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# **OAKS Records Management Plan**

**Prepared**

**for**

**The State of Ohio**

**OAKS Project**

**Prepared By**

**Accenture**

September 26, 2005

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### Embedded Deliverable Tracking Form:

1. Keep this embedded form updated as the deliverable winds its way through the deliverable process.
2. This form is to be updated every time this deliverable is submitted for a review (peer review, management review, quality team lead review, etc.)
3. To update this form, double click on the embedded file below, make your updates, click the save button, then close the file.



"Document  
Deliverable Tracking

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## 1 Introduction

### 1.1 Document Overview

The OAKS Records Management Plan formally documents the processes that the program will use to manage its records and archives to:

- Leverage knowledge capital
- Maximize intellectual property assets
- Achieve business objectives
- Meet legal and contractual obligations
- Provide critical configuration management for contractually required deliverables

The Records Management Plan serves as a guide to how the OAKS program office manages its work in process and final deliverables. This plan outlines which official copies of project work products will be stored, where, in which form and for how long. It also describes the records management tool and how it will be used to achieve the goals outlined in this plan. To improve productivity and efficiency, all official OAKS records will be maintained in electronic format; i.e., files. As such, throughout this plan, the terms records and files will be used interchangeably.

### 1.2 Responsibility For the Plan

The OAKS Records Management Plan will be authored and maintained by the Records Management Administrator who also serves as Accenture's OAKS Quality Lead. The OAKS Document Management Coordinator will work along with the Quality Lead to coordinate and support project documentation. The Accenture Quality Lead is Andrew W. Gordon ([Andrew.Gordon@oaks.state.oh.us](mailto:Andrew.Gordon@oaks.state.oh.us)). The state's Document Management Coordinator is Sheryl Harrington ([Sheryl.Harrington@oaks.state.oh.us](mailto:Sheryl.Harrington@oaks.state.oh.us)).

### 1.3 Roles and Responsibilities

#### 1.3.1 OAKS Records Management Leads

The OAKS Records Management Leads are responsible for the following tasks:

- Write and maintain the OAKS Records Management Plan
- Define, document, and communicate all applicable records management processes
- Define the records management structure in the records management tool
- Train OAKS program team members on the records management process and how to use the records management tool
- Periodically audit the records management process and repository for adherence to all processes
- Maintain the data integrity of the records management repository
- Harvest suitable knowledge capital/assets from the records management repository and submit to the Accenture Knowledge Exchange (KX)



Records management responsibilities for OAKS are carried out by the records leads of the State (Sheryl Harrington) and Accenture (Andrew Gordon).

### 1.3.2 Business Integration (BI) Designer Administrators

The BI Designer Administrators provide on site support for the BI Designer tool. BI Designer is the official records management tool for the OAKS project. The BI Designer administrators (Doug Ritchey, James Trinh, Tamra Satkowski, and Staci DeHaven) are responsible for the following tasks:

- Manage security requirements for all assets stored in the records management tool
- Provide technical assistance to project team members regarding usage of the records management tool
- Assist the Records Management Administrator with maintaining the records management repository

### 1.3.3 OAKS Documentation Specialists

The Documentation Specialists are responsible for the collection, development and dissemination of technical information that supports end users' knowledge and skill needs. They work under the direction of the State's Document Management Coordinator.

### 1.3.4 OAKS Project Team Members

OAKS Project Team Members are responsible for the following tasks:

- Read the OAKS Records Management Plan to learn and understand all records management resources, processes, and procedures
- Use the records management tools to manage all work in process and final deliverables

### 1.3.5 OAKS Project Managers

The OAKS Project Managers are responsible for the following tasks:

- Help to define the records retention and disposition schedule
- Review and approve the OAKS Records Management Plan
- Review and approve documents for publication
- Review and approve deliverables

