

- Less than \$2,500.00
- Expedited
- CIO Requests (RFP, RFQ, RFI, Change Requests)
- Contract Renewals
- Telecommunication Waivers
- Statewide Contracts
- Other

# PROCUREMENTS UNDER \$2,500.00

## **Non-Software Technology Procurements under \$2,500.00**

Hardware Technology procurements under \$2,500.00 are pre-approved for purchase and do not require a CIO approval memo unless referenced in the list below:

- Hardware (Not previously provided in Office of Technology Bill of Material (BOM))
  - Routers
  - Wireless Access Points
  - Ethernet Switches
  - VoIP Phones/Equipment
  - Circuits
  - PCs and Tablets that are not on the IP19 Statewide contract
- Technology Statewide Contract Purchases will still require 3rd party approval (if applicable)

## **Software Technology Procurements under \$2,500.00**

The only software items under \$2,500.00 that are pre-approved and do not require CIO approval memo are referenced below:

- Adobe DC PDF
- Nuance/Komax PDF

## **Removeable Media**

If you are purchasing removeable media under the \$2,500.00 threshold it will not require CIO approval. However, you will need to work with your Agency Privacy Officer, the State Privacy Office, and the OT Security Office when applicable. Removeable Media must have a privacy impact assessment (PIA).

## EXPEDITED REQUESTS

The intent of the expedite review is to provide agencies a mechanism to indicate a time-sensitive procurement as the result of a legitimate business need. For time-sensitive requests, an Agency may request expedited review for an additional charge. The requesting agency head must approve expedited requests. An Email chain is acceptable.

The following review types are NOT authorized for expedited review.

- Request for Proposals (RFPs) at the concept stage
- Request for Proposals (RFPs) at the release stage
- Contract Renewals

## EXPEDITED REQUESTS (CONT)

An expedited review request must be sent to the [consulting.services@wv.gov](mailto:consulting.services@wv.gov) Email address with the subject line of “**Expedite Request**”. In the Email request, provide specification documents and detailed business justification in accordance with the criteria outlined below:

- Detailed explanation of the funding source impact to the agency.
  - Estimated Cost of procurement
  - Fund source type (General Revenue, Special Revenue, Grants, etc.)
  - If funds are expiring, provide expiration date(s).
  - Additional details, as necessary.
- Significant Operational Impact.
  - Detailed explanation of the operational impact to the agency.
  - Explanation of the urgency and scope of anticipated or actual impact.
  - Timeline of existing or anticipated operational impact.
  - Additional details, as necessary.

# CIO REQUESTS –REQUEST FOR PROPOSAL(RFP)

**Concept Stage** - At concept stage the Agency must submit an overview and justification of the desired RFP to the [consulting.services@wv.gov](mailto:consulting.services@wv.gov) Email address with the subject line of “**RFP Concept Stage: Description of Request**”. At this stage of procurement, the Office of Technology is reviewing the request to ensure alignment with the strategic initiatives. Agency contact will receive an approval memo from the Office of Technology via Email so they can move forward with the procurement.

**Release Stage** - At release stage the Agency must submit the RFP solicitation with estimated costs to the [consulting.services@wv.gov](mailto:consulting.services@wv.gov) Email address with the subject line of “**RFP Release Stage: Description of Request**”. At this stage of procurement, the Office of Technology is ensuring the solicitation aligns with the concept. Agency contact will receive an approval memo from the Office of Technology via Email so they can move forward with the procurement.

**Award Stage** - At award stage the Agency must submit all award documentation to the [consulting.services@wv.gov](mailto:consulting.services@wv.gov) Email address with the subject line of “**RFP Award Stage: Description of Request**”. At this stage of procurement, the Office of Technology is validating strategic alignment and cost. Agency contact will receive an approval memo from the Office of Technology via Email so they move forward with the procurement.

# CIO Requests – Request for Quotation (RFQ)

**Release Stage** - At release stage the Agency must submit the RFQ solicitation with estimated costs to the [consulting.services@wv.gov](mailto:consulting.services@wv.gov) Email address with the subject line of **“RFQ Release Stage: Description of Request”**. At this stage of procurement, the Office of Technology is ensuring strategic alignment. Agency contact will receive an approval memo from the Office of Technology via Email so they can move forward with the procurement.

