

Contracted Web Work Procedures

➤ ITPR Procedures – Kyle Hilmer

- One of the key documents submitted in an ITPR is the business case. A business case provides an analysis of the business requirements, costs, benefits, and risks associated with a proposed investment. It also provides an analysis of reasonable alternatives. The business case supplies information necessary to make a decision about whether or not the project should proceed, and in what direction it should proceed. SITSD will be looking for the business case as part of the ITPR documentation. The following steps outline activities for developing the material for an ITPR on a web service.

1. Discuss the proposed service with the Application Technology Services Bureau (ATSB).

Audrey Hinman can provide assistance in determining if the work is suitable for the eGovernment Services contract.

2. If applicable, obtain time and cost estimates from the eGovernment services contractor for the service.

If the work is suitable, you can request a timeframe for development and a cost estimate.

3. Obtain time and cost estimates from other contractors if necessary.

If the eGovernment services contractor cannot meet the project's deadline, or if there is a charge for their services, the agency may have to look for other alternatives for development.

4. Build the business case.

The business case will outline the alternatives (intra-agency development, MIS contractor, eGovernment services contractor, RFP, etc.) and the reasons why (cost, time, risk, etc.) a particular alternative was selected.

5. Submit the ITPR, including the business case, to SITSD.

➤ Definitions – Audrey Hinman

- Internet vs. intranet vs. extranet

- Internet: Externally facing to citizens and businesses
- Intranet: Internally facing to state employees and contractors
- Extranet: Can be both internally and externally facing, but to a small select group requiring authentication and authorization

- eGovernment service vs. static website

- An e-Government service is an application, or series of applications, on the Internet that provides a specific service to a citizen or business. The application(s) are interactive and/or transactional-based in nature, meaning

that information is collected or provided by the customer and service is then delivered (a transaction is completed). Examples are: web enabling business systems and allowing customers to enter in their own search criteria and then receiving the information they seek from those systems; filling out a tax form online (where they are able to submit it online) and paying their taxes; purchasing goods and paying for them from the shopping cart; renewing and paying for permits, licenses, or fees; any service using the payment portal. The goal of an e-Government service is to provide a complete end-to-end solution to the customer whenever possible, meaning the customer has provided all necessary information and payment has been collected and the State has delivered the service including all necessary information and documentation to the customer. When implemented in this fashion, both the State and the customer should gain efficiencies.

- Static or informational websites are web pages, .pdf's, or documents; downloadable documents or forms; search engines or functions providing searches on static web pages or documents; systems used primarily for the purpose of finding web content or documents published on the web; downloadable forms that the customer must send in or e-mail (and are not able to fill out and submit online); simple one page forms submitted online (and emailed to recipient) requesting information, submitting a complaint, or similar function
- eGovernment Services Contract – Audrey Hinman
 - Internet eGovernment services
- MIS Services and Small MIS Services Contracts – Brett Boutin
 - **Internet/EC Services:** This Service Area includes content (static) website development and Intranet development. All development must follow the appropriate State of Montana standards including the e-Government service certification standard when applicable. Contact an SITSD Business Analyst to determine if this Service Area should be used, or if the e-Government Services Contract can accommodate the request.