## 2 The Records Management Process

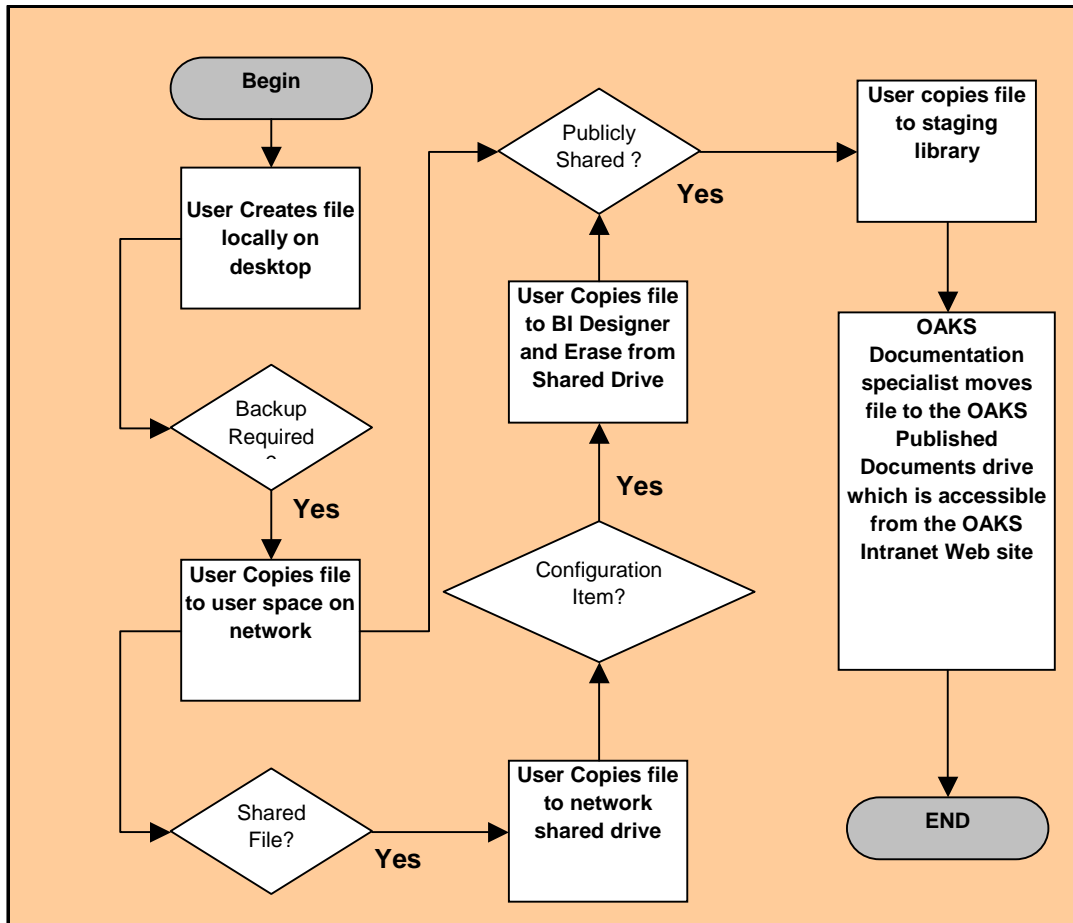


Figure 1 - Records Management Process Flow

Figure 1 shows the most generic and logical definition of how files would evolve from a user's personal storage into the records management repository. This process flow is not intended to represent a "to be" flow of records in the records management system. Its purpose is to reflect how records may pass through the various records management tools before being entered into the OAKS records repository.

In virtually all cases, records will evolve from files initially created from an individual's desktop. At any point, the user can transfer these files to any of the records management tools directly from their desktop. Where various files end up, is primarily determined by the audience/user of the file, based on the file's content and the documentation rules.

## 2.1 Records Management Tools

There are five primary tools that will be used to support the records management process:

1. The OAKS intranet shared network drive – The "I" Drive
2. Accenture's Business Integration (BI) Designer Content Management Tool
3. The OAKS published documents repository – The "P" drive
4. The OAKS Intranet Website



## 5. The OAKS Virtual Team Site (tentative)

### 2.1.1 The "I" Drive

The "I" Drive (see Figure 2) is a shared network drive that allows OAKS project team members to collaborate on various work products. This shared drive is a component of the State's network and is maintained by the State's systems analyst.

The shared drive provides a collaborative means to develop and edit documents amongst the team members. It also provides controlled group access to certain folders for databases, software, and other project documentation that are not intended to be published. It does not provide any configuration control features, and as such, should only be used to store documents that do not require configuration control, or documents that cannot be maintained in a version controlled environment (such as multiple integrated spreadsheets).

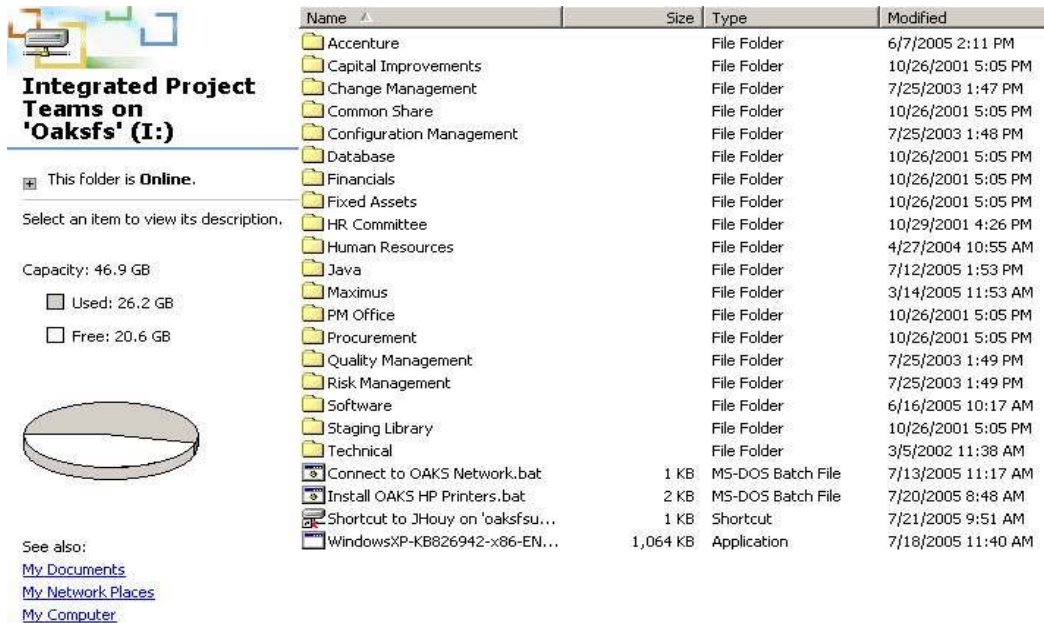


Figure 2 - The OAKS Network Storage "I" Drive

The shared drive is backed up nightly, and can be configured to meet specific individual file security requirements. The shared drive is available only to OAKS project team members who have access to the project's network via a valid user ID and password. Certain sections of the shared drive are available (read-only) over the web via the State's OAKS intranet website (<http://www.oaks.ohio.gov/oaks/>).