**Award Stage** - At award stage the Agency must submit all award documentation to the [consulting.services@wv.gov](mailto:consulting.services@wv.gov) Email address with the subject line of **“RFQ Award Stage: Description of Request”**. At this stage of procurement, the Office of Technology is validating strategic alignment and cost. Agency contact will receive an approval memo from the Office of Technology via Email so they move forward with the procurement.

## CIO Requests – Request For Information(RFI)

At concept stage the Agency must submit an overview and justification of the desired RFI to the [consulting.services@wv.gov](mailto:consulting.services@wv.gov) Email address with the subject line of “**RFI Concept Stage: Description of Request**” . At this stage of procurement, the Office of Technology is reviewing the request to ensure alignment with the strategic initiatives. Agency contact will receive an approval memo from the Office of Technology via Email so they can move forward with the procurement.



# CONTRACT RENEWALS

At Contract Renewal the Agency must submit all renewal documentation to the [consulting.services@wv.gov](mailto:consulting.services@wv.gov) Email address with the subject line of “**Contract Renewal: Description of Request**”. At this stage of procurement, the Office of Technology is validating strategic alignment and cost. Agency contact will receive an approval memo from the Office of Technology via Email so they move forward with the procurement.

Contract Renewals can be approved for the initial contract plus all optional years.

A new request will not be required in subsequent years unless noted on the initial Memo or if the contract renewal somehow alters the technical specifications or price of the original procurement effort.

\*If deemed required, WVOT reserves the right to ask to review identified requests annually.

Contract Approvals approved prior to September 1, 2019

The next renewal will need to come through the process to obtain approval for the remainder of the contract.

Contract Renewals will be Audited as needed.

# CHANGE ORDERS

## Contract Changes

- Changes to an existing contract that alters the technical specifications or price of the original procurement requires the Agency to submit documentation to the [consulting.services@wv.gov](mailto:consulting.services@wv.gov) Email address with the subject line of “**Change Order: Description of Request**”. At this stage of procurement, the Office of Technology is validating strategic alignment and cost. Agency contact will receive an approval memo from the Office of Technology via Email so they move forward with the procurement

## Contract Reassignments

- CIO approval is not needed for contract reassignments necessitated by a name and/or other administrative change, such as funding or address changes.

# TELECOMMUNICATION WAIVERS

## Telecommunications Waiver Process

- Per W.Va. Code §5A-7-1, *et seq*, the IS&C Division, reporting to the CIO, is responsible for the payment of uncontested invoices for telecommunications services...*Provided*, That the service is provided under a statewide contract.
- An Agency desiring an exemption from the WVOT's ordering and billing services' authority may make a written request, with sufficient justification, for review and approval. These requests should be sent to [Consulting.Services@wv.gov](mailto:Consulting.Services@wv.gov).
- NOTE: A Telecommunications Services Ordering/Billing waiver does not constitute a waiver from any Statewide Contract, as that authority is held by the Central Purchasing Division. In addition, these waivers are not to be confused with CIO review and approval for the requisition of telecommunication services.
- The provisions of this article do not apply to the Legislature or the Judiciary.

# STATEWIDE CONTRACTS

The following Statewide Contracts require Office of Technology Approval via 3<sup>rd</sup> party approval in OASIS. For ordering instructions and attachments, visit <http://www.state.wv.us/admin/purchase/swc/default.html> and click on the link in the Contract column for the respective contracts.

- IP19 - Desktop and Laptop Computers and Monitors
- DIGICOP - Digital Copiers (Lease or Purchase of Multi-Function Copiers)
- MAILMCHN - Digital Mailing Machine Systems

Current 3<sup>rd</sup> Party Review Process For SWCs (see Appendix B)

