



Ohio Administrative Code

Rule 5101:9-9-17 Technology and service support policy (TSSP).

Effective: [October 13, 2018](#)

(A) The Ohio department of job and family services (ODJFS), in a continuing effort to improve the level of customer service and responsiveness to county agencies, developed the technology and service support policy (TSSP). The TSSP represents a commitment by ODJFS to provide quality, cost-effective networking products, services, and solutions to the county agencies throughout the state.

The TSSP operates within the framework of the service level agreement (SLA) as detailed in the SLA and rule 5101:9-9-15 of the Administrative Code.

(B) The TSSP is the policy by which county agencies request information technology (IT) equipment and services from the ODJFS office of information services (OIS). All county agency requests for network equipment, installation of third-party software applications, or OIS assistance with equipment moves to new sites, require completion of the JFS 01321 "TSSP County Request."

(C) TSSP coordinators in OIS oversee the request process and are responsible for working with the county agencies to determine financial responsibilities and costs, verify staff levels, track the progress of requests, and serve as the ODJFS contact for county agency information related to the TSSP.

(D) As part of completing the JFS 01321, the county agency will estimate the financial responsibilities associated with its request and submit the information to the TSSP coordinator in OIS.

(E) Whenever financial responsibilities are determined to be greater than those estimated on the JFS 01321, OIS will contact the technical point of contact (TPOC) in the county agency. OIS will obtain the county agency's consent before continuing the fulfillment process.

(F) Financial responsibilities are enumerated in the TSSP. All ODJFS commitments relative to



networking products, services, and solutions are subject to and contingent on the availability of state and federal funds. Whenever financial responsibilities are determined to be different from those estimated in the agency's original request, OIS will notify the county agency to obtain its consent before fulfilling the agency's request. Equipment acquisitions that may affect the ODJFS network, regardless of the cost or financial responsibility, must be approved by ODJFS before the agency purchases the equipment. Approval may be obtained through the TSSP request process.

(G) ODJFS retains ownership of networking products unless ODJFS specifically transfers ownership in accordance with procedures in rule 123:5-2-01 of the Administrative Code.

(H) Through TSSP, ODJFS seeks to do the following:

- (1) Ensure timely and efficient delivery of IT products and services to ODJFS's customers;
- (2) Increase the flexibility for county agencies to select networking products, services, and solutions that best meet their needs;
- (3) Maintain continuity of a safe, sound, and secure computer environment; and
- (4) Ensure budgetary predictability and cost-effectiveness of networking solutions for ODJFS and county agencies.

(I) OIS continues to provide the workstations, software, and network access necessary for county employees to complete their state-required job functions pursuant to and in compliance with the signed and established SLA levels.

(J) ODJFS will provide the network infrastructure to enable local agency staff to connect to the ODJFS network.

(K) As a way for county agencies to have the flexibility to meet future needs, ODJFS will provide an additional allowance of workstations in an amount of up to ten per cent of the local agency's filled full-time equivalent (FTE) employees.



Beyond this baseline, counties are responsible for financing computing resources.

(L) County agencies will purchase service units from ODJFS, unless otherwise specified in the SLA for the individual county agency.

Service units include, but are not limited to, maintenance, service, and use of state owned equipment.

(M) Costs associated with TSSP equipment service units are determined by the initial equipment and warranty costs to ODJFS. On-going services are included as part of the service unit at the expense of ODJFS. On-going services include moves, customer support, software upgrades, and equipment services.

(N) The catalogue of network services section of the TSSP displays the networking products and services available to county agencies. The catalogue details the estimated costs a county agency will be subject to when it purchases service units and services that it specifies on the JFS 01321 that it submits to OIS.

(O) Following the fulfillment of a request, the ODJFS office of fiscal and monitoring services (OFMS) will generate an invoice from the Ohio administrative knowledge system (OAKS) for equipment and services rendered and e-mail it to the county agency for all requests determined to be the financial responsibility of the county agency. The service unit cost to the county agency will be the actual invoice cost for each piece of equipment used and warranty purchased. Available TSSP service units may be found in the catalogue of network services section of the TSSP.

(P) When a request involves recurring charges, such as monthly data line fees, the county will be invoiced on a recurring basis. These invoices will utilize the same payment process as the other TSSP invoices.

(Q) County agencies and one-stops will pay the invoice by sending a check, made payable to the "Treasurer, State of Ohio," and including a copy of the invoice with the check. Remit payments to the following address:



"Huntington National Bank

ODJFS

L-3659

Columbus, Ohio 43260"

(R) If payment is not received within sixty calendar days, the ODJFS office of fiscal and monitoring services will notify the county agency via a memo.

(S) If payment is not received within ninety calendar days, the ODJFS office of fiscal and monitoring services will recover the funds via an adjustment to the county agency's advance.

(T) County agencies shall use the JFS 02750 "Child Support Enforcement Agency (CSEA) Quarterly Financial Statement", JFS 02820 " Children Services Quarterly Financial Statement", or JFS 02827 "Public Assistance (PA) Quarterly Financial Statement" to report TSSP expenditures.

(U) OIS will update the TSSP as dictated by changes in technology, service unit pricing, or available service offerings. The most current version of the TSSP is available on the OIS website.