May 23, 2005

DIRECTIVE: JOB CORPS PROGRAM INSTRUCTION NO. 04-23

TO: ALL JOB CORPS NATIONAL OFFICE STAFF
                 ALL JOB CORPS REGIONAL STAFF
                 ALL JOB CORPS CENTER DIRECTORS
                 ALL JOB CORPS CENTER OPERATORS
                 ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS
                 ALL OUTREACH, ADMISSIONS AND CTS CONTRACTORS

FROM: GRACE A. KILBANE
                 National Director
                 Office of Job Corps

SUBJECT: Release of IT Trax for Managing IT Project Requests

1.   Purpose. To provide guidance on upcoming changes to the procedures for submitting information technology (IT) requests.

2.   Background. IT Trax, a new application developed by the Job Corps data Center (JCDC) Technical Team to consolidate the process of creating, approving, and implementing IT project requests, will be released to the field in May, 2005. This newest application in the Career Development Services System (CDSS) Suite automates the process of requests for hardware, wiring, software enhancements, and security-related projects (e.g. connectivity to a 3rd party network such as a Charter School). These requests are currently handled through a variety of methods, such as fax, email, and voice contact. IT Trax centralizes and automates the request process, making it easier to initiate IT project requests and to check the status of requests as they move through the approval and implementation process.

3.   Guidelines. IT Trax is intended for substantial IT projects requiring: (a) cost/benefit analysis, (B) Regional or National approval, and (c) implementation by the Technical Team. Routine software and network issues should still be referred to the Technical Assistance Center.

      The types of requests appropriate for IT Trax include:

      a.   **Telecommunications**. Examples of telecom project requests include additions of wiring, wireless access points, and requests for hardware (such as network switches, thin clients, and computers).

b. **Software Development**. Examples of software development project requests include requests for new applications or for new modules in the CDSS Suite of Applications.

c. **Security**. Examples of security project requests include technical requests relating to network security settings (such as reconfiguring a firewall), and requests for security-related projects such as connectivity to a 3rd party network.

Project requests initiated after the release of IT Trax must be submitted using IT Trax rather than fax or email.

For more information on the kinds of requests IT Trax will manage, and the approval, funding, and implementation processes for IT project requests, refer to Attachment A, *IT Project Flow Using IT Trax.*

5. <u>Action</u>. Staff involved in IT project requests will need to:

a. Complete Attachment B, IT Trax User ID Request Form and fax it to the Technical Assistance Center (TAC) at (512) 804-2012, and

b. Participate in WebOffice training in IT Trax. All staff involved in initiating IT projects need to take the training since the procedures for creating, tracking, and funding IT project requests have significantly changed.

Attachment C, IT Trax User's Guide and Attachment D. Frequently Asked Questions About IT-Trax is provided for your use.

A training schedule is available in the JCDC News and on the training Web site (http://training.jobcorps.org).

6. <u>Expiration Date</u>. Until superseded.

7. <u>Inquiries</u>. Questions or comments may be addressed to the Job Corps Data Center Technical Assistance Center (TAC) at 800-598-5008, option 2, or by email to Linda Estep, estep.linda@jobcorps.org.

Attachments

A - IT Project Flow
B - IT Trax User ID request form
C - IT Trax User's Guide
D - IT-Trax FAQ