DHHS POLICIES AND PROCEDURES

Section X:	**Information Technology**
Title:	**Managing North Carolina Department of Information Technology (DIT) Services**
Current Effective Date:	**6/15/18**
Revision History:	
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Purpose

The purpose of this policy is to provide guidance to Department of Health and Human Services (DHHS) divisions and staff regarding initiating new services, monitoring and managing the computer services provided by the Department of Information Technology under its broad authority per Article 15 of the North Carolina General Statutes.

Policy

The DHHS Information Technology Division (DHHS ITD) are responsible for requesting, monitoring, managing and, when appropriate, terminating computer services provided by the NC Department of Information Technology (DIT) to the NC Department of Health and Human Services. These services include server support services, IT project and analysis services, email and calendaring services, computer and data processing services, local area network management services, authentication and authorization services, server management services and other electronic or information technology services.

Implementation

Initiating New Services

NC DHHS shall observe the following requirements when requesting new computer services (or requesting the discontinuation of or change in computer services) from the Department of Information Technology:

1. All requests for new computer services shall follow the most current DIT policies and or procedures in effect at the time of the request.
2. Each request shall be associated with one or more billing codes or application codes as defined by both NC DIT and the department. Note: new application codes can be obtained through the DHHS ITD, Financial Management Section (dhhs.cio.budget@dhhs.nc.gov).

DHHS ITD shall review and approve all requests for the department prior to submitting to NC DIT. If the request is generated at the division/office/facility level for new computer services, the request shall be reviewed and submitted by the appropriate division/office/facility business or technology staff to the DHHS ITD for DHHS ITD review and approval prior to formal submission to NC DIT.

1. Whereas DIT computing services are billed on a consolidated invoice to DHHS ITD, all requests for additional DIT computing services must be approved by the DHHS ITD Budget Officer, or designee, prior to formal submission to NC DIT and prior to incurring actual charges from NC DIT.

2. DHHS ITD business or technology staff shall confirm that services were delivered by NC DIT per the request for new computer services prior to the final agency acceptance authorization.

Computer Service Monitoring

The DHHS Information Technology Division (DHHS ITD) shall routinely monitor the computer services provided by NC DIT to ensure consistent delivery of services requested and accurate invoicing for those services following the steps below: will be followed:

1. DHHS ITD where possible, shall establish an individual or team owner ("owner") of applications or billing codes used to identify NC DIT provided computer services at their inception and through their invoicing. The master list of applications and/or billing codes and their respective owners will be maintained by the DHHS ITD Financial Management section.

2. DHHS ITD Financial Applications Management Unit shall perform a high-level review of invoices from NC DIT for computer services monthly to identify any significant cost variations per application or billing code that cannot be explained by the implementation of new computer services, known changes in business requirements or scheduled fee increases by NC DIT. Any variations that cannot be suitably explained internally will form the basis of an inquiry with NC DIT for an explanation.

3. DHHS ITD application or billing code owners will conduct a review on a regular basis (at least annually) of all services provided by NC DIT for their application or billing code to establish that provided services are necessary to fulfill business and technology needs. Any professional determination that a different structure of services would provide for business or technology needs more efficiently will result in a formal request to NC DIT for a change in services (per the process of implementing new services above).

4. DHHS ITD application or billing code owners as part of their regular review will identify any apparent erroneous services or charges on invoices from NC DIT, and DHHS ITD will seek appropriate corrections and, if appropriate, reimbursement from NC DIT for any past erroneous services or charges.

5. DHHS ITD leadership will meet regularly with NC DIT representatives (at least quarterly) to review NC DIT's performance with respect to their level of service for the department. This includes the fulfillment of establishing new services, resolving helpdesk ticket requests, and the timely termination of services when appropriate.