

US DEPARTMENT OF LABOR

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Employment and Training Administration  
Office of Job Corps



# IT Project Flow Using IT Trax

## Overview:

IT project requests are requests that come to the Technical Team from Job Corps Centers, OA/CTS providers, Regional or National Office Staff and Center Operators. These requests are specifically related to the design, engineering and deployment of a solution to address Information Technology requirements on the Job Corps private network, and for those connecting to the Job Corps private network through the public Internet and dial-up lines.

This document is primarily concerned with requests that come from Job Corps network customers to address a specific requirement. This document outlines the revised process to address IT project requests more effectively.

## **IT Trax:**

IT Trax is an application developed by the Technical Team development staff to automate the process of creating, tracking and reporting on IT projects requested by the Job Corps customers. IT Trax provides a single interface and database for data collection, tracking and reporting. IT Trax consolidates the entry point of the requests and provides automated real-time reporting for all interested parties.

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### ***Funding:***

Funding for information technology projects in Job Corps is acquired in a variety of ways. Below is a breakdown of the predominant funding sources within Job Corps.

**National Office** – The National Office of Job Corps funds large national projects. These projects are presented as line items in the IT annual budget, and encompass all Job Corps Centers and OA/CTS providers. CRA funds appropriated for wiring projects will be tracked by National Office.

**Regional Offices** – The Regional Offices of Job Corps can approve and identify sources of funding for IT projects for an entire region, or to address a need at an individual center within the region.

**Center Operators/OA/CTS Providers-Center Operators and OA/CTS Contractors** can fund IT projects as approved by their contracting officer.

**Job Corps Centers** – Job Corps Centers (JCCs) also fund IT projects to address specific requirements for Information Technology projects. IT Projects funded by centers are approved by the Regional office.

The variety of funding resources and the unique IT requirements of Job Corps customers, coupled with limited Technical Team staff make it difficult to manage the growth of the Job Corps network. However, as the Technical Team is the entity ultimately responsible for the operation, maintenance, support and security of the Job Corps private network, the Technical Team must be involved in the design, engineering and implementation of all IT solutions on the Job Corps private network.

Regardless of funding sources, all IT projects requiring: (A) cost/benefit analysis, (B) regional or national approval, and (C) implementation by the Technical Team should be entered in IT Trax. Routine software and network issues should still be referred to the Technical Assistance Center.

## ***Project Types:***

IT Project Requests can be generated for many different types of projects. Depending upon the type of project, the process flow may differ. There are three functional areas under which requests may fall: Telecommunications, Software Development, and Security.

Telecommunications: Telecommunications projects are primarily concerned with the Job Corps Network. Additions of wiring, wireless access points, requests for hardware, such as network switches, thin clients and PCs, are all examples of Telecommunications Projects.

Software Development: Software Development projects are those requests for new applications or for new modules in the CDSS suite of applications.

Security: Security requests encompass both technical and policy related requests. Examples of Security requests include reconfiguration of a firewall to allow access to a specific application, or a request to change an access list on a VLAN to prevent unauthorized access to the Job Corps network. Security requests also include questions relating to Job Corps security policy such as insuring that all Job Corps employees are in compliance with the Job Corps end-user agreement, or providing guidance to Job Corps centers and OA/CTS providers in regards to Job Corps IT security policies.

The following sections of this document outline a process for each of the three recognized project types.

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## ***Revised Telecommunications IT Project Process Flow:***

In the previous process, the Region was asked to give approval for a Telecommunications project based on estimated cost and time frames from the original requestor. As a result, the region might approve a project based on estimated cost, when the actual cost and time required to implement the project may be greater than the estimate provided. In the revised process, the request will be reviewed by the technical staff before the region makes a final approval decision. Technical staff will evaluate the request, engineer a solution, generate a proposal with actual costs, including materials and labor required to complete the process, and then submit the finalized proposal for the project to the Regional office for review and approval.

