

The Technology Review Board (TRB) was established in 2019 to centralize the process of managing Information Technology (IT) projects, positions for technology support, and hardware and software needs to ensure the needs of the County are being met while also supporting the County's strategic plan. Current members of the TRB include:


- Tim Kaufman, Deputy County Manager, Division of Public Services
- David Spears, County Engineer, Division of Public Works
- Rusty Leeds, Assistant County Manager, Division of Public Safety
- Tania Cole, Assistant County Manager, Division of Administrative Services
- Lindsay Poe Rousseau, Chief Financial Officer
- Wes Ellington, Chief Information Officer
- Joe Currier, IT Infrastructure Director

The TRB policy sets forth guidelines for review, approval, funding, and prioritization for all technology requests within Sedgwick County under the oversight of the Division of Information & Technology. This applies to all IT projects and technology requests as well as personnel requests to support technology (software upgrades, hardware upgrades, and replacement) for all County departments, including elected and appointed officials. Requests are reviewed by the TRB, in conformance with terms of the policy, and categorized as either department specific or enterprise projects.

TRB has the following objectives:

- to prioritize technology projects or hardware/software requests in a way in which realistic expectations are established regarding what IT projects can be delivered within a planning period;
- to establish a centralized workflow process for the consistent evaluation and funding of requested IT technology for Sedgwick County elected and appointed offices and divisions reporting to the County Manager;
- to evaluate IT technology requests based on departmental needs to support Sedgwick County's strategic plan, by drawing on the collective expertise from organizational leaders to determine those projects that present the greatest need and/or support of the strategic plan, while balancing available resources; and
- the Division of Information & Technology will provide division and department heads with statistics on current technology hardware to help them develop five-year technology plans.

In March 2020, the TRB submitted projects for funding consideration for the 2021 budget. However, due to financial constraints related to the novel coronavirus, COVID-19, pandemic, the County has decided to not fund any TRB projects in 2021. The County plans to resume funding projects in 2022.

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|  | <p align="center"><b>Technology Review Board</b></p> <p align="right"><i>Adopted on</i></p> |
| <p align="center"><b>Last Revision Date:</b></p>                                  | <p align="center"><b>Policy No. 3.600</b></p>   |
| <p align="center"><b>Last Enabling Resolution:</b></p>                            | <p align="center"><b>Developer/Reviewer:</b><br/><b>Chief Information Officer</b></p>       |

**1. Purpose**

The Technology Review Board Policy sets forth guidelines for review, approval, funding and prioritization for all technology requests within Sedgwick County under the oversight of the Division of Information, Technology and Support Services. This policy is intended to centralize the process of managing Information Technology (IT) projects, FTE’s for technology support and hardware/software needs, to ensure the needs of the County are being met while supporting the Sedgwick County strategic plan.

Objectives

- A. To prioritize technology projects or hardware/software requests in a way in which realistic expectations are established regarding what IT projects can be delivered within a planning period.
- B. To establish a centralized workflow process for the consistent evaluation and funding of requested IT technology, for Sedgwick County Elected/Appointed Offices and Divisions reporting to the County Manager.
- C. To evaluate IT technology requests based on departmental needs to support Sedgwick County’s strategic plan, by drawing on the collective expertise from organizational leaders to determine those projects that present the greatest need and/or support of the strategic plan, while balancing available resources.
- D. ITSS will provide Department Heads and Division Directors with statistics on current technology hardware to help them develop five (5) year technology plan.

**2. Scope**

This policy applies to all IT projects and all technology requests, as well as all FTE requests to support technology, (software upgrades, hardware upgrades and replacement), for all Sedgwick County Departments, including Elected/Appointed Offices. IT requests will be reviewed by the TRB, in conformance with the terms of this policy and categorized as either division specific or enterprise projects.

### 3. Policy Statement

IT project tiers and County IT Standards are used to create the structure of the approval process by separating requests based on size, complexity, and the type of request.

