**ANNUAL TACTICAL PLANNING PROCESS**

**FY**     **OPERATIONAL SYSTEM MAINTENANCE, SUPPORT &**

**REFRESH COST ESTIMATES**

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| **Agency Name** |  | **Date Sent** |  |
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| Template Description | | | |
| This form is to be used to document an Agency’s “Non Project” System Maintenance, Support and Refresh costs, costs needed to maintain IT systems that support day to day operations, which can be inclusive of but not necessarily limited to purchasing hardware, software licensing, service agreement renewals, maintenance and support renewals, training, and consultant services.  Procurements under this plan should not be aligned in any manner to work that would be defined as being that of a project.  The definition of “Non Project” System Maintenance, Support and Refresh costs:  Costs that are needed to maintain IT systems that support day to day operations, whether that be to maintain existing systems or replace systems at the end of or the scheduled end of their life cycle. These costs can fall into 1 of 2 categories below:   1. Maintenance 2. Refresh   For more detail, please reference section C (Cost Categories and Definitions)  The definition of a project:  A temporary effort to create value through a unique product, service, or result. All projects have a beginning and an end. They have a team, a budget, a schedule, and a set of expectations the team needs to meet. Each project is unique and differs from routine operations—the ongoing activities of an organization—because projects reach a conclusion once the goal is achieved.  Projects can be performed as a whole or in phases, any costs associated whether done in either manner are considered project costs and should not be confused with costs documented here that are necessary to maintain day to day operations.  This document should be considered a “living” document and as such, should be updated when changes/additions occur throughout the year. When updating the document, please highlight the changes made and then submit the revised plan to [OIT.workrequest@tech.nj.gov](mailto:OIT.workrequest@tech.nj.gov) | | | |

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| Basic Plan Information | | | | | | | |
| **Tactical Plan Number** |  | | | | | | |
| **Fiscal Year Start Date** | | |  | | **Fiscal Year End Date** |  | |
| The tactical plan number aligned with this plan, must be reassigned annually reflecting the current FY and must end in 0001.  The tactical plan number must be structured using the below naming convention rules:   * Consists of **10** characters:   + The first 3 characters are the NJCFS Agency Code (see last 2 pages of this document)   + The **fourth character is the alpha character** assigned by your agency (see last 2 pages of this document) and must be in the lower case.   + The fifth and sixth characters are the FY in which the project began.   + The last four numbers are assigned by your agency. | | | | | | | |
| Cost Categories and Definitions | | | | | | | |
| This document will be used to procure examples of the following, and in conjunction would align to the request for information on the IT Procurement Technical Approval checklist, **“**explain how this purchase aligns to the Tactical plan and/or indicate where this procurement has been identified in the Tactical Plan”.**Maintenance** - Funds will be used to procure items that are needed to maintain “day to day” business operations, i.e., SOGR (State of Good Repair), for more specific detail on what falls into this category, please reference line items 1 – 6 below**Refresh** – Equipment that has reached end of life or at the scheduled end of their life cycle, for more specific detail reference line items 7 and 8 below.**Note:** Please utilize bullet 9 for cataloging costs that have not been previously defined but appear to fall into either the definition of Maintenance or Refresh. | | | | | | | |
| 1. Renewal of Maintenance licenses for hardware and/or software | | | | | | | |
| 1. Equipment and minor upgrades (ex: addition of workflows, forms, minor configuration enhancements, etc.) necessary to maintain current operations | | | | | | | |
| 1. IT Training necessary to maintain existing systems | | | | | | | |
| 1. Equipment for new staff | | | | | | | |
| 1. New Offices or Existing Office Relocations:   Please provide a statement or bulleted list of equipment needs: | | | | | | | |
| 1. Compliance with licensing agreements *(license true-ups – needed to ensure we are compliant with our licensing software service agreement.)* | | | | | | | |
| 1. Replacement of equipment (hardware) that has reached end of life & no longer supported or reached the Agency’s scheduled refresh cycle | | | | | | | |
| Equipment included in the Refresh cycle includes computers, printers, servers, projectors, scanners, network and infrastructure equipment, telephony equipment, etc. (only hardware not software) | | | | | | | |
| Other (ex: services to maintain current existing systems, repair system functionality, items covered under specific vendor service agreements, or maintenance and support plans, services needed to complete software installation or data migration to new equipment replacing/refreshing end of life equipment):Please provide a detailed statement to support these expenditures. | | | | | | | |
| Examples of what not to include:Requests to procure:Services or resources for a new phase of a project or an existing project initiativeServices to implement new functionality, ex: adding a new feature to an existing systemNew or additional resources aligned to a specific project initiativeAdministrative Training needed to implement a new softwareEquipment other than what is needed to replace end of life equipment  * + 1. “Information Technology Infrastructure”, regardless of dollar value, unless granted approval due to exceptional circumstances by OIT. Information technology infrastructure is defined as computing, storage, network, and data center assets (e.g., servers, routers, racks). | | | | | | | |
| Funding | | | | | | | |
| For the current and next 2 Fiscal Years, enter the estimated cost by funding source: | | | | | | | |
|  | | **Current FY** | | **Current FY + 1** | | | **Current FY +2** |
|  | | **Estimated Cost** | | **Estimated Cost** | | | **Estimated Cost** |
| *Direct State Services*  *(Account Code 100)* | |  | |  | | |  |
| *Capital Funds*  *(Account Code 590)* | |  | |  | | |  |
| *All Other Funding Sources*  *This may include:*   * *Other State Funds* * *Federal Funds* * *Bonds* * *Grants* * *Private Funds* * *All Other Sources* | |  | |  | | |  |
| ***Total Estimated Cost*** | |  | |  | | |  |
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| Procurements |
| *Document all anticipated procurements for the new Fiscal year and projected for the next 2 years, please feel free to add any additional wording as needed* |