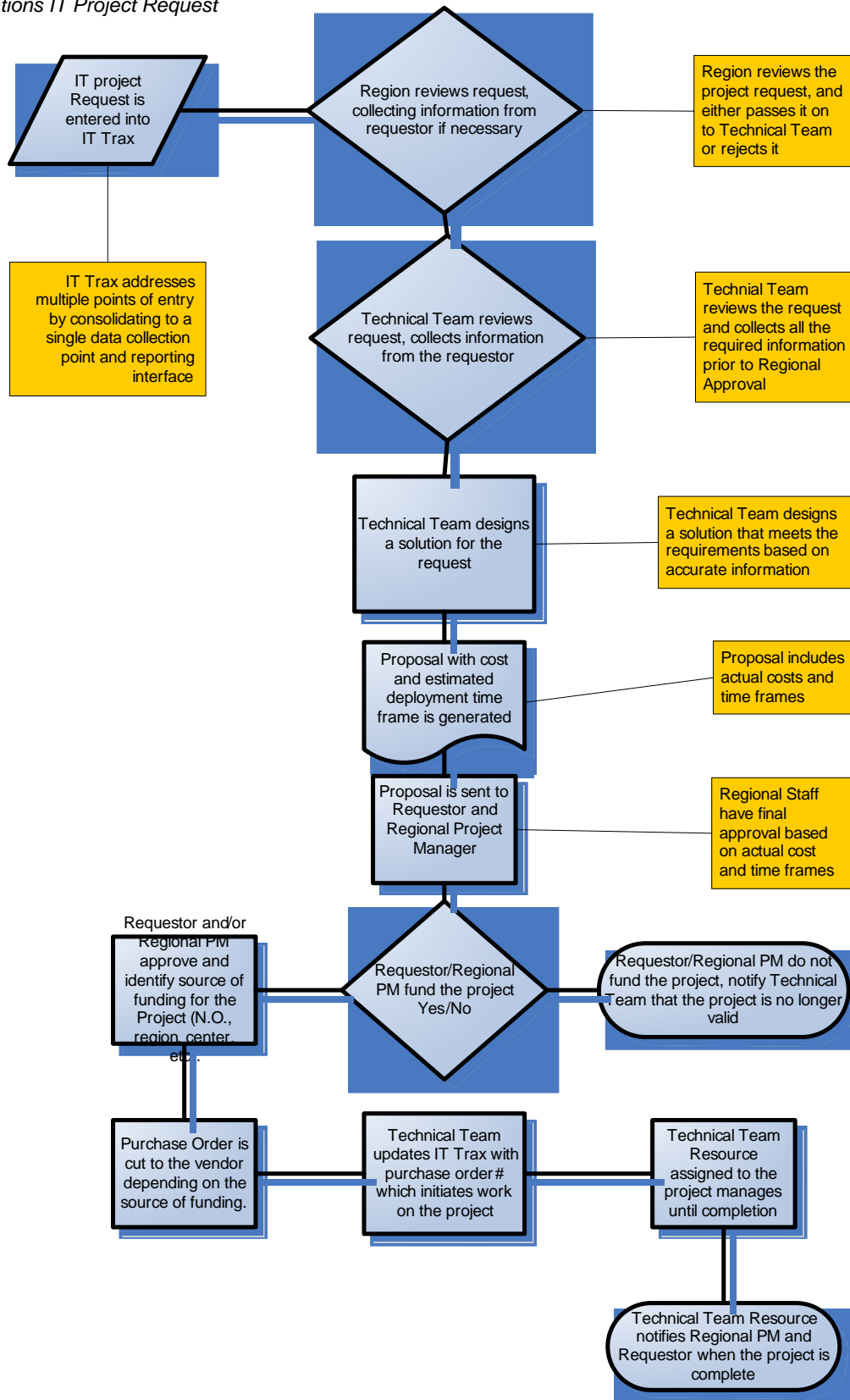
In the previous process the responsibility for obtaining funding for the project was unclear. In some cases the Job Corps center funded the project; in some cases the Regional office funded the project; in other cases the responsibility for project funding was left to the Technical Team. In the revised process, the Technical Team will not participate in assisting with the acquisition of funding for these projects until the regional office has obtained actual costs for the project and has approved the project.

The responsibility of the Data Center Technical Team is to develop a solution that meets requirements of the request, while staying within network security policies and guidelines. In the revised process, the requestor is the party responsible for securing the funding and issuing a purchase order to the Technical Team-approved vendor. Once a purchase order has been issued, the Technical Team will manage the project through completion.

The National Office and the Office of the Inspector General consider the Data Center Technical Team responsible for the security and operation of the Job Corps private network and for devices that attach to the network. In order to meet these responsibilities, the Technical Team must have technical approval for all solutions implemented on the network. If a solution is implemented without the approval of the Technical Team or Regional Office, it will be considered in violation of policy and the Technical Team will disable the functionality until an appropriate solution can be engineered and implemented.

On the following page is a flowchart of the revised IT Project Request process with comments.

