This job aid describes the process agencies should use to submit requests for information technology (IT) requests.

For IT requests, there are submission requirements for both the State CIO and OSBM. OSBM and DIT will review each request's business case together. This includes IT projects or projects where there is an IT component, regardless of funding source. In accordance with Section 3.10 of the North Carolina Budget Manual, all IT projects that exceed $500,000 in total requirements and for which state funds have not been appropriated must be submitted as an expansion request, including projects funded with federal grants or awards and other types of receipts.

IT Request Pilot

The ABC List is a two-step Change Budget request process in which an agency submits key summary information for requests using the ABC List Template prior to submitting more detailed Worksheet II and Worksheet III forms in IBIS. As with operational Change Budget requests, documenting IT requests on the ABC list is the first step in the IT project budget process. Agencies will need to document their IT requests on the "Change Budget" tab on their respective ABC lists, ranking those projects among their operational expansion requests.

As part of a pilot this year, **all agencies except the General Assembly, the Administrative Office of the Courts, and those in the University System submitting IT requests**, are also required to complete an IT Project Survey which captures key information on the prospective project. This information is organized to help OSBM and DIT review IT requests and meet the business case requirements of G.S. 143C-3-3. Those requirements are detailed in the "Background: Information Technology Policy and Statutes" section of this document.

After identifying an expansion request on the "Change Budget" tab of the ABC list as an IT project, all agencies, except the ones listed above, must **click the "IT Project Survey" hyperlink** above the prompt question in Column J and complete that survey. OSBM analysts will review the ABC List and associated survey responses with key DIT personnel, potentially bringing in agency staff to answer follow-up questions. OSBM analysts will then work with agencies to further develop the business cases for these requests, preparing agencies up for subsequent submissions of Worksheet IIs.

Agencies must also submit system O&M requests for projects that will move into the production and/or operational phase in FY 2021-23. and require additional O&M funding. Submit these requests as part of the ABC List, the associated IT Project Survey, and – if deemed appropriate – the Worksheet II expansion request (See the Expansion Request Job Aid for more information on submitting Worksheet IIs).

Completing the IT Project Survey

This job aid provides guidance on how to answer the IT Project Survey questions to meet the business case requirements of G.S. 143C-3-3. In your responses, please do not include any data that is classified as highly confidential in this form (PII, PHI, FERPA, IRS 1075, PCI, or other federal/state classifications).

Question #1 - Agency
Please select the agency requesting this expansion.

Question #2 - Your Name
Insert name of survey respondent.

Question #3 - Title of corresponding ABC list item

Please provide the title of the IT request as listed on your corresponding ABC list.

Question #4 - Who at the agency will be the sponsor/business owner of this project?
A name and title are sufficient.

Question #5 - Who will directly and indirectly benefit from this project? How?
Please designate the direct or indirect beneficiaries (e.g., general public, local government, state agency, etc.) of the project and how they will benefit.

Question #6 - Please provide the quantitative and qualitative benefits of this request.
Will this project save money by increasing efficiency in some way? Will it increase revenue? Will it result in better customer service or enhanced usability? Please detail those and other benefits.

Question #7 - Which government services, functions, or processes are impacted by this request?
Please provide a list with some detail of how these elements will be impacted.

Question #8 - What are the risks to NOT receiving this funding?
Please provide all risks for NOT funding this project. This response may include, but is not limited to, risks such as legacy application no longer being supported, the inability to meet a federal requirement, or the identification of a data security vulnerability.

Question #9 - Is this expansion request for a new or existing IT software program, service, or application?
Only choose "No" if the this is strictly a staffing or device request for equipment not tied to an application (i.e., laptops).

Please Note: If the agency responds "Yes" or "Unsure" to Question #8, the survey will ask several additional technical questions. If the agency responds "No," the survey will jump to final funding questions.

Question #10 - Is this a new solution, enhancement to an existing solution, or replacement of an existing solution?
Choose from the drop-down options.

Question #11 - With what application(s) will this solution interface? Which other applications will require changes due to this project? Are the costs captured in the expansion request?
If not, make sure the costs to alter other applications are included in another request. This includes if the alteration is across divisions or departments.

