

34.1.2 Intranet Applications Operations Organization

Contents:

- 1.0 Introduction
 - 2.0 SFANet Organization Design
 - 3.0 SFANet Staffing Plan
-

1. Introduction

The purpose of this document is to provide a high level understanding of the organization required to run the Applications Management group and sustain long term operations of applications (with an initial focus on SFANet). It includes a description of the guiding principles for building the Applications Management organization, a detailed organization structure, descriptions for each function within the organization and a staffing plan for SFANet.

While the initial focus of this document is to define the organization required for the operations and management of SFANet, this document is meant to be updated as the Applications Management group potentially supports additional applications. Given this intent, this document refers to the overall Applications Management organization or the SFANet Management organization, as appropriate.

Guiding Principles

The following guiding principles were used to drive the design of the Application Management organization:

- Meet SFANet application management needs while ensuring scalability to include subsequent web-based or e-commerce applications that will be deployed at SFA. These applications could potentially include Schools Portals/IFAP, FMS, etc.
- Ensure a customer focus by providing a *single* point of accountability for each application supported.
- Provide a *single* entry point to receive and resolve user problems, to receive and process content requests and to receive and document application enhancement requests.
- Work with partners [i.e., SFA CIO Webmaster, CSC, EDS, etc. and 3rd party vendors (Beacon, etc.)] to integrate process and procedures to support the operations.
- Enable the process architecture (governance, request management, performance management, operations planning and management, service provision, human resources management and work environment management).

SFANet Customers, Users, Partners and Suppliers

Customers

- **Director of SFA Communications** owns the SFANet application and is responsible for ensuring that anticipated business benefits are realized as well as for ensuring customer satisfaction. In this role, the Director of SFA Communications serves as the business sponsor for SFANet and provides strategic direction to the Applications Management group.

Users

- The people within SFA who use services delivered by the Applications Management group.
- **End Users** -- SFA employees who access SFANet content
- **Content Contributors** -- SFA employees who provide content to that will be implemented within SFANet
- **Content Managers** -- designated representatives from each of SFA and Enterprise Partners who are authorized to approve content before it is placed on SFANet

Partners

- **Webmaster, SFA CIO**, loads content to the production server, provides guidance to the Applications Management group on issues relating to migration to the production environment.
- **Computer Sciences Corporation, VDC**, provides data center support, maintains the production, development and test environments, provides backup and disaster recovery, and provides application security.
- **SFANet Tier I Help Desk**

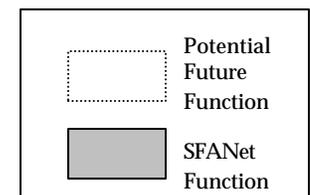
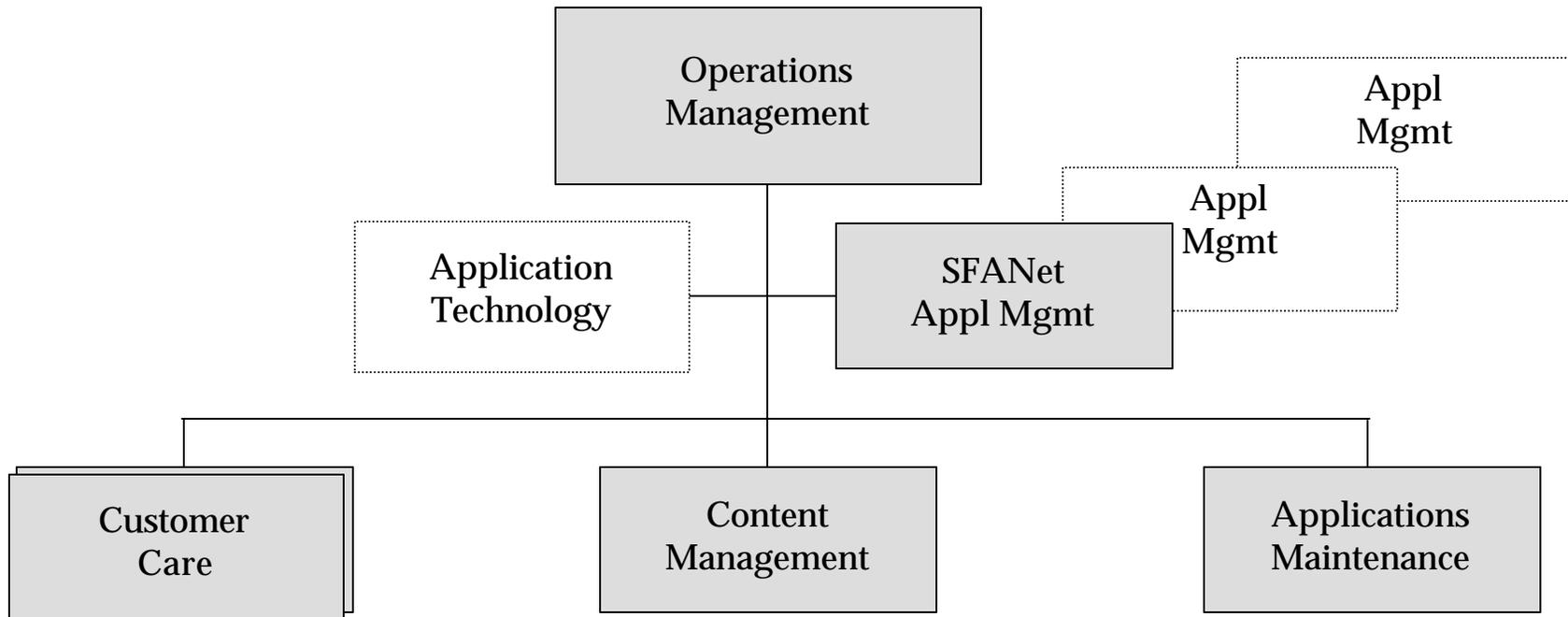
Suppliers