By default, all shared files that have not yet been placed in configuration control should be maintained in the shared drive. While users have the option to process such files locally on their desktop, they should use the shared drive since it is backed up nightly and can be recovered if there is data loss.



Once it has been determined that a file should be placed into configuration control, it is copied from the source location, into the records management tool, and erased from the source location. Note the following points to determine if a file should be stored in the records management tool.

- Files that are linked to other files cannot be stored in the records management tool, even if the other files are copied over also. This is because, the version control feature of a records management tool creates multiple versions of the same file every time the file is updated. This will cause files with integrated links (such as spreadsheets) to quickly lose their integrity.
- All contract deliverables must be stored in the records management tool in the appropriate location.
- If a file's activity history (log of its creation and maintenance, including who made updates and when) is required, then it should be stored in a records management tool
- If the ability to recover older versions of a file is required, it should be stored in a records management tool.
- Peer review feedback forms (see Quality Management Plan) should NOT be stored in the records management tool. This is because peer review feedback forms are regularly uploaded into a Project Metrics Workbook spreadsheet which needs the feedback forms to be stored in a windows based network file storage system.

Processes and procedures for records management using the "I" drive are controlled by the OAKS Configuration Management team. Project team leads are responsible for controlling the volume of files in their respective team folders.

## 2.1.2 BI Designer

BI Designer (see Figure 3) is the official Records Management/Configuration Management tool for OAKS. BI Designer is a configured version of Documentum (<http://www.documentum.com/>), an integrated Document Management and Workflow Commercial Off the Shelf (COTS) product. It is a web-based content management tool that requires a valid user ID and password in order to access the repository. All OAKS project team members will have access to BI Designer in order to collaborate or view items in the DocBase repository.

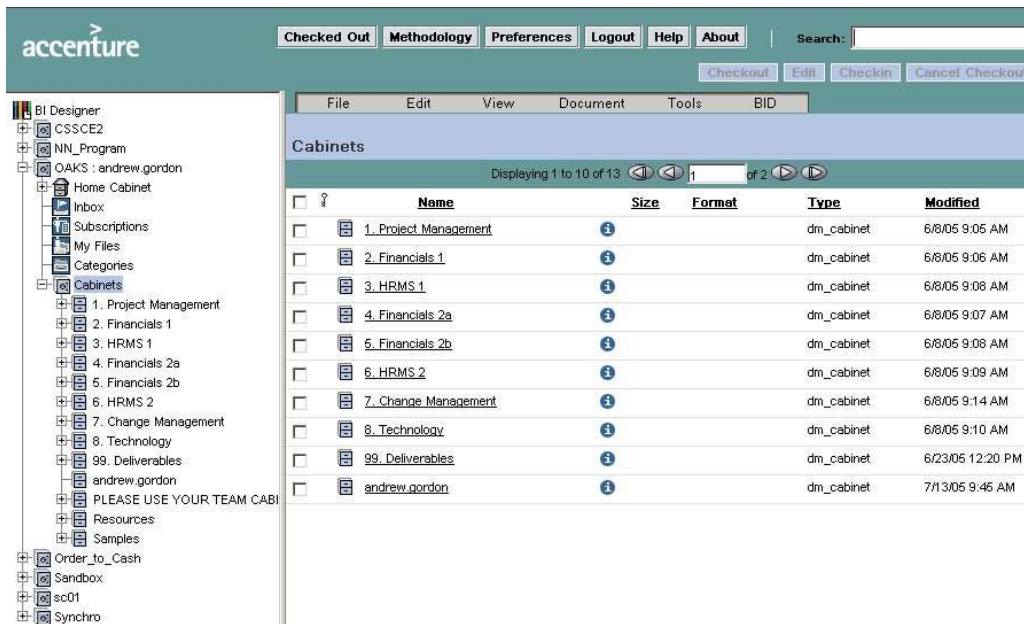


Figure 3 - The OAKS Records Management Tool: BI Designer

### 2.1.2.1 Records Management Using BI Designer

During the planning and analysis phases, Microsoft Visual Source Safe was the official records management tool for OAKS. During the integration phase, BI Designer is the official records management tool. BI Designer is also used for the following functions:

- Integrated document and workflow management
- Configuration Management
- Document Version Control
- Risk Management
- Issues Management
- Change Request (CR) Management
- System Incident Report (SIR) Management

BI Designer uses version control to maintain a document's update history and metadata integrity. All documents in BI Designer must be checked out before any updates can be made. For the updates to be permanently applied, the document must be checked in. Upon check-in, a new version of the document may be created, with the older version in tact.