# STATEWIDE CONTRACTS INCLUDING TECHNOLOGY COMMODITIES OR SERVICES

OASIS ID	Vendor	Description	Action
IP19	Dell Marketing LP	Personal Computers/ Laptops	3 <sup>rd</sup> Party
DIGICOP	Komax	Digital Copiers	3 <sup>rd</sup> Party
MAILMCHN	Komax/Pitney Bowes	Digital Mailing Machine Systems	3 <sup>rd</sup> Party
CMA SWC*25	Verizon Business	SIP trunking	TCR
VoIP19	Lumos/Segra	Hosted VoIP Solutions & Services	TCR
CMA SWC*02	Verizon Business	Data Transport services	TCR
CENTREX19	Frontier	Centrex and Business lines and trunks, ISDN and DSL	TCR
LDPHONE19A	Touch Tone	Long Distance phone service	TCR
LAR20	SHI	Large Account Reseller for Microsoft Software	No CIO Approval required
GSUITE20	SHI	Large Account Reseller for Google	No CIO Approval required
CPHONE 20A	AT&T	Cellular Phones and Plans	<a href="mailto:vvot.cell@wv.gov">vvot.cell@wv.gov</a>
CPHONE 20B	Verizon Wireless	Cellular Phones and Plans	<a href="mailto:vvot.cell@wv.gov">vvot.cell@wv.gov</a>
CPHONE 20C	T Mobile USA	Cellular Phones and Plans	<a href="mailto:vvot.cell@wv.gov">vvot.cell@wv.gov</a>
Eportal16	WV Interactive	State's Web Portal Solution	ePortal Board

Ordering instructions for each of these statewide contracts can be found on the State purchasing website: <http://www.state.wv.us/admin/purchase/swc/> under each Statewide Contract.

## ADDITIONAL INFORMATION

### Privacy Impact Review

- The CIO Review Process attempts to identify technology procurements that may collect, use, store, or transmit sensitive and/or restricted data. If identified, the State and Department Privacy Officers, should be notified and a Privacy Impact Assessment is recommended when the CIO approval memo is sent to the requestor. (<https://privacy.wv.gov/privacyimpactassessment/Pages/default.aspx>)

### E-Portal Governance Board Process (EPORTAL16)

- As Agencies pursue e-government applications, systems and/or websites, the E-portal Governance Board, consisting of the CIO and representation from multiple Departments, provides approval, prioritization, and monitoring of the portfolios, programs, and/or projects including scope, budgets, and schedules, as well as changes to these items.
- The EPORTAL SWC Ordering Instructions require CDOs for new application or website development.

### NON-OASIS Users (Example Local Health Departments)

- If the Agency does not have OASIS access they must submit a WV-39 request form to the [OTES@wv.gov](mailto:OTES@wv.gov) Email address.

## ADDITIONAL INFORMATION

- Under Warranty Part Replacements – If the devices are already in implementation and covered by warranty to replace the failed components with like components a CIO approval is not needed. However, if the failed components are being replaced with a new or separate solution, then CIO review/approval would be needed.
- Telecommunications Statewide Contracts require a TCR form to be submitted to WVOT [TCR@wv.gov](mailto:TCR@wv.gov) Email. The TCR forms are located at the following URL:  
<https://technology.wv.gov/ProductsAndServices/Pages/DownloadableForms.aspx>
- If you aren't sure whether or not your item should be submitted to CIO Approval, please reach out to your designated OT IRM or send an Email to [Consulting.Services@wv.gov](mailto:Consulting.Services@wv.gov).

## UPCOMING CHANGES

Currently, WVOT uses the Ivanti application for tracking service tickets, which includes incident management, dashboards and reporting, surveys, and mobile incident management. The new features will provide WVOT end-users with a new level of transparency and historical reporting.

The CIO Request team has been working with the Ivanti team to create a request form within Ivanti for CIO requests to eliminate reliance on Email

How can you help?

- Volunteer to be a tester before system is rolled out
- Provide feedback to improve process

Training will be provided before going live







**QUESTIONS?**



# Contact Us

Contact Name	Contact Information
Hope Fout	<a href="mailto:Tara.H.Fout@wv.gov">Tara.H.Fout@wv.gov</a> , 304-352-4948
OASIS users	<a href="mailto:consulting.services@wv.gov">consulting.services@wv.gov</a>
NON-OASIS users	<a href="mailto:OTES@wv.gov">OTES@wv.gov</a>
OT Service Desk	<a href="mailto:ServiceDesk@wv.gov">ServiceDesk@wv.gov</a> , 304-558-9966
OT IRM Group	<a href="mailto:ERM@wv.gov">ERM@wv.gov</a> , 304-957-8140
OT TCR Group	<a href="mailto:TCR@wv.gov">TCR@wv.gov</a>
OT Cell Group	<a href="mailto:vvot.cell@wv.gov">vvot.cell@wv.gov</a>
OT Security	<a href="mailto:esecurity@wv.gov">esecurity@wv.gov</a>
OT Website	<a href="https://technology.wv.gov">https://technology.wv.gov</a>
OTHub Website	<a href="https://sites.google.com/wv.gov/othub/">https://sites.google.com/wv.gov/othub/</a>



