



North Carolina Department of Health and Human Services

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Beverly Eaves Perdue, Governor

Lanier M. Cansler, Secretary

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TO: DIRM Staff
FROM: Karen Tomczak
RE: Information Technology Maintenance and Enhancement Initiatives

The purpose of this memorandum is to inform you and your staff of definitions and authorizations related to all requests for new development, enhancement, and maintenance work. This includes requests related to applications as well as non-application support functions such as infrastructure requests, etc.

The DIRM Financial Management Section has implemented tighter controls to better establish application/billing codes prior to work commencing and is continually monitoring all effort hours reported. These efforts revealed that DIRM needed to improve the definition of maintenance and enhancement activities (M&E), as well as how these different activities are reported and tracked. As you know, a definition document containing examples was developed and posted to the DIRM web site (<http://www.ncdhhs.gov/dirm/definition.htm>). A copy of that document is attached for your convenience.

While it is important for DIRM staff to categorize M&E appropriately, it is equally important for our clients to do the same. SFY 2008-09 time entry statistics revealed opportunities for improvement in the classification of both activities. In particular, the average percentage of total work hours performed by DIRM staff in support of applications/systems was approximately 61% for maintenance, 17% for enhancements, and 22% for planning/new development. Continuous improvement efforts that are focused on the delineation of the types of work performed will ensure that we are addressing only enhancement activities that have been authorized and prioritized by the appropriate levels of business management.

To continue our improvement efforts, we asked divisions and offices to specify the name of the individual(s) in each division/office that are authorized to request and prioritize work associated with enhancement of existing applications/systems. This list is attached as *Authorized Personnel to Request Enhancements*. While the same authorized staff may also make new development requests, such requests must be approved by the Department's Information Technology Governance Committee.

The DHHS IT Customer Support Center will continue to accept maintenance requests from any staff in supported areas. Maintenance requests are to be called into the DHHS IT Customer Support at 919-855-3200 option 1, or can be sent via an e-mail containing the details of the request to DHHS.Customer.Support.Center@ncmail.net.

While continued communications between DIRM staff and the business staff will be necessary throughout the process of addressing enhancement efforts, it is critical that the initiation of such requests follow the protocol described in this communication. Thank you for your continued support.

Attachments (2): *Authorized Personnel to Request Enhancements*
Definition of Maintenance and Enhancements