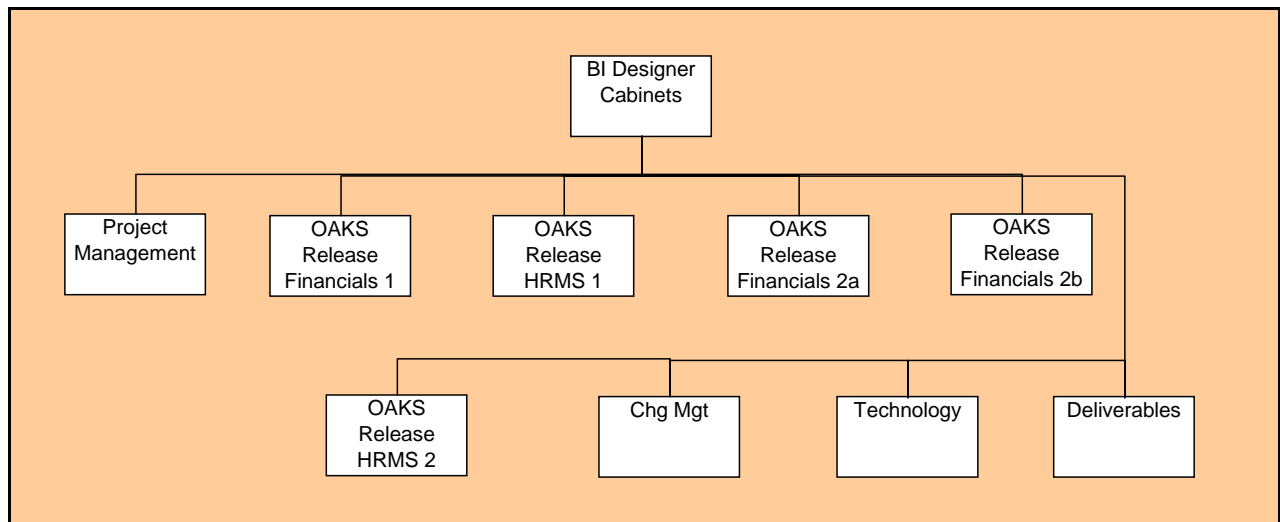
BI Designer can be used to manage any file of a reasonable file size (up to 100MB, although there is no specific file size limit). The files are stored in BI Designer's repository, which is backup up nightly by the tool's support staff. All the features and capabilities of BI Designer are beyond the scope of this report and all users should receive BI Designer training before using the tool.



There is a specific file-naming convention defined for naming deliverables stored in the records management tool. Please see section 2.3 of this report for an explanation of the file-naming standards.

## 2.1.2.2 Records Management Directory/Folder Structure

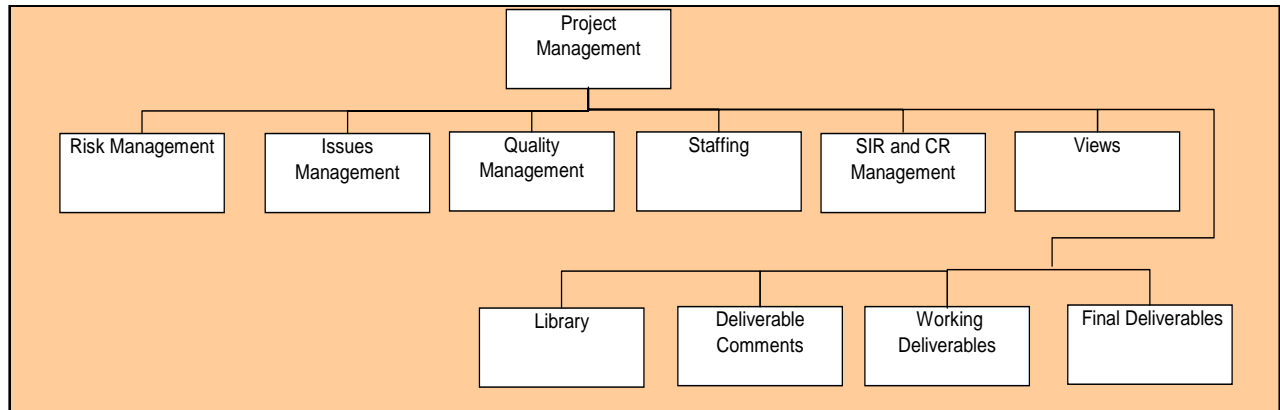
This section discusses how formal OAKS deliverables (in-process and final) will be housed in BI Designer tool. This discussion is important because there needs to be a structured and formal protocol in place for processing contractually obligated deliverables. As such, this level of rigor is not needed for the shared drive, the OAKS intranet web site, or the Virtual Team Site (VTS) portals. The following section will present, for simplicity purposes, a high-level overview of the BI Designer directory structure. Lower level folders may not be presented because they have not yet been defined or they cannot fit in the space provided.



**Figure 4 - BI Designer Root Directory Structure**

Figure 4 is the BI Designer root directory structure:

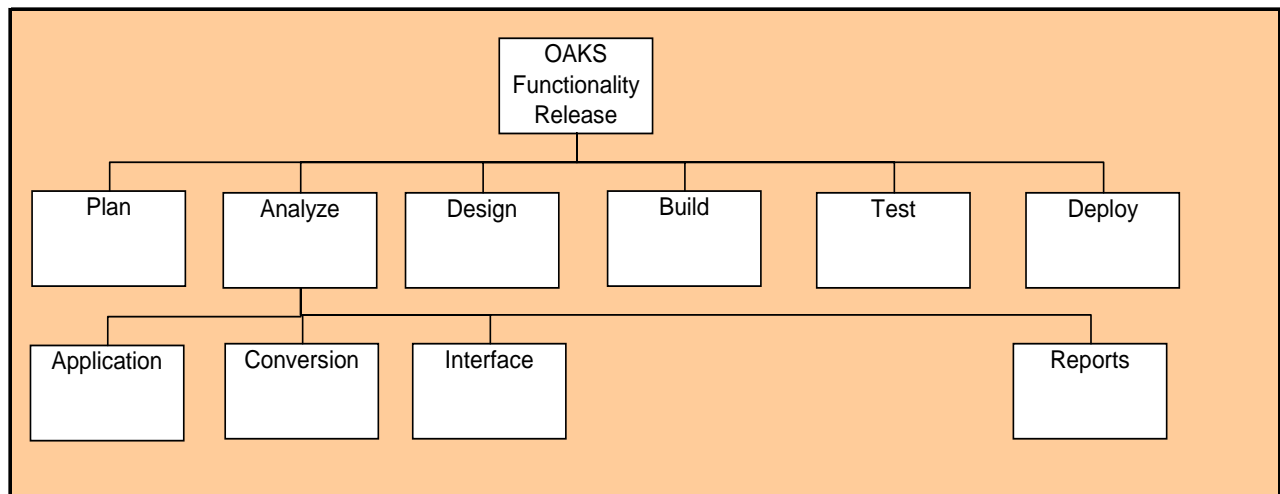
- The Project Management folder (see figure 4) contains the Work Plan (program plans) and all files pertaining to OAKS project management. This includes the risk and issues database and supporting documentation, project metrics resources, quality resources, staffing plans, project schedule, and so forth.
- The OAKS Release folders contain work products and files pertaining to the development of the various OAKS capabilities that will be delivered through go live 1 – 4.
- The Change Management folder contains files and work products relevant to all change management activities
- The Technology folder contains work products relevant to the technical aspects of OAKS.
- The Deliverables folder contains all in-process and final contractually required deliverables for the OAKS program, except project planning deliverables (such as the work plan or project schedule).