# APPENDIX A: STATUTE REFERENCES

W.Va. Code §5A-6-4 (a)(3) provides the Chief Technology Officer (CIO) authority to:

- Evaluate:
  - Economic justification
  - System design
  - Suitability of information equipment and related services
- Review and make recommendations on the purchase, lease, or acquisition of information equipment and contracts for related services by the state spending units.

The Purchasing Handbook Reference is 7.2 (Special Acquisitions)

CIO Policy CIO-19-001 <https://technology.wv.gov/security/Pages/policies-issued-by-the-cto.aspx>

## STATUTE REFERENCES (CONT.)

W.Va. Code §5A-6B-1 *et seq.* West Virginia Cybersecurity Office

a) There is hereby created the West Virginia Cybersecurity Office within the Office of Technology. The office has the authority to set standards for cybersecurity and is charged with managing the cybersecurity framework.

- Ensure the security of state government information and data communications infrastructure from unauthorized uses, intrusions, or other security threats

W.Va. Code §5A-6-8 Exemptions

- The provisions of this article do not apply to the:
  - Legislature
  - Judiciary
  - Constitutional Officers

# APPENDIX B: 3<sup>RD</sup> PARTY APPROVAL WALKTHROUGH

For 3<sup>rd</sup> Party Approval in OASIS, use the following steps to submit your purchase to the IP Board:

Step 1:

In the Header Section,

- Click on the Reporting Tab.
- Leave Reporting 1 Field as is
- Change Reporting 2 Field to 10; This is the CIO IP Board

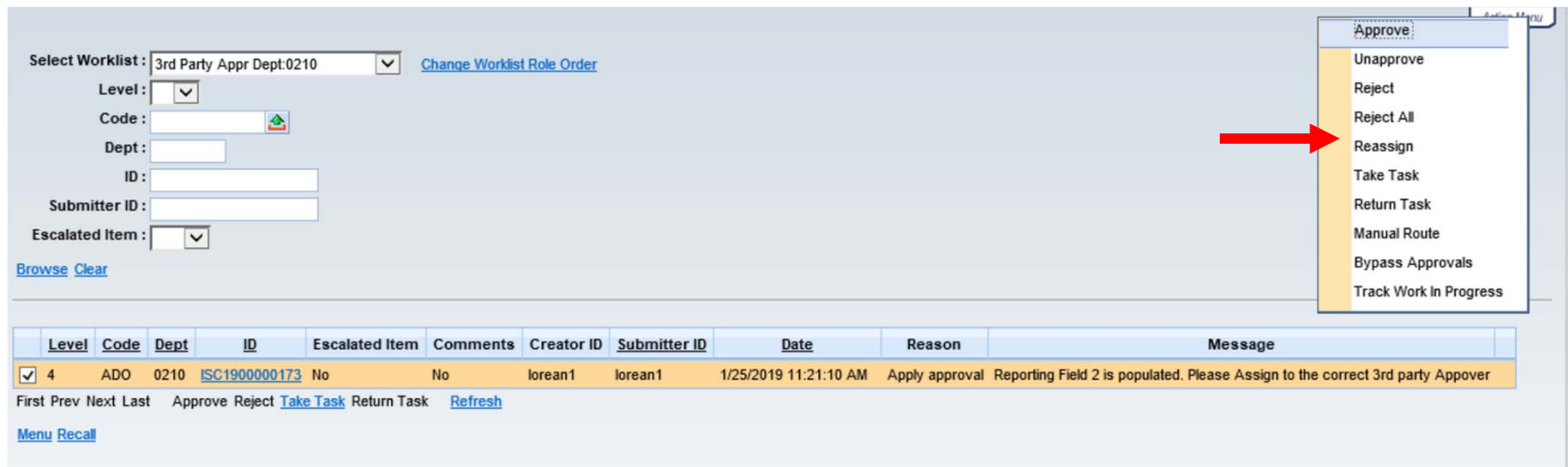
The screenshot shows the OASIS Reporting tab interface. The top navigation bar is orange and labeled 'Header'. Below it, a row of tabs includes 'General Information', 'Contract Details', 'Reference', 'Requestor Issuer Buyer', 'Modification', 'Extended Description', 'Default Shipping/Billing', 'Reporting' (highlighted), 'Fixed Asset Intent Reference', and 'Document Information'. The 'Reporting' tab is active, showing a form with seven reporting fields. A red arrow points to the 'Reporting' tab. Another red arrow points to the 'Reporting 2' field, which contains the value '10'. The field is labeled 'Request for Quotation' and 'CTO IP Board'. The other fields are empty or contain a small icon.