- A. All IT projects will be classified into one (1) of three (3) project tiers. The tiers are utilized as a method of identifying the type of IT projects requested and determining the proper project approval procedures for large projects, medium to small projects, and projects that address crisis or maintain our existing IT portfolio. The tiers are structured to facilitate project approval procedures based on the size and type of project requested.
  - 1. **Tier 1:** Large scale projects with estimated costs that exceed \$20,000 or 100 IT staff hours. Project recommendations will be developed by the executive sponsor, project lead or project manager.
  - 2. **Tier 2:** Medium to small-scale projects with estimated costs of or less than \$20,000 or 100 IT staff hours. Projects are authorized and coordinated by ITSS based on the critical nature of the fix or the hardware upgrade when compared to other project assignments.
  - 3. **Tier 3:** Fixes to existing software/hardware or replacement of hardware within our existing IT solution. Projects are authorized and coordinated by ITSS based on the critical nature of the fix or the hardware upgrade when compared to other project assignments.
- B. The Division of Information, Technology and Support Services will maintain and update bi-yearly a listing of technology solutions known as County IT Standards. The listing encompasses all software and hardware solutions that have been evaluated, tested, and proven as successful IT solutions for use within the County's IT infrastructure.
- C. Technology requests that have total costs of \$10,000.00 or less AND are listed as an ITSS standard, can be purchased outside of the TRB process, as long as the purchasing department/division has funding available within their yearly authorized budget. (It is recommended that the request still be run through ITSS so that a review process and resources can be assigned if needed).
- D. Technology requests that will be funded by grants, such as JAG, should be anticipated far in advance of the grant deadlines. Departments and Divisions will submit these requests per the TRB policy and ahead of grant deadlines for review and identify which grant will be providing the funding.
- E. TRB Responsibilities and Approval Procedures
  - 1. The Technology Review Board (TRB) is comprised of a minimum of seven voting members with the CIO being the chairperson, consisting of the DCM, ACM's, CFO, IT Infrastructure Director and CIO. (Deputy County Manager, Assistant County Managers, Chief Financial Officer, IT Infrastructure Director and Chief Information Officer). In addition, it may be necessary to include Elected/Appointed Officials, as

well as appointed support staff designated by TRB board members in an advisory capacity (non-voting). TRB will meet and review requests on a quarterly basis.

- a. Responsibilities: Evaluate new and existing technology requests to ensure the technology requests supports the objectives stated in this policy. Technology proposals within Tier 1 and 2 that have not yet become County standards will be evaluated through ITSS to ensure compatibility with existing IT infrastructure. Additional responsibilities of the TRB include:
  - i. Provide technical evaluation of proposed departmental solutions that are not County standards.
  - ii. Assist departments in developing technology projects that support the Departments or Divisions strategic plan and enhance customer service, and improve efficiencies.
  - iii. Coordinate similar technology project efforts across the organization and share knowledge between departments.
- b. Approval procedures: The TRB will rank project requests based on the need of the proposing entity and use an “A, B, C” ranking method. Project ratings are based on the consensus of the TRB and may be voted on, with the designated rating based on majority vote.
  - i. “A” rating – projects that display the critical elements of technical merit, will enhance efficiency, and are cost effective, as well as, support the County’s strategic plan. “A” rated projects are approved by the TRB to proceed to the next phase of the process. *This may include securing funding through the budget process of a “decision Package presented by ITSS.”*
  - ii. “B” rating – Projects that include good ideas, but the proposed solution either lacks improving workflow processes or does not appear able to enhance efficiency or support the County’s strategic plan. Funding is not recommended until the rating is raised to the “A” level.
  - iii. “C” rating - Projects that need further research and development before funding should be committed. To refine the project request, the department will need to work closely with appropriate internal staff as well as ITSS staff to better define requirements and mission-relationships if the project is to be resubmitted for TRB review.