**Figure 5 - Project Management Directory Structure**

Figure 5 is the project management directory structure. Please note that this is the highest level of the project management folder. There will be other folders created as needed to support project management activities. They have yet to be defined, and are not displayed in this plan.

Project Management deliverables (Work Plan, WBS, Project Schedule, etc.) will be stored in the project management folder and not the deliverable folder. Read/Write access to the project management folder is limited to the OAKS project leads and management, except for the issues management folder, where everyone will be granted the right to create issue entries and reports. Read-only access will be granted to everyone else.



**Figure 6 - OAKS Functionality Release Directory Structure**

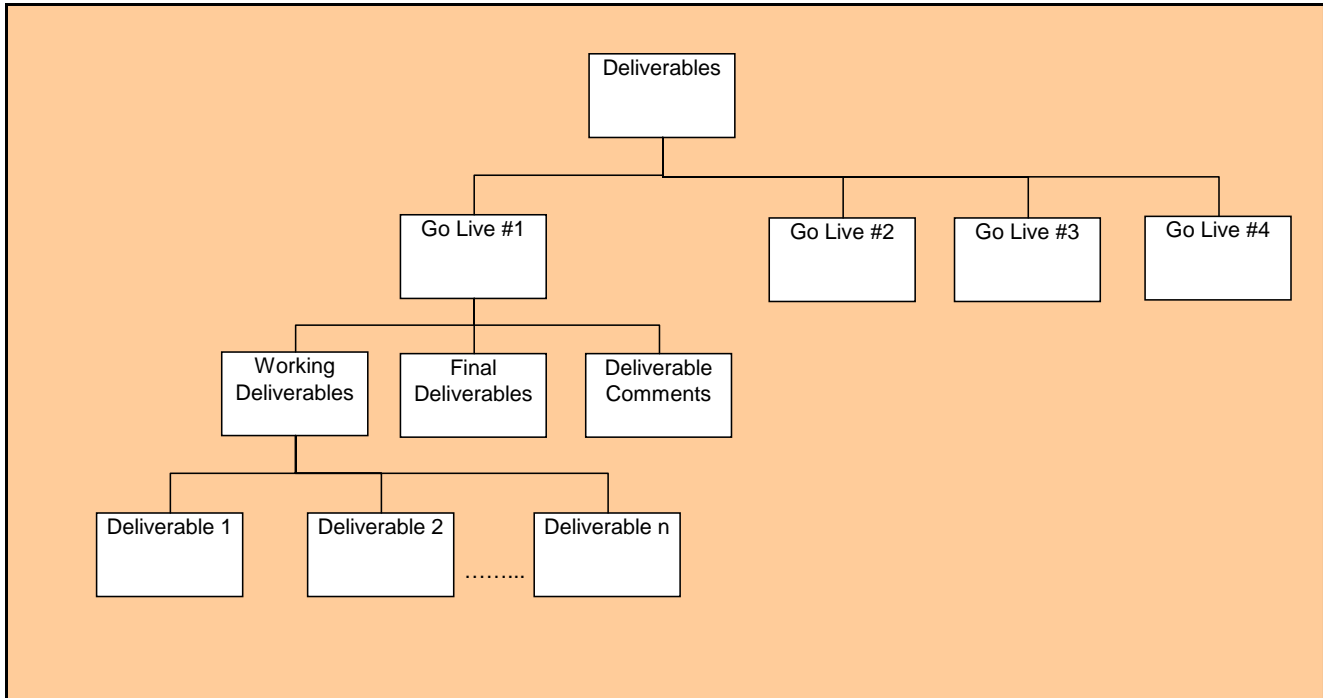
Figure 6 shows the break out of the functionality release directory structure. This folder structure will be replicated for each of the OAKS capability as shown in Figure 3:

- Financials 1



- HCM 1
- Financials 2a
- Financials 2b
- HCM 2
- Change Management
- Technology

Please note that the folder structure under analyze will be replicated for design, build, and test.



