



# **IT Professional Services**

*IPMA Corporate Member Meeting*

*June 16, 2016*



# What is ITPS?

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Two-Tier Contract using ITIL Service Management strategies as a guide

## 1. Service Strategy Categories

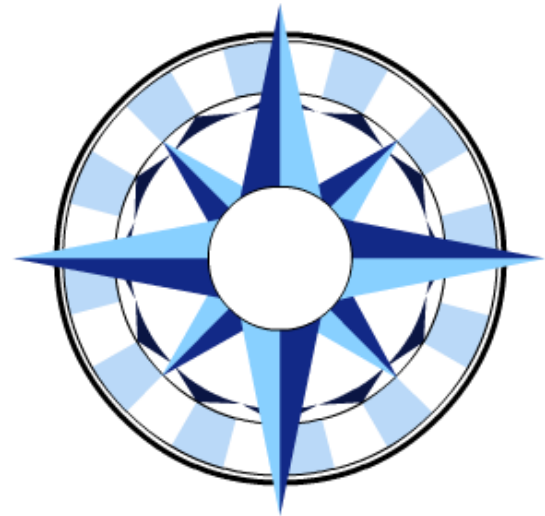
- IT Funding & Financial Analysis
- IT Business Analysis
- Continuity of Operations/Disaster Recovery

## 2. Project Management Categories

- IT Project Management
- Project Quality Assurance
- Software Testing

## 3. Services Delivery Categories

- Client/Server & Web Services
- Database
- GIS
- Infrastructure Services
- Mainframe
- Mobile



# Who can use it?

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- Washington State agencies,
- Institutions of higher education,
- Boards, commissions and political subdivisions (e.g., counties, cities, school districts, or public utility districts)
- Public-benefit nonprofit corporations



# *Background: Past Program*

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- 17 categories of services
- ~\$40 million biennial spend
- 1<sup>st</sup> tier procurement were done all at once
  - SME's & DIS
    - Gather requirements
    - Select evaluation criteria
    - Evaluate submission
    - Contract & close procurement



# *Background: Past Program (cont.)*

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- 2<sup>nd</sup> tier procurements
  - SMEs and Agency Program Staff
    - Gather requirements
    - Select evaluation criteria
    - Evaluate submission
    - Contract & close procurement



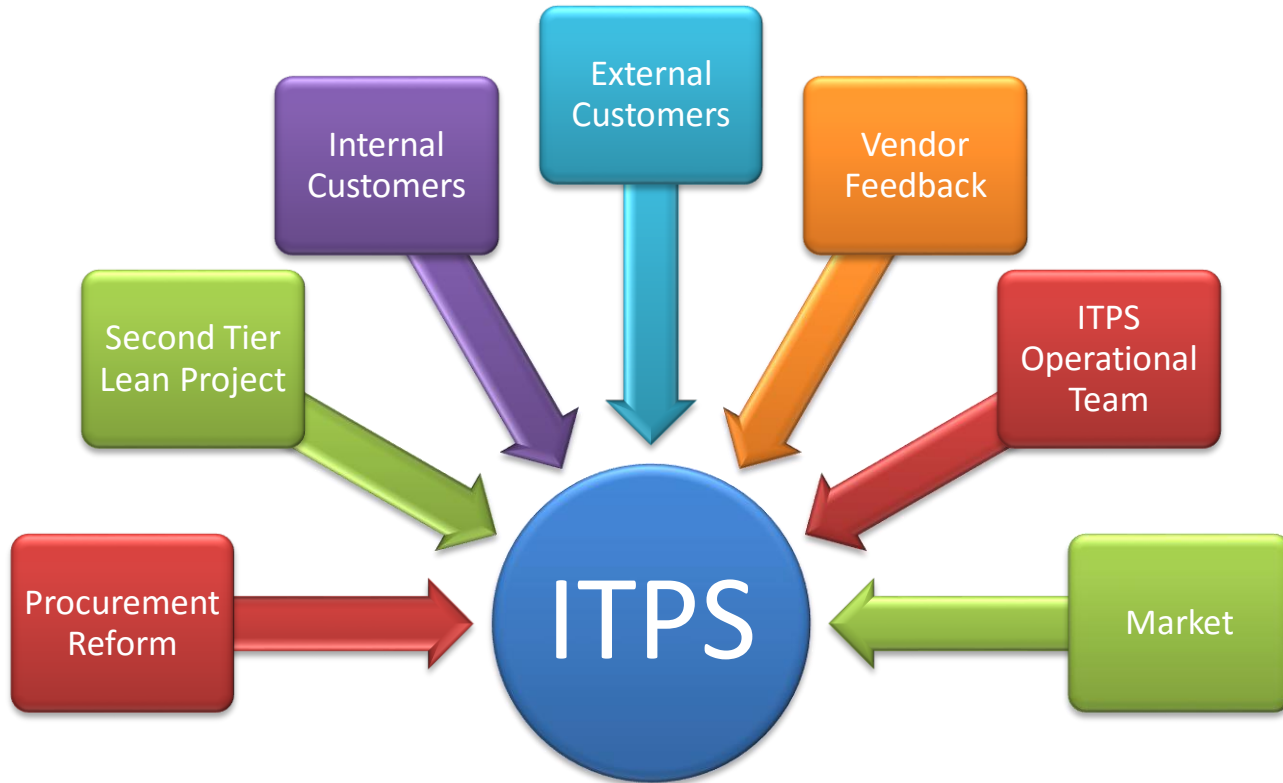
# *Past Program Issues*

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# *Influences and Inputs*

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# Current State: What's New?

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- Streamlined, frequent program entry opportunities at the first tier which makes it quick and easy to apply



- Customers now have access to emergent talent





# *How has it changed?*

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# *New Thinking Around 1<sup>st</sup> Tier*

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- Create a dynamic pool of capabilities using objective requirements:



OBJECTIVE



# *New Thinking Around 2<sup>nd</sup> Tier*

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- Strong and clear Scope of Work is essential
- Evaluations can include subjective and additional objective criteria
- Contracts should include T's & C's specific to the project
  - i.e. data protections, insurance, remedy & escalation language



# Checking in and listening to our customer agencies

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- Meeting with a diverse team of customers 6/22 to create the next iteration of improvement



# *Thank you*

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Questions?