Question #12 - Will this solution be public facing? Who is the end-user, and what is their role?
Examples of answers to this question include but are not limited to agency staff, county personnel, the general public, service recipients, etc.

Question #13 - Will the solution collect, use, disseminate, or maintain data that is classified as highly confidential?
Please check ALL the answers that apply.

Question #14 - What type of implementation are you planning for this solution?
Please select on answer from the drop down.

Question #15 - Can this project be implemented with a phased approach over several years? If not, why not?
Please explain the risk of phasing the project over several years rather than an "all-or-nothing" approach?

Question #16 - How will this project be funded (e.g., federal funds, appropriations, receipts or revenue from increased fees, etc.)?
Please identify a funding source(s).

Question #17 - Please provide internal and external staffing costs and the associated positions to implement and manage the project.
These numbers might be estimates, but they should be comprehensive. You may link or share a spreadsheet with your OSBM Budget Development Analysts if that helps to show the breakdown including benefits and other non-salary costs.

Question #18 – Phasing/Scaling: Please document the non-recurring (initial) costs for FY2023.
Consider when certain components of a project will begin development or go operational, and how these impact non-recurring funding needs. A number will suffice as an answer.

Question #19 – Phasing/Scaling: Please document the recurring (Operations & Maintenance) costs for FY2023.
Consider when certain components of a project will begin development or go operational, and how these impact recurring funding needs. A number will suffice as an answer.

Question #20 – Phasing/Scaling: If project funding can be phased, please document the non-recurring (initial) costs for FY2024.
Consider when certain components of a project will begin development or go operational, and how these impact non-recurring funding needs. A number will suffice as an answer.

Question #21 – Phasing/Scaling: If project funding can be phased, please document the recurring (Operations & Maintenance) costs for FY2024.
Consider when certain components of a project will begin development or go operational, and how these impact recurring funding needs. A number will suffice as an answer.

Question #22 – Phasing/Scaling: If project funding can be phased, please document the non-recurring (initial) costs for FY2025.
Consider when certain components of a project will begin development or go operational, and how these impact non-recurring funding needs. A number will suffice as an answer.

Question #23 – Phasing/Scaling: If project funding can be phased, please document the recurring (Operations & Maintenance) costs for FY2025.
Consider when certain components of a project will begin development or go operational, and how these impact recurring funding needs. A number will suffice as an answer.

Background: Information Technology Policy and Statutes

Information technology is defined as electronic data processing goods and services, telecommunications goods and services, security goods and services, microprocessors, software, information processing, office systems, any services related to the foregoing, and consulting or other services for design or redesign of information technology supporting business processes including personnel (G.S. 143B-1320(a)(11)).

G.S. 143C-3-3 sets forth requirements as follows:

Information Technology Request – In addition to any other information requested by the State Chief Information Officer (State CIO), any State agency requesting significant State resources, as defined by the State CIO, for the purpose of acquiring, operating, or maintaining information technology shall accompany that request with all of the following:

- A statement of its needs for information technology and related resources, including expected improvements to programmatic or business operations, together with a review and evaluation of that statement prepared by the State Chief Information Officer.
- A statement setting forth the requirements for State resources, together with an evaluation of those requirements by the State Chief Information Officer that takes into consideration the State's current technology, the opportunities for technology sharing, the requirements of Article 15 of Chapter 143B of the General Statutes, and any other factors relevant to the analysis, and in cases of an acquisition, an explanation of the method by which the acquisition is to be financed.
- A statement by the State Chief Information Officer that sets forth viable alternatives, if any, for meeting the agency needs in an economical and efficient manner. A statement setting forth the requirements for State resources, together with an evaluation of those requirements, including expected improvements to programmatic or business operations by the Secretary that takes into consideration the State's current technology, the opportunities for technology sharing, the requirements of the General Statutes, and any other factors relevant to the analysis.

In the case of an acquisition, an explanation of the method by which the acquisition is to be financed.

This subsection shall not apply to requests submitted by the General Assembly or the Administrative Office of the Courts.

Refer to the State Budget Manual for additional details on Information Technology Budget Policies and Procedures.