TA 14-15: IPOC Service Rate Change and Service Request Process

ATTENTION: Customers Receiving IPOC Services

ACTION REQUESTED: Review Current IPOC Budget

DUE DATE: ASAP

Overview:

The Department of Technology (CalTech), Information Technology Project Oversight and Consulting (ITPOC) Division provides Independent Project Oversight Consulting (IPOC) services in conformance with the IT Project Oversight Framework (ITPOF) and Statewide Information Management Manual (SIMM). The Framework requires that high and medium criticality projects receive independent oversight from outside the project's department or agency (or from another other State entity).

Effective July 1, 2014, the rate structure and process for requesting IPOC services have changed. The intent of these changes is to provide consistent, high quality oversight services, based on what the project requires, at the lowest rate possible.

In FY 2013/14, the oversight and consulting rate was $12,800 per month for high criticality projects and $6,400 per month for medium criticality projects. These rates have changed to a single rate structure of $9,380 per month, regardless of the criticality level.

Historically, departments entered into an Inter-Agency Agreement (IAA) with the ITPOC Division for IPOC services. The process has been streamlined to eliminate the need for an IAA and instead will now require customers to submit a Service Request through the Customer Service System (CSS). Effective July 1, IAAs for IPOC services are no longer required.

Change in Rates:

The new single rate structure is being implemented because:

- IPOC staff perform the same functions and services for all projects, regardless of criticality level.
- The single rate will allow CalTech the flexibility to assign the most appropriate staff resource when needed.
- Some projects start at the medium criticality level and then convert to high criticality when circumstances change, and vice versa.

Overall, customers who currently use IPOC services will see a decrease in these costs. However, customers who experience an increase to their IPOC costs, above their approved budgeted levels, will need to adjust their budgets as necessary.

Process to Request IPOC Services:
The Customer Delivery Division will assist departments with opening a Service Request in CSS for IPOC services and can provide CSS training if necessary. IPOC services will be billed directly through your monthly invoice and payment for these services will be processed via direct transfer. To request IPOC services, please submit a CSS request or contact your Account Lead for assistance.

Date:
The new IPOC rates and process became effective July 1, 2014.

Requested Action:
If your department currently receives IPOC services through an existing IAA, please review the impact of the rate change on your budget and adjust your budget as needed. There is no need to modify the IAA.

Contact:
If you have questions or need further clarification, please contact your OTech Account Lead. If you are unsure who your Account Lead is, please use the Account Lead Lookup, or call the Customer Delivery Division at (916) 431-5477.