**Figure 7 - Deliverables Directory Structure**

Figure 7 depicts the proposed deliverables directory structure. For simplicity and consistency, all the folders under go live #1 will be replicated for go lives 2, 3 and 4. Furthermore all, individual deliverable folders created under working deliverables will be replicated for final deliverables and deliverable comments. The following standards apply to this proposed directory structure:

- As needed, a folder for each deliverable will be created in the working deliverables folder.
- **Only the deliverable should be stored in the deliverables folder. If it is not being delivered to the client, it should not be stored here.**
- All deliverables in process should be worked on in the respective working deliverable folder.
- Once a final deliverable has been submitted to the client, it should be filed in its respective final deliverable folder.



- All OAKS PMO team members will have read/write access to all deliverable folders except the final deliverable folder. Only project team leads and managers will have access to the final deliverables folder.
- The deliverable comments folder is used to store comments submitted by the client after reviewing annotated outline and draft deliverables.

### 2.1.3 The OAKS “P” Drive

Finalized or baselined project documentation distributed to project sponsors, business owners, advisory group members, team members, state employees, or the general public are stored on the OAKS LAN in the “P” (Published Documents) drive. These documents are accessible via the OAKS intranet web site. Examples of project documentation items are the Project Plan, Configuration Management Plan, Business Continuity Plan, Requests for Proposals (RFPs), and vendor deliverables. Files are saved to the “P” drive by the OAKS systems analyst. All other project members have read-only access.

### 2.1.4 The OAKS Web Sites (<http://www.oaks.ohio.gov/oaks/>)

The OAKS Web sites (Internet, intranet, and extranet) provide project team members, users, and other stakeholders with easy access to OAKS project information, collaborative workspace, and a training gateway.

- Users of the OAKS **Internet** include vendors, citizens, state employees, media, other state and local governments, and all users of the OAKS extranet and intranet.
- Users of the OAKS **intranet** include the project sponsors, Business Owners Advisory Group, Business and Technical Advisory Group, extended team members, and part-time project participants (including contractors) housed at the OAKS PMO.
- Users of the OAKS **extranet** include agency liaisons, agency implementation team members, and subject matter experts not housed at the OAKS PMO, agency management, and all users of the OAKS intranet.

The OAKS web sites (<http://www.oaks.ohio.gov/oaks/>) portal is available to all OAKS project members where they can download and view various OAKS related documents (such as RFPs, proposals, Risk Reports, Deliverables, etc.). The purpose of the OAKS Web sites is to provide a one-stop shop for read access to the more commonly used OAKS resources, such as status updates and project deliverables.

The OAKS web sites are owned and maintained by the State of Ohio. It is included as a component of this records management plan because it also serves as a conduit to communicate and publish information to all OAKS project members (both State and contractors), and to the citizens of Ohio. The OAKS web sites are maintained by the OAKS Change Management team and the OAKS Program Manager has final approval for all content that gets published to the website.



# Ohio Administrative Knowledge System

OAKS → Transforming the Way Ohio Does Business

Ohio Administrative Knowledge System

Thursday, July 21, 2005




	<p>The Ohio Administrative Knowledge System, or OAKS, is a business transformation project that will improve the effectiveness, efficiency, and integration of central government business functions through an Enterprise Resource Planning (ERP) system.</p>	
<p><b>OAKS at a Glance</b></p> <p><a href="#">Phases and Activities</a></p> <p><a href="#">Program Management Office</a></p> <p><a href="#">Competitive Documents</a></p> <p><a href="#">News</a></p> <p><a href="#">FAQs</a></p> <p>Phone: (614) 387-2000</p> <p>E-mail: <a href="#">OAKS Webmaster</a></p>	<p><b>OAKS News</b></p> <ul style="list-style-type: none"> <li><b><a href="#">OAKS Project Design Activities Begin</a></b> Assisted by Accenture, the firm selected by the state to provide system integration services, the Ohio Administrative Knowledge System...</li> <li><b><a href="#">Kickoffs Launch Next Phase of OAKS</a></b> The naming of Accenture as the Ohio Administrative Knowledge System (OAKS) system integrator continues to build momentum...</li> <li><b><a href="#">Taft Administration Takes Next Step in OAKS Project</a></b> The Taft Administration today announced selection of Accenture, LLP to implement software for the Ohio Administrative Knowledge System (OAKS), a new computer system that will save taxpayer dollars and reduce red tape by replacing a variety of outdated financial, asset management, and human resources systems across state government.</li> </ul> <p><a href="#">View all News</a> <a href="#">Join the OAKS News notification list</a></p>	<p><b>Recent Site Additions</b></p> <ul style="list-style-type: none"> <li><a href="#">Table of Organization</a></li> <li><a href="#">Phases and Activities</a></li> <li><a href="#">OAKS at a Glance</a></li> </ul> <p><b>OAKS Extranet/Intranet Login</b> The <b>OAKS Extranet</b> is for state employees and project participants. New to the site? <a href="#">Create a new user ID.</a> User ID: <input type="text"/> Password: <input type="text"/> <input type="button" value="Enter Extranet"/></p> <p>Eligible <b>Intranet</b> users should have received a user ID and password. <input type="button" value="Enter Intranet"/></p>
<p><a href="#">contact and location</a> : <a href="#">useful links</a> : <a href="#">site index</a> : <a href="#">privacy policy</a></p> <p style="text-align: right;"></p>		

Figure 8 - OAKS Internet Portal

The OAKS intranet web site is strictly a “push”/publishing medium. It has no collaborative features and all its content is read-only. Processes and procedures for records management using the OAKS web sites are currently being defined and will be incorporated into this plan at a later date. Collaborative functionality is also planned for the OAKS extranet web site.