| **Line** | **Category** | **Vendor** | **Description** | **Current FY** | | **Current FY +1** | | **Current FY +2** | |
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| **Qty** | **Cost** | **Qty** | **Cost** | **Qty** | **Cost** |
| 1 | Antivirus licenses Existing |  |  |  |  |  |  |  |  |
| 2 | Antivirus licenses New |  |  |  |  |  |  |  |  |
| 3 | E Mail licenses Existing |  |  |  |  |  |  |  |  |
| 4 | E Mail licenses New |  |  |  |  |  |  |  |  |
| 5 | Hardware Maintenance |  |  |  |  |  |  |  |  |
| 6 | Hardware Miscellaneous Peripheral |  |  |  |  |  |  |  |  |
| 7 | Hubs/Switches New |  |  |  |  |  |  |  |  |
| 8 | Hubs/Switches Replacement |  |  |  |  |  |  |  |  |
| 9 | Network Hardware |  |  |  |  |  |  |  |  |
| 10 | Network license New |  |  |  |  |  |  |  |  |
| 11 | Network licenses Existing |  |  |  |  |  |  |  |  |
| 12 | Network Peripherals (i.e., cables) |  |  |  |  |  |  |  |  |
| 13 | Network Services |  |  |  |  |  |  |  |  |
| 14 | Office Automation Suite (Existing) |  |  |  |  |  |  |  |  |
| 15 | Office Automation Suite (New) |  |  |  |  |  |  |  |  |
| 16 | Oracle licenses (Existing) |  |  |  |  |  |  |  |  |
| 17 | Oracle licenses (New) |  |  |  |  |  |  |  |  |
| 18 | PCs New |  |  |  |  |  |  |  |  |
| 19 | PCs Peripherals (i.e., mouse, keyboard, monitors, etc.) |  |  |  |  |  |  |  |  |
| 20 | PCs Replacement |  |  |  |  |  |  |  |  |
| 21 | Printer Maintenance |  |  |  |  |  |  |  |  |
| 22 | Printers New |  |  |  |  |  |  |  |  |
| 23 | Printers Replacement |  |  |  |  |  |  |  |  |
| 24 | Routers Maintenance |  |  |  |  |  |  |  |  |
| 25 | Routers New |  |  |  |  |  |  |  |  |
| 26 | Routers Replacement |  |  |  |  |  |  |  |  |
| 27 | Scanners |  |  |  |  |  |  |  |  |
| 28 | Servers Maintenance |  |  |  |  |  |  |  |  |
| 29 | Servers New |  |  |  |  |  |  |  |  |
| 30 | Servers Peripherals (i.e., blades) |  |  |  |  |  |  |  |  |
| 31 | Servers Replacement |  |  |  |  |  |  |  |  |
| 32 | Software Maintenance |  |  |  |  |  |  |  |  |
| 33 | Software Miscellaneous |  |  |  |  |  |  |  |  |
| 34 | Software Services |  |  |  |  |  |  |  |  |
| 35 | Telephony Equipment |  |  |  |  |  |  |  |  |
| 36 | Telephony Services |  |  |  |  |  |  |  |  |
| 37 | **Other** |  |  |  |  |  |  |  |  |
| 38 | **Consultants** |  |  |  |  |  |  |  |  |
| 39 | **Training** |  |  |  |  |  |  |  |  |
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