#### F. Division of Information, Technology, and Support Services Responsibilities

1. ITSS will retain responsibility for the evaluation, authorization and coordination of both Tier 2 and Tier 3 projects receiving an “A” rating, based on the following evaluation practices:
2. Crisis projects: Projects are defined as in crisis due to the severe impact to the department’s business operations or the individual employee’s ability to perform their responsibilities without the fix or proposed solution being put in place. All projects identified as crisis will be prioritized based on the critical need of the requesting Department or Division. Sometimes ITSS is faced with more than a single

crisis event at a time; as a result, crisis projects will be prioritized based on their perceived severity and timeline of the needed solution.

3. All other project requests: these projects will be prioritized based on considerations of the project's practicability, return on investment, risk of failure, impact on business processes, funding availability, scale of the issue, mandated requirements, and impact on other projects being pursued.

#### 4. Definitions

- A. **Five Year Technology Plan** - A complete listing of all technology projects to be undertaken in a five (5) year period.
- B. **IT project** - A project that helps maintain, improve, or expand technology assets, which includes both software and hardware.
- C. **Technology Review Board (TRB)** - A body tasked with evaluating all technology needs, through a Department Head peer-review process. It is comprised of a minimum of six (6) members consisting of the DCM, ACM's, CFO and CIO. (Deputy County Manager, Assistant County Managers, Chief Financial Officer and Chief Information Officer, IT Infrastructure Director). In addition, at least two (2) non-voting members will be selected from Elected/Appointed Departments.
- D. **Executive sponsor** - Departmental, Divisional, or Program representative with overall responsibility and authority for the project, providing high-level project direction, resolves conflicts with policy or objectives, acts as a visible project champion, legitimizes the project's goals and objectives, and leads high-level project meetings.
- E. **Project Lead** - Division or Program representative, which serves as the initial project contact, leads and coordinates the project request as well as justifies the request to the TRB. Project lead is responsible for the research to identify the technology choice. ITSS will also assist with technical needs and review of windows of compatibility, to assure support within the existing ITSS infrastructure.
- F. **Project Manager** - Individual responsible for planning, organizing, scheduling, and controlling the development, division or program request, as well as coordinates implementation of project deliverables.
- G. **County Standard** - A technology standard set forth by ITSS, to ensure a working infrastructure that is supportable by ITSS.
- H. **IT Technology** - Any technology that connects to the Sedgwick County network via, the wireless, copper or fiber infrastructure.

#### 5. Procedures

All requests for technology, (FTE, hardware or software), should start with a conversation between the requestor and immediate supervisor/manager. Once the supervisor or manager approves the request, an Executive Sponsor will be appointed. The Executive Sponsor should run this request up

the chain of command up to and including the Department Head, (through the appropriate channels). In addition, a monthly email will be sent out to retrieve technology requests from elected and appointed organizational areas. These requests will be discussed and added to the TRB's technology list for discussion.

Once the department head has the technology request and approves the request, the department head will submit the request to the TRB chair by email, so that it can be added to the TRB project list for discussion at the next scheduled TRB meeting. A HEAT ticket will also be opened with the Sedgwick County Helpdesk for tracking.

The TRB will review all requests during routine meetings and prioritize throughout the year. This information will be provided to the Budget Office for inclusion in the long-term financial forecast. At the appropriate time during the annual budget development process, the CIO will present a recommended list of TRB approved requests that received an "A", to the Manager's Budget Team and the Board of County Commissioners (BOCC), as a decision package, to acquire funding. Executive Sponsor's and Project Leads may be asked to attend to make further justifications to why the request is being made and how it supports the County's strategic plan.

All initial Enterprise and Division specific funding requests and budget maintenance will be the responsibility of the Division of ITSS, through the annual budget development process to ensure that consistency of technologies exists for efficient support on the current County infrastructure.

Within the Division of Finance, the Budget and Purchasing Offices, throughout the year, shall be responsible for confirming TRB support for technology purchases before allowing any procurement activities to occur related to a technology solution.