Telecommunications IT Project Request Flow Chart



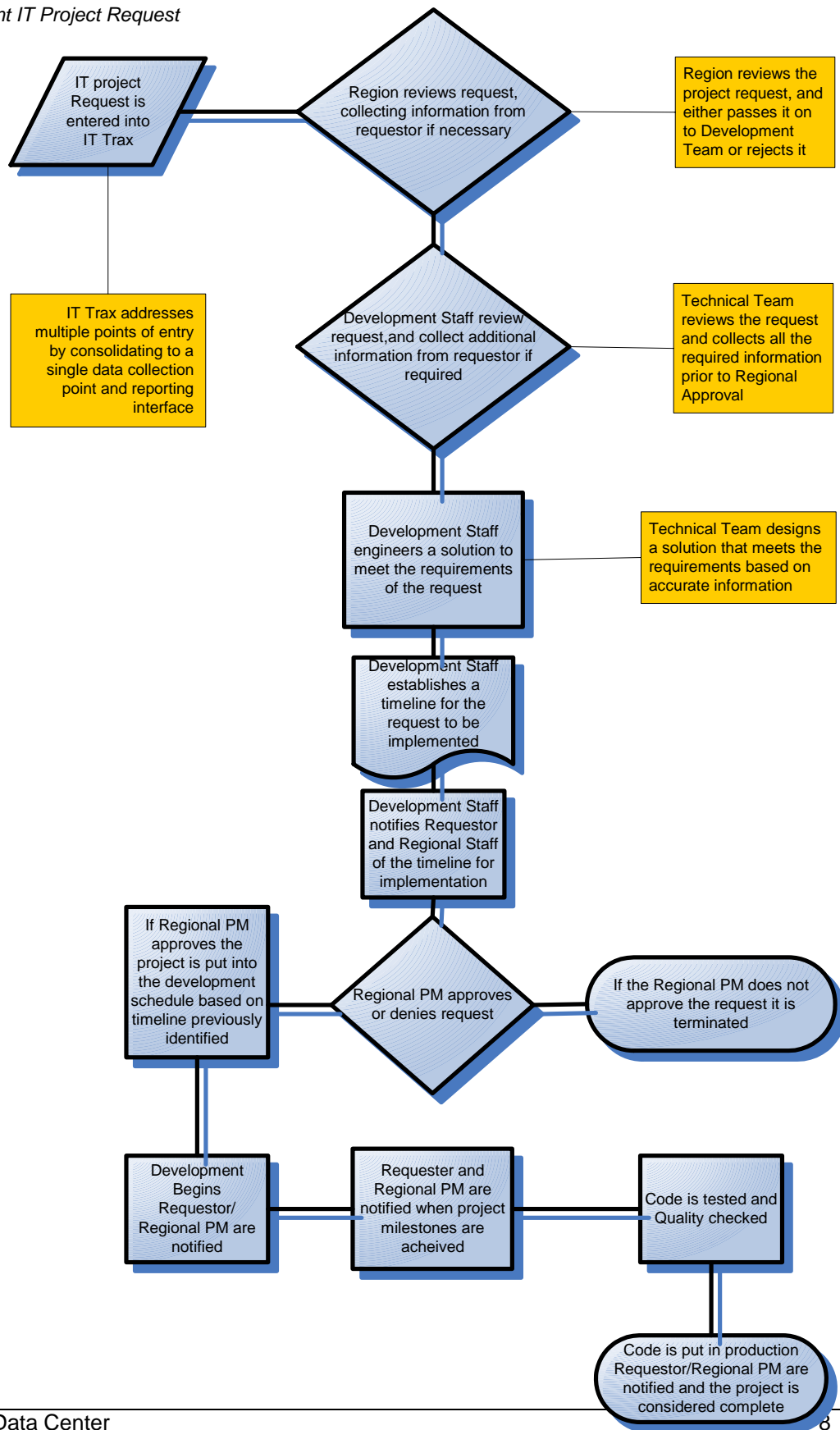
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### ***Software Development Project Requests:***

Software Development Project requests are those requests for new applications and/or requests for new modules in the CDSS suite of applications.

Once the development project has been determined policy compliant, it will be reviewed by Technical staff for solution engineering and placed on the master development schedule. Due to the large number of software development projects currently in progress, new requests will be scheduled as resources become available. Once the project has been placed on the development schedule, the Requestor and Regional PM will be notified of estimated time frame to completion. The Requestor and Regional PM will receive updates as the project milestones are completed, and when the final product is promoted to production. The flowchart on the following page illustrates the Software Development IT Project Process.

Software Development IT Project Request Flow Chart





## ***Security IT Requests:***

The increased emphasis on IT security within Job Corps and the rapid evolution of technology present unique challenges to securing an environment as large as the Job Corps Private Network. The Job Corps IT Technical Team is regularly confronted with queries and requests that are not covered under the current Job Corps IT policy. IT Trax will allow the Job Corps IT Technical Team to easily collect and track requests that are related to IT Security and augment Job Corps policy based on the requests received. The umbrella of IT Security covers a wide variety of topics, from the simple to the complex. These requests often combine technical, legal and ethical considerations. As these requests are multi-faceted, it is difficult to define a single process that will work for every request. Regardless of process, the Technical IT Technical Team must be able to approve or deny any request based on existing Job Corps policy. If a request is received that is contrary to Job Corps IT policy, the Technical Team will notify the requestor that the request has been denied and identify the relevant Job Corps policy. Should a request be deemed allowable within current Job Corps policy, the Technical Team will determine and propose a solution to meet the requirements.

In the revised process, the Technical Tem will not participate in assisting with the acquisition of funding for these projects until the regional office has actual costs for the project and has approved the project. The responsibility of the Technical Team is to develop a solution that meets the requirements of the request, while staying within network security policies and guidelines. In the revised process, the requestor is the party responsible for identifying funding to the Technical Team. The Technical Team will manage the project through completion.

On the following page is a flow chart that illustrates the Security IT Project Request process.

Security IT Project Request Flow Chart