Field	Value
Reporting 1	10
Reporting 2	10
Reporting 3	
Reporting 4	
Reporting 5	
Reporting 6	
Reporting 7	

## 3<sup>RD</sup> PARTY APPROVAL WALKTHROUGH(CONT.)


Step 2: Once the ADO/CDO has been completed, validated, and submitted into workflow, the Agency will take the task and approve, which will send the document to your agency's 3rd Party Approver's worklist. The 3rd Party Approver must reassign the order to the IP Board's worklist by using the following instructions:

When the document appears in the Agency's 3rd Party Approver's worklist, he/she will check the document box and from the *Action Menu* at the top of the page, select the *Reassign* function.



Select Worklist : 3rd Party Appr Dept:0210 [Change Worklist Role Order](#)

Level :

Code :  

Dept :

ID :

Submitter ID :

Escalated Item :

[Browse](#) [Clear](#)

**Action Menu**

- Approve
- Unapprove
- Reject
- Reject All
- Reassign
- Take Task
- Return Task
- Manual Route
- Bypass Approvals
- Track Work In Progress

	Level	Code	Dept	ID	Escalated Item	Comments	Creator ID	Submitter ID	Date	Reason	Message
<input checked="" type="checkbox"/>	4	ADO	0210	ISC1900000173	No	No	lorean1	lorean1	1/25/2019 11:21:10 AM	Apply approval	Reporting Field 2 is populated. Please Assign to the correct 3rd party Approver

First Prev Next Last Approve Reject [Take Task](#) Return Task [Refresh](#)

[Menu](#) [Recall](#)

## 3<sup>RD</sup> PARTY APPROVAL WALKTHROUGH(CONT.)

Step 3: After selecting *Reassign*, type “lipscomb\*” in the *UserID* Field and click *Browse* or hit Enter to search. Select “lipscombd01” in Dept 0231 and Unit 0231 and click “Select” hyperlink underneath the search results.

[Browse](#) [Clear](#)

User ID :

Department :

Unit :

User ID	Department	Unit
lipscombbe1	0506	2825
lipscombg1	0511	2820
✓ lipscombd01	0231	0231
lipscombka1	0608	NCRJ
lipscombli1	0506	2975
lipscombli3	0803	0060

First Prev Next Last [Select](#) [Cancel](#)

Step 4: Your ADO/CDO will be assigned to the IP Board. You can verify this step by looking at the document's workflow. If done correctly, you will see the document is assigned to Donna Lipscomb. If changes are requested, the IP Board will reject the document. If approved, it will continue through the workflow.

Date Submitted : 1/25/2019 Submitter : Andrew Lore

Approval Rule ID	Seq No	Approval Level	Assignment Date	Initial Assignee Name	Approval Status	Approval User Name
13097	3	3	2019-01-25	ADO Lvl 1 Dept:0210	Approved	Andrew Lore
✓ 13097	4	4	2019-01-25	3rd Party Appr Dept:0210	Pending	
13097	5	5		ADO Lvl 2 Dept:0210	Pending	

[View Log](#)

Current Assignee

Approval Level	Current Assignee Name
✓ 4	Donna L Lipscomb

First Prev Next Last