



PROJECT MANAGEMENT SERVICES

Project Management Service

The Office of Technology Services (OTech) provides project management as a consulting service to customers for projects approved by the California Department of Technology. This service is available to customers with information technology projects that will be hosted at OTech, and is intended to ensure the delivery of a sustainable technology infrastructure. This is achieved by starting with a commitment to understanding our customers' business objectives and developing a strong strategic partnership as the foundation.

Project Management Strategy

A key strategy in providing service excellence and achieving customer satisfaction is the delivery of quality services and projects on time, and within budget and scope. The OTech Projects Branch (OPB) provides a common framework of project management processes, automated tools and trained resources to effectively manage the data center's IT projects. OTech's project managers oversee the building of customers' hosting environments.



Partner with the Right Team

Infrastructure projects that are managed by the OPB benefit from accelerated implementation and greater rates of success. As your technology partner, we understand your needs. Our experienced professionals work alongside data center staff, advocating for your objectives and coordinating the necessary resources. OTech will provide you with a dedicated staff person to manage your projects to completion.



When you subscribe to one of our existing services (see <http://www.servicecatalog.dts.ca.gov/>) and/or are already hosting your system at OTech, and have submitted an OTech Customer Service System (CSS) Service Request (SR), then one of our professional staff will meet with you to discuss your project needs.

OTech's Project Managers provide you with the following:

Project Charter

Once the initial discussions about the project have taken place, your project manager will develop an OTech project charter detailing the requirements, purpose, scope, and delineation of roles and responsibilities. The charter is a deliverable that will be provided to you and referenced throughout the project lifespan.

Project Team

An OTech project team will be selected based upon the skillsets required for your project.

Project Oversight

An additional layer of oversight can be added to monitor the health of the project. The framework is tailored to meet the appropriate layers of project oversight. A steering committee may be established to resolve issues, mitigate risks and provide executive level support throughout the project lifecycle.

Work Breakdown Structure

The workload will be broken down into manageable work packages that can be easily understood and disseminated among the project team.

Project Schedule

The work breakdown structure is assembled into a schedule which identifies tasks, resources, durations, milestones, dependencies, and any other quantifiable details relevant to your project. The OTech project schedule is a deliverable that will be provided to you.

Change Management

To manage the uncertainty associated with changes, your project manager will utilize a systematic approach to control any influence the change may have on the project. All changes are logged, reviewed, and submitted for approval before they are implemented.

Risk and Issue Management

Risks are identified, and mitigation plans developed and executed should risks occur. Issues are assigned to appropriate staff or managers for resolution, and are monitored to completion.

Communication

Clear communication is provided through project status meetings and various team and Executive level reports. The level of communication can be tailored to the project phase, and the amount of project activity that is occurring.



OTech's Project Managers

To obtain OTech's project management services for your project, please:

1. Submit an approved Service Request at: <https://cssweb.dts.ca.gov/>
2. Fill out the OTech submittal form for Project Management Services and attach it to the Service Request

Please submit any questions you have to OTechProjectManagerInfo@state.ca.gov