- **Beacon, Tier III Product Support**, will provide the Applications Management group with application and product specific support.

2. SFANet Organization Design

The functional organization model depicted below outlines all functions required to support the Service Delivery Solution and Process Architecture needed to manage applications at SFA. The functions required for SFANet are in gray. The Functions do not correspond to FTEs.

Applications Management Functional Organization Model



Functional Descriptions

Outlined below are functional descriptions for each organizational area within the SFANet Applications Management organization. Key functions performed are described for each area.

Operations Management

Within the Applications Management organization, Operations Management is responsible for ensuring that the Applications Management organization provides the **enterprise-wide** (i.e., IFAP, Schools Portal, etc.) capability to operate SFA applications such that the business value originally intended to be derived from each SFA application supported is fully realized.

To accomplish this mission, Operations Management will:

- Work with the SFANet business sponsor to manage the development of business cases for major application enhancements
- Ensure consistent policies, procedures, standards and guidelines across SFA applications
- Coordinate and manage the Applications Management budget and financials
- Manage the measurement and reporting of performance metrics across SFA applications

SFANet Applications Management

Within the Applications Management organization, SFANet Applications Management is responsible for managing the SFANet Application Management organization.

To accomplish this mission, SFANet Applications Management will:

- Establish and manage governance for SFANet
- Review and prioritize minor enhancement requests
- Work with the SFANet business sponsor to develop business cases for major enhancements
- Manage SFANet policies, procedures, standards and guidelines
- Develop and manage SFANet operations budget and financials
- Establish, measure and report on SFANet performance metrics
- Establish/manage formal agreements
- Authorize, prioritize and assign work
- Establish and manage SFANet releases
- Develop and update SFANet design
- Adhere to SFA configuration management policies
- Manage service capacity (i.e. monitor the SFANet Applications Management operations budget)

Customer Care

Within the Applications Management group, Customer Care is responsible for providing the Tier II interface to SFANet customers. This includes ensuring quick and effective resolution of SFANet problems, ensuring that enhancement requests are documented and routed appropriately and ensuring that all content requests are received and forwarded to the Content Management group.

To accomplish this mission, Customer Care will:

- Receive, log, track and route SFANet problems and requests from SFA employees
- Communicate resolutions of SFANet problems to SFA employees, Content Managers and Content Contributors
- Receive content requests from SFA Content Managers and Content Contributors and forward to the Content Management group
- Develop end user support tools (FAQs)

Content Management

Within the Applications Management organization, Content Management is responsible for managing SFANet content from creation to deployment, ensuring that content is loaded to production in an efficient and high quality manner.

To accomplish this mission, Content Management will:

- Receive content requests from the Customer Care group
- Develop static and dynamic web content
- Periodically (i.e. weekly) check links to ensure they are active
- Convert documents into PDF
- Manage graphic files
- Work with SFA webmaster to load content to production
- Ensure content is compliant with accessibility and style standards

Applications Maintenance

Within the Applications Management organization, Applications Maintenance is responsible for providing technical support to maintain and update SFANet to ensure that the intended business capability is technically delivered.

To accomplish this mission, Applications Maintenance will:

- Perform application updates based on user problems encountered and minor enhancements (less than 80 hours) requested by users
- Provide Tier II application support (this includes Interwoven, Autonomy, IBM Websphere)
- Conduct daily monitoring and maintenance of SFANet
- Serve as liaison to the VDC and IT Services (SFA CIO Webmaster)
- Conduct performance tuning of SFANet

Optional Future Functions

Optional future functions include:

- **Applications Technology** - responsible for managing future requirements across applications and ensuring that the operations is consistent across applications supported.
- **Applications Management** – responsible for the applications management for applications other than SFANet that may be added in the future.

3. SFANet Staffing Plan

The SFANet Applications Management organization will initially consist of 5 employees:

- Operations Manager – Phill Thomas (part time)
- SFANet Applications Manager – Thomas Schweikert
- Content Management Lead/Business Lead – Idoya Oscariz
- Content Programmer - Mark Mandrella
- Applications Management Lead/Technical Lead – Jorney Tam