### 2.1.5 The OAKS Virtual Team Site

The OAKS Virtual Team Site (see Figure 9) is an implementation of Microsoft SharePoint for the OAKS Program. It is an Accenture provided service that allows collaboration among the PMO staff and OAKS project members and for satellite agencies and teams to work together on projects to support overall objectives of OAKS. The OAKS Virtual Team Site (VTS) is a proposed solution that, as of this writing, has not yet been approved by the State for use on the OAKS project.

Since the VTS is primarily a collaborative environment for dispersed client teams, all content in the VTS is locally managed by their respective users and are not configuration items eligible for entry in the records management tool (see Section 2.1.1).



# Ohio Administrative Knowledge System

OAKS → Transforming the Way Ohio Does Business

Home Documents and Lists Create Site Settings Help

**accenture** The Ohio Administrative Knowledge System (OAKS) Virtual Team Site (VTS) Home

High performance. Delivered.

This VTS is a web-page collaboration office space to support the OAKS PMO and related project teams. Contact Tracy Cabot ([tracy.cabot@oaks.state.oh.us](mailto:tracy.cabot@oaks.state.oh.us)) for question or concerns.

**OAKS**

**Program Announcements**  
There are currently no active announcements. To add a new announcement, click "Add new announcement" below.  
 Add new announcement

**Social/Events Calendar**  
There are currently no upcoming events. To add a new event, click "Add new event" below.  
 Add new event

**General Announcements**  
There are currently no active announcements. To add a new announcement, click "Add new announcement" below.  
 Add new announcement

**Documents**  
OAKS VTS  
Document Library

**Pictures**  
OAKS Team Member Photo Album

**Lists**  
OAKS Office Contact List  
OAKS Out of Office Calendar  
OAKS Office Tech Support  
OAKS Program Suggestion Box  
OAKS Office Supply Requests

**Discussions**  
OAKS Program Bulletin Board

**Surveys**

Figure 9 - OAKS Virtual Team Site

The following table outlines the various records management tools and how they are being used on the OAKS project.

Tool	How it is being used on OAKS	Web Based?	Capabilities
BI Designer	Records Management, Configuration Management, repository for all OAKS Deliverables, and configuration items – primarily used jointly by the State and Accenture team	Y	Document management repository that is the official records management tool for OAKS. Available to all OAKS Project Team members
OAKS Web Sites	Medium to share important OAKS information with the people both internal and external to the program. Primarily used by State employees.	Y	Strictly a publishing/read-only medium. No collaborative features available (yet)
Network "I" Drive	Network file storage device. Used by all OAKS project team members.	N	Shared drive for file sharing and backup



Network "P" Drive	Store all files and documents that have been officially published from the OAKS program	N	Document Repository for published documents and files
Virtual Team Site	Collaborative website to support day to day communication of OAKS PMO, and State Agency collaboration on OAKS related projects and committees. Primarily used by State employees	Y	True Collaborative platform to support remote team collaboration

**Table 1 - Records Management Tool Summary**

## 2.2 Records Format

The Accenture Team will create and manage all deliverable records in electronic format. As specified by the contract, "At the time of delivery of a written Deliverable, the contractor must submit an original and a specified number of copies, not to exceed 20, or each Deliverable, plus an electronic copy. The electronic copy must be provided in a format and medium approved by the State." All other records covered by this plan will be maintained in electronic format and rendered to hard copy whenever requested (see Quality Management Plan – deliverable process).

## 2.3 Deliverable Document File Naming Standard

The Deliverable Document file-naming standard is as follows:

**OAKS # - Deliverable Name GL #".ext**

where

OAKS # is the designated deliverable number as assigned by the State in the System Integrator RFP, the deliverable name is the name specified in the RFP, GL # is the Go Live release sequence number, and ext is the appropriate file extension.

For example, the 2<sup>nd</sup> go live database design description would be named: **OAKS 17 – Database Design Description GL 2.doc**. One time deliverable submission will not need a go live number. For example the work plan would be: OAKS 9 – Work Plan.doc. Please see Appendix A for a list of all system integrator deliverables.

### 2.3.1 OAKS Document File Naming Standard

The naming of files should be:

- consistent by project management area,
- comparable to other project management areas,
- adequately named to enable search functionality, and
- understandable by all stakeholders.



All documents should contain:

- Date and time printed
- Filename
- Author

As a general rule, each file name will include 3 parts:

Part 1	<b>2.3.1.1 Part 2</b>	Part 3
Team/person	Item	Date (mmddyy) <i>date of meeting/event (not the date of the file)</i>

**Table 2 - File Name Components**

The following acronyms are standards:

CHG	Change Management
CIP	Capital Improvements
COM	Communications Management
CFG	Configuration Management
RSK	Risk Management
QMT	Quality Management
FAM	Fixed Assets Management
FAC	Facility Management
HCM	Human Capital Management
HRC	HR Committee
INT	Intranet Team
FIN	Financials
PRO	Procurement
BOA	Business Owners Advisory Committee
BTA	Business and Technical Advisory Group
IPR	In Process Review
QPR	Quality Process Reviews
WEB	Internet Team
PMO	Program Management Office

**Table 3 - OAKS Project Team Acronyms**

Examples:

File Type	<b>2.3.2 File Naming Standard</b>	Examples
Minutes	CM Minutes mmddyy	COM Minutes 032601



