

Commonwealth Office of Technology

Rated Service Description

Application Development	Rate
CS10 Per hour \$85 Application development services are provided within the structure of an established development process utilizing the Project Management Institute's "Project Management Body of Knowledge" (PMBOK) and industry standard System Development Lifecycle methodology. Application development services cover a broad spectrum which includes business process re-engineering (BPR), business and technical analysis, design and development (programming), geospatial information systems development, and project management services.	
CS10 Includes the following HARDWARE Not Applicable	
CS10 Includes the following SOFTWARE Not Applicable	
CS10 Includes the following SERVICES Application development services include but are not limited to Data and Systems Analysis/Design; Systems Design and Development (Programming); Data Analysis, Modeling, Design and Management; Application Integration; Quality Assurance and Testing; and Project Management. <ul style="list-style-type: none"> • <u>Project Initiation:</u> Project Initiation activities occur before the project actually begins and answers the questions why, what and how. Why the project needs to occur, what the project will produce and how the desired product will be developed. Successful projects establish well-defined business goals, objectives and measures of success. • <u>Planning Services:</u> <ul style="list-style-type: none"> - Requirement Definition: Assist business users in defining the business requirements to be addressed by a technical solution. Defining business requirements may include an analysis of the current business environment and then define the technical requirements for a proposed technical solution in operational terms (i.e. data, size, speed, performance, security, architecture, etc.). - Business Analysis: Assist Commonwealth agencies in the analysis of strategic business processes to identify new business processes or improvements to current business processes that might be facilitated by a technical solution. - Facilitation: Utilize facilitative techniques to assist the decision-making process of Commonwealth agencies in defining project objectives. Since facilitation services bring key users, decision-makers, and constituents together to focus on the task at hand, it has a broad application within the IT environment within the Commonwealth. It is especially valuable during the project initiation and definition phases of IT projects. - Hardware and Software Research: Assist agencies that may not have available resources to investigate or remediate hardware and software issues that it encounters. When necessary, coordinate the involvement of other areas within COT to assist with the research, or may involve other research resources such as Gartner. - Software Review: Research, analyze and evaluate commercial software applications to ensure they support the agency's business strategy and operate within a feasible technical architecture. Assist the business users in the identification of software evaluation requirements which address important aspects of the application (functionality, reliability, usability, efficiency, maintainability, and portability) and in the performance of a structured software review and evaluation process that results in sound, objective software procurement decisions. 	

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- **Application Design:** Define the specifications for a technical solution to meet the full set of business and technical requirements. During application design, the specifications will evolve from high-level (system or application) to mid-level (module) to low-level (component). The focus of application design is on application modularity and integration, with an emphasis on building or purchasing the right product.

- **Data Modeling:** In the process of developing applications, Data Modelers will analyze the customer's data needs and create a Logical Data Model, including the naming and defining of necessary data elements, grouping data elements into tables and determining the relationships between various tables. The Physical Data Model will be based on the Logical Data Model as will Use Cases, Design and Development.

- **Architectural Review:** Analyze and propose architecture solutions that support the organization's existing business strategy, which comply with the Commonwealth's architecture standards, and that can be adapted to sustain emerging technology trends. When necessary, coordinate the involvement of other areas of expertise within COT to assist with the evaluation.

• Execution/Construction Services:

- **Application Construction:** During application construction, the Office of Application Development (OAD) can build or develop the business solution. Usually a great deal of additional application design is conducted at the program or component level.

In addition, OAD may produce the application's user and product documentation and develop user and technical training. Finally, OAD may convert data from an existing application.

- **Web Development:** COT provides professional Web site design, database development, e-commerce solutions, and content management systems.

- **Documentation Services:** Review new or existing applications for the purpose of creating or improving supporting documentation. Application documentation may include system design, file structures, data models and database descriptions, application control procedures, security requirements, backup & recovery procedures etc.

- **IT Procurement Assistance:** Assist in the analysis of procurement options to determine which option is appropriate for the particular business needs. Develop, or assist in the development of, procurement requests such as Requests for Information (RFI), Request for Proposals (RFP), and Information for Bids (IFB), etc. OAD may review vendor proposals for compliance with applicable architectural and development standards. If appropriate, coordinate involvement of other areas of expertise within COT to assist with the review and formal evaluation of vendor proposals.

• Monitoring and Control Services:

- **Application Testing:** Validate application requirements and specifications by testing the application's functionality, usability, and technical performance. Design of application test cases to validate user and product documentation. Provide controlled defect management.

• Implementation Services:

- **Application Implementation:** Manage or support the implementation of the application for use in the business environment. The product set that is deployed can include the application, the user and product documentation, and the user and technical training.

• Support and Maintenance Services:

- **Post-Implementation Support:** Provide application support throughout the life of an application. Provide ongoing system maintenance and enhancements and retire the application when it meets the end of its useful life.

- **Application Tuning:** Review application design and program code, development techniques, program design and interaction with data sources to improve application performance and efficiency.

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CS10 To Initiate Service

Please contact the Commonwealth Service Desk:

- 24x7 Phone support: 502-564-7576 · Toll free support number: 800-372-7434
- Via e-mail CommonwealthServiceDesk@ky.gov

All services are initiated through the Commonwealth Service Desk. SSLA's (System Support Level Agreements) can be utilized for support of the application(s). The SSLA will cover support for all applications supported for your agency.

CS10 Additional Service Clarifications

None