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LOUISIANA DEPARTMENT OF TRANSPORTATION AND DEVELOPMENT

SECRETARY'S POLICY AND PROCEDURE MEMORANDUM (PPM) NO. 42

SUBJECT: Acquisition of all Related Computer and Information Technologies (IT) – including Hardware, Software, and Services

EFFECTIVE DATE: January 1, 1985

INSTRUCTIONS: This memorandum supersedes all other memoranda and manuals.

1. INTRODUCTION.

The Department of Transportation and Development (DOTD) recognizes the importance of computer and information technology (IT) in achieving its mission. It also realizes that the purchase and use of computers and information technology must be coordinated to achieve the best possible results with the use of our limited resources (both people and dollars).

The purpose of this PPM is to establish a department-wide policy for the acquisition of all computer and information technology-related hardware, software, and/or services. It should be noted that the source of funds would not be considered in determining whether the purchase of any computer and information technology-related hardware, software, and/or services falls within the scope of this PPM. The State Procurement and Contracting Laws will apply in all cases.

In collaboration with the DOTD Enterprise Support Services Section (ESS), the Office of Technology Services (OTS) shall be responsible for the centralized procurement and/or coordination of all computer and information technology-related products and services for DOTD. In order to ensure DOTD's requests for IT-related hardware, software, and/or services are efficiently processed, the DOTD ESS Director has designated an IT Customer Advisor and Advocate (CAA) for each major DOTD Office to assist in navigating the current OTS procurement process. The appropriate CAA (i.e., for the Office of the Secretary, the Office of Engineering, the Office of Management & Finance, the Office of Operations, the Office of Planning, and the Office of Multimodal Commerce) should be included early to allow for the most efficient outcome for IT-related procurement requests.

All IT requisites shall be in the form of a request to OTS as described in Section 2.a. of this PPM. The ESS Director or delegate(s) shall be responsible for the review and approval of all requests to OTS. This is important because the ESS Section needs to be involved as early as possible in all IT-related technology activities at DOTD to assure optimal use of IT resources and funds. With the goal of technical compliance and efficient use of resources and based on the business needs of DOTD Sections and Districts, OTS, in collaboration with the DOTD ESS Director or delegate(s), will determine the standards for the various types of computer equipment and peripherals that will be approved and utilized at DOTD. This is necessary to ensure consistency in DOTD's statewide computing network.

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It is recognized that requirements may occasionally justify non-standard computer equipment, but these instances are expected to be rare and kept to a minimum. The approval of the ESS Director shall be required for all non-standard computer equipment and peripherals.

Other than IT-related items specially exempted by OTS, all IT-related hardware, software, and/or services shall be procured through OTS. OTS will not centrally procure consumables, such as toner cartridges, paper, etc. Consumables are the responsibility of the individual DOTD Section or District. The ESS Director or delegate(s) should be included in all requests for IT-related hardware, software, and/or services in order to ensure compliance with current OTS procurement processes and procedures.

There shall be a DOTD IT Governance Team, facilitated by the ESS Director or delegate, consisting of DOTD Office Heads or their delegated representative members. The DOTD IT Governance Team's purpose is to provide OTS and the DOTD ESS Director with direction concerning prioritization of IT projects, application development, and major IT acquisition decisions that affect DOTD. This team, meeting as necessary but at a minimum of once quarterly, will review, recommend approval, and prioritize all major development efforts and IT investment decisions, but will not be involved in the day-to-day operations of the OTS resources assigned to DOTD. The DOTD Undersecretary or his delegated representative will make the final approval of IT Governance Team recommendations.

2. ACQUISITION PROCEDURE.

It is expected that OTS will ensure that IT-related hardware and software required to carry out the mission of the Department are maintained and updated to provide reasonable functionality, reliability, and security to all users.

Given the depth and breadth of the IT-related hardware and software supported at DOTD, it is impractical to apply a universal replacement cycle for all IT hardware and software. However, some hardware (such as desktops and laptops) will generally be leased through OTS and replaced on a forty-eight month cycle. No specific requests are required for hardware set to be replaced at regular intervals. Requests for replacement of or upgrades to hardware on a replacement cycle before the cycle has expired will require extensive justification and approval of the ESS Director. These requests will rarely be approved. Other hardware (such as printers and scanners) will be replaced as required functionality and reliability dictate, but not necessarily at set intervals. Likewise, IT software employed in carrying out the Department's mission will be maintained, upgraded, and replaced as required functionality, reliability, and security dictate, but not necessarily at set intervals.

The following processes shall be used to acquire IT-related hardware, software, or services not replaced cyclically:

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- a. Once an IT requisite is identified and approved by the appropriate Section Head or District Administrator, the appropriate CAA should be contacted to assist in preparing the requisite for submission to OTS. Once reviewed by the CAA, the request is submitted to OTS via the OTS service request system. Any supporting documentation should be attached to the request. See the DOTD Intranet webpage for links to the OTS service request system.
- b. If the request is approved, OTS should respond appropriately, fulfilling each request from on-hand resources first. If there is not a resource available from on-hand resources, the appropriate procurement process will be initiated within OTS to acquire the requested item. The receipt of the deliverable will be coordinated with the individual requestor.

All major development requests will be coordinated with the IT Governance Team for approval, recommendation, and prioritization, considering the business objectives of the Department. Prior to the review of the IT Governance Team, the requestor must submit in writing to the ESS Director or his delegate, a brief description of the desired development, estimated cost, suggested vendor, and a justification including the impact this particular project/development would have on DOTD. This documentation can be attached when the request is submitted. ESS personnel will work with OTS personnel to evaluate this request and determine whether the development can be addressed with on-site resources or should be procured. Factors to be considered in the evaluation process include, but are not limited to, justification, development cost, and personnel resources. A review by the IT Governance Team will then be made to determine if the project should be recommended for approval and where it fits in the agency's priorities. The DOTD Undersecretary or his delegate will make the final approval of all IT Governance Team recommendations. Upon initial approval, these development requests may be satisfied by either developing the software in-house, by purchase or acquisition, or by outside consulting services. An analysis will be done to determine whether it is more economically feasible to develop within DOTD or to purchase based on total cost of ownership. Should OTS determine this development can be done in-house, a requirements document and project schedule should be created, indicating project tasks and due dates. However, should OTS determine that the development is available commercially at a cost that would justify its acquisition; all applicable procurement guidelines for acquisition would apply.

3. SINGLE COMPUTER POLICY

Any DOTD employee who needs a personal computer will be allocated one, and only one, computer. This policy facilitates the reallocation and optimization of DOTD computer resources and saves dollars. This policy allows employees whose job requires them to be more mobile to be more effective by supplying them a laptop as reallocations and budgets allow.

Exceptions to the Single Computer Policy will be rare and will require the approval of the ESS Director or delegate(s).

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Enterprise Support Services Section shall purchase and maintain a loaner pool of laptops at DOTD headquarters to be used as a loaner for employees who have an occasional need for a laptop.

4. SUMMARY

The use of computer and information technology can be very beneficial to the Department, but the specific requirements and benefits must be identified. Hardware, software, and services will only be acquired when specific, identified benefits and results have been documented.



Shawn D. Wilson, Ph.D.
Secretary