File Type	2.3.2 File Naming Standard	Examples
	COM Minutes mmddyy QMT Minutes mmddyy RSK Minutes mmddyy BOA Minutes mmddyy BTA Minutes mmddyy ...	COM Minutes 031601 COM Minutes 030901 BTA Minutes 040201 BTA Minutes 040901 BTA Minutes 041601
Agendas	CFG Agenda mmddyy COM Agenda mmddyy QMT Agenda mmddyy RSK Agenda mmddyy BOA Agenda mmddyy BTA Agenda mmddyy ...	COM Agenda 032601 COM Agenda 031601 COM Agenda 030901 BTA Agenda 040201 BTA Agenda 040901 BTA Agenda 041601
Status Reports	Status Report mmddyy XXX  (where XXX = initials)	Status Report 041301 CMB Status Report 041301 JDR Status Report 041301 PXS Status Report 041301 RJB
In Process Reviews	IPR mmddyy ToWho	IPR 040601 Householder
Action Items Table	CFG Action Items - History COM Action Items - History QMT Action Items - History RSK Action Items - History BOA Action Items - History BTA Action Items - History ...	CFG Action Items - History COM Action Items - History QMT Action Items - History RSK Action Items - History BOA Action Items - History BTA Action Items - History

**Table 4 - File Name Examples**

## 2.4 Records Retention Schedule

There are no specific retention schedules defined for OAKS deliverables. All deliverables, files/records, and supporting work products created for OAKS will be kept on file indefinitely unless ordered removed/destroyed by the client.

## 2.5 Records Disposition

All deliverable documents that are officially accepted by the State will be printed and filed in a filing cabinet outside of the state's Executive Program Manager's office. These printed records will be kept on file indefinitely at the state's discretion. There are no other official records dispositions defined for OAKS. All deliverables, files/records, and supporting work products created for OAKS will be kept on file indefinitely unless ordered removed/destroyed by the client.

## Appendix A



The following are the list of deliverables required for the systems integration phase of the OAKS project.

**Change Management Deliverables**

<b>Work Product/ Review Package</b>	<b>OAKS Program Deliverable Number</b>
Functional Training to Agency Implementation Team Members	Deliverable 1
Agency Communication Programs	Deliverable 2
Workforce Transition Methodology/ Strategy Document	Deliverable 3
Train-the-Trainer Programs	Deliverable 4
Business Process Reengineering	Deliverable 5
Benefits Reconciliation Report	Deliverable 6
Agency Impact Summary Report	Deliverable 7

**Planning Phase Deliverables**

<b>Work Product/ Review Package</b>	<b>OAKS Program Deliverable Number</b>
Work Breakdown Schedule (WBS)	Deliverable 8
Work Plan	Deliverable 9
Kick-Off Meeting	Deliverable 10
Formal Training of OAKS PMO Staff	Deliverable 11
End-User Training Needs Assessment and Audience Analysis Document	Deliverable 12
Infrastructure Specifications	Deliverable 13
Initial Environment Setup	Deliverable 14
COTS Software Installation	Deliverable 15



## Design Phase Deliverables

<b>Work Product/ Review Package</b>	<b>OAKS Program Deliverable Number</b>
System / Subsystem Design Description	Deliverable 16
Database Design Description	Deliverable 17
Interface Design Description	Deliverable 18
Coding Structure and Data Standards Document	Deliverable 19
Security Procedures Document	Deliverable 20
Requirements Traceability Matrix	Deliverable 21
Curriculum Design Document	Deliverable 22
Instructional Design Portfolio	Deliverable 23

## Build/Configure Phase Deliverables

<b>Work Product/ Review Package</b>	<b>OAKS Program Deliverable Number</b>
Software Configuration	Deliverable 24
Data Warehouse Configuration	Deliverable 25
Conversion Plan	Deliverable 26
Conversion Software	Deliverable 27
Conversion Testing	Deliverable 28
System Test Plan	Deliverable 29
Unit Test Certification	Deliverable 30
System Acceptance Test Plan	Deliverable 31



<b>Work Product/ Review Package</b>	<b>OAKS Program Deliverable Number</b>
Performance Test Plan	Deliverable 32
User Acceptance Test Plan	Deliverable 33
Content Drafts	Deliverable 34
Finalized Drafts and Media Components	Deliverable 35
System Installation Plan	Deliverable 36
System Transition Plan	Deliverable 37
Business Continuity Plan	Deliverable 38
System Administrator Manual	Deliverable 39
Help Desk Implementation Plan	Deliverable 40
Help Desk Implementation	Deliverable 41

## Testing Phase Deliverables

<b>Work Product/ Review Package</b>	<b>OAKS Program Deliverable Number</b>
Testing Environment Setup	Deliverable 42
System Acceptance Test Readiness Review	Deliverable 43
System Acceptance Test	Deliverable 44
Performance Test	Deliverable 45
User Acceptance Test Readiness Review	Deliverable 46
User Acceptance Test	Deliverable 47



# Ohio Administrative Knowledge System

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## Deployment Deliverables

<b>Work Product/ Review Package</b>	<b>OAKS Program Deliverable Number</b>
Completed Courseware	Deliverable 48
Live Environment Setup	Deliverable 49
Data Conversion	Deliverable 50
System Implementation Readiness Review	Deliverable 51
Go Live	Deliverable 52
Off-Site Environment Migration	Deliverable 53

## Production Support Deliverables

<b>Work Product/ Review Package</b>	<b>OAKS Program Deliverable Number</b>
Environment Support	Deliverable 54
Post Implementation Support	Deliverable 55
Upgrade Evaluation	Deliverable 56
Project Close Out	Deliverable 57