DRAFT BRANDS ENFORCMENT IT SYSTEMS ROADMAP

GOAL	TASK	WHO	WHEN				
			Oct	Nov	Dec	1st Qtr	2nd Qtr
Define process for updates / bug fixes							
	Establish open item tracking (bug fixes / enhancements)	LH	XXX				
	Identify single point of contact for issues	LH, MC	XXX				
	Review contracts to define policies for payment of fixes				XXX		
Refine training - support							
	Design & implement training program					XXX	
	Establish in-house IT capacity - develop 'super users'			XXX			
	Establish in-house IT support capacity - CSD IT staff			XXX			
Long term planning							
	Establish system to future proof access to data					XXX	
	Establish medium-long term vision for features capabilty						XXX
	Verify backup procedures				XXX		
	Establish transition / separation plan from vendor				XXX		
Measure performance							
	Document current functionality and compare to 'paper' (benefits)		XXX				
	Poll users regarding features / functionality					XXX	
	Develp tool and provide scorecard to vendors				XXX		

Item	Primary Issue	Subordinate Issue	Solution / Projects	DOL Lead	Target Compl Date	% Compl	Critical Path Item
1	**Define process for updates / bug fixes**						
1.a		Identify specific DOL contact(s) for software issues and features requests					x
1.a.i			Establish and assign immediate in-house contacts within BE who are advanced users to provide user support and vendor interface for bug fixes		10/16/2015		x
1.a.ii			Define and develop plan to transition responsibility to DOL IT		11/1/2015		
1.b		Review the way we request, provide and track support or development items					
1.b.i			Establish open item tracking, reporting and completion lists for each product	L Hughes	10/16/2015		
1.b.ii			Consider the value of using BE in-house advanced users as a resource for DOL IT to troubleshoot other user issues		ongoing		
1.c			Review current vendor contracts		1/1/2015		
2	**Record Retention Requirements 10 - 30 years**						
2.a		"**Future proof**" data to insure access; DOL and DOA ITSD plus vendors	Assess and report	DOL IT	12/31/2015		
2.b		Review **back-up** policies to prevent loss through disaster / catastropy / human error	Review and update policies - utilized DOL & DOA IT and DOL non-IT	DOL IT	12/31/2015		
3.a		Review / establish / define service and support of **bug fixes**	Establish an assessment tool and a review team to assess all software vendor contracts.		12/15/2015		
3.b		Review / establish / define process for **enhancements** / new development	Establish an assessment tool and a review team to assess all software vendor contracts.		12/15/2015		
3.c		Review / establish provisions and remedy for **contractual performance**	Establish an assessment tool and a review team to assess all software vendor contracts.		12/15/2015		
3.e		Review / establish provisions for end of contract transition requirements	Establish an assessment tool and a review team to assess all software vendor contracts.		12/15/2015		
4	**Training**						
4.a		Training for users and DOL IT on specific software applications					

Item	Primary Issue	Subordinate Issue	Solution / Projects	DOL Lead	Target Compl Date	% Compl	Critical Path Item
4.a.i			Develop initial training plan concepts		1/31/2016		
4.a.ii			Training Plan roll out		3/31/2016		
4.a.iii			Formally document DOL employee training		now; ongoing		
5	**Performance measurement and feedback**						
5.a		Vendor	DOL to provide feedback to vendors via 'report card'		12/31/2015		
5.b		Users	User input / survey		post training		
5.c		DOL IT	User input / survey		TBD		
6	**Defining desired capabilities, functionality now and 5 to 10 years out**		Include users and possibly industry (i.e. Long Range Planning Committee)		6/1/2015		
7	**Articulate the benefits of software products**		Report cost savings, enhanced performance		ongoing		