

**ONE-STOP ENHANCEMENT PROGRAM UPDATE No. 1**  
**Information regarding Technology Requests**  
**1/4/10**

After reviewing several of the One-Stop Enhancement Program applications, there were some technical questions and concerns that reached beyond the expertise of OWD. These concerns prompted a meeting with the ODJFS Office of Information Services (OIS) in an effort to gain insight into the technological depth of the requests and the utilization of the technology requested. As a result of the meeting, some questions and considerations were compiled to assist local workforce areas in the development of priority two technology requests.

**1) Is the State of Ohio your current network or internet provider for the Resource Room and/or Training Lab?**

- If yes (and particularly for those One-Stops who the Administrative Entity and/or Fiscal Agent is a CDJFS), the local workforce area must work in concert with their Technical Point of Contact (TPOC) or Chief Information Officer (CIO) to ensure any product(s) purchased is compatible and viable with existing equipment.
- If no, it is highly recommended to consult with either your local technical contact or ODJFS OIS staff on the quality, performance, reliability, compatibility, etc. of the technology being requested.

In any case, it is prudent to work with your TPOC or CIO as some equipment/products may be readily available at no additional cost as part of your Service Level Agreement (SLA) or Technical Support and Service Plan (TSSP).

**2) Video Conference Equipment**

- A local area must determine who they plan to video conference with. If the intent is to exclusively utilize the existing ODJFS state network, the equipment must be compatible and a local area will need to contact either the TPOC or CIO to collaborate on the technology to be purchased.
- There are monthly access fees for video conferencing that must be taken into consideration beyond the period of the One-Stop Enhancement Program fund availability.
- Video conferencing outside of the state network may cause compatibility concerns. The capability to video conference outside of the state network does exist, however each instance will need to be uniquely handled which may result in additional time and effort and potential extra cost.

**3) Servers, Switches, Computers, and Other Hardware**

- Prior to submitting a local area application for hardware, check with the CIO or TPOC for your area to make certain that requests are justifiable as it relates to the purchase of “essential items” only. For example, upgrading a server to enhance internet speed will need further justification. How is the current server deficient (generally upgrading a server does not enhance internet speed)? Is the current

server in need of replacement due to age, condition, expansion of users, or other reasons?

- When requesting computers, the local area must identify how many and where they will be placed due to monitoring and audit purposes. The funds allow for placement in Resource Rooms, Training/Computer Labs, and other appropriate public access sites (i.e., local libraries). Computers may not be purchased for local or state staff use.
- Web cams and computer to computer video conferencing require large amounts of bandwidth space and the use of these types of communication devices should be consulted with your TPOC or CIO prior to inclusion to the application.

#### **4) Wiring/Cabling and Labor Costs**

- Wiring and running cable is acceptable as long as it applies directly to the equipment being purchased.
- Local areas should consult with their CIO or TPOC to ensure estimated labor costs and hours are appropriate for the work being conducted.
- Wireless applications should be considered and cost compared to hard wiring. Again, local areas should consult with their CIO or TPOC on viable options.

#### **5) Software**

- Operating System: Understanding that the use of purchased computers will be for public use, and primarily for internet access and access to loaded programs (i.e., Resume Builder, WinWay, Tutorials), it is a local area decision on which operating system to purchase. Local areas should ensure that any purchased software is compatible with the operating system that will be used. Self-service access to OMJ and SCOTI will work with the latest operating system (Windows 7), however the staff-assisted version of SCOTI cannot operate with a higher Internet Explorer version than 6 at this time.

#### **6) Contact List for ODJFS TPOCs**

TSSP Program

[TSSP@jfs.ohio.gov](mailto:TSSP@jfs.ohio.gov)

<http://innerweb.odjfs.state.oh.us/omis/OIS/OCIO/BMR/OIS%20BMR%20TSSP.shtml>

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