



Montgomery County Office of Family and Children First
451 W. Third Street Dayton, Ohio 45422

**AgencyLink BrightWork
Team Space Identification Documentation**

January 29, 2004

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Revision History

Revision	Comments	Author	Date
1.0	Initial	Ed McNachtan	1/22/04
1.1	Feedback from Geoff Pearson	Ed McNachtan	1/26/04

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Approvals

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Purpose

The purpose of this document is to provide a comprehensive “Team Space” catalog for the Montgomery County Office of Family and Children First’s BrightWork Deployment for the AgencyLink Program.

1. Team Space Name Descriptions

1.1. Team Space Name: AgencyLink Implementation

1.1.1. Team Space Key Function (s)

- Provide Project Framework for adding a Partner Agency and providing support to AgencyLink Network Partner Agencies.
- Provide Process and Workflow for Implementation Process
- Set up and track follow up meetings and documents
- Provide mechanism for continuous improvement
- Integrate with Microsoft Project

1.1.2. Roles in Team Space (People and Groups)

Groups	Roles
1. Administrator	1. AgencyLink Admin
2. Contributor r	2. Default

1.1.3. Key designers/Coordinators

- Ed McNachtan
- Robert Cooper
- Geoff Pearson

1.1.4. Suggested Template: Unknown

1.2. Team Space Name: Custom Applications SLA (KiZAN Maintenance)

1.2.1. Business Identifiers for Team Space

- Provide Framework for Service Level Agreement Maintenance for AgencyLink’s Custom Applications
- Provide workflow, documentation, ticket generation, discussion groups for each ticket.

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- Provides mechanism for continuous improvement
- Sets up and tracks defects (Integrates with Microsoft Project and either Merant PVS or Microsoft Visual Source Safe) (Compuware TrackRecord)
- Tracks responses to SLA for monthly reports
- Escalation Procedures (Time and Role Based triggers for SLA)

1.2.2. Roles in Team Space (People and Groups)

Groups	Roles
1. Web Designer	1. Functional Manager
2. Administrator	2. Vendor Site Admin 3. AgencyLink Admin
3. Contributor	4. Default

1.2.3. Key designers/Coordinators

- Ed McNachtan
- Geoff Pearson

1.2.4. Suggested Template: ?

1.3. Team Space Name: Help Desk

1.3.1. Business Identifiers for Team Space

- Help Desk Ticket Generation
- Documentation of service calls back for
 - Custom Applications
 - Infrastructure
 - Service Call request
 - Training issues and requests

1.3.2. Roles in Team Space (People and Groups)

Groups	Roles
1. Administrator	1. AgencyLink Admin
2. Contributor	2. Default

1.3.3. Key designers/Coordinators

- Robert Cooper
- Ed McNachtan
- Geoff Pearson

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- Russ Aber

1.3.4. Suggested Template: Help Desk

1.4. Team Space Name: **Surveys**

1.4.1. Business Identifiers for Team Space

- OFCF needs feedback from customers for
 - Training
 - Implementation
 - Lessons Learned
 - Engagement Suggestions
 - Help Desk

1.4.2. Team Space Key Function (s)

- Student feedback for Education Process
- Partner Agency Feedback for Implementation Process
- Ad Hoc Surveys
- Post Mortem (Lessons Learned)

1.4.3. Roles in Team Space

Roles	Groups
1. Administrator	1. AgencyLink Admin
2. Contributor	2. Default
3. Web Designer	3. AgencyLink Data Systems Coordinator

1.4.4. Key designers/Coordinators

- Ed McNachtan
- Robert Cooper

1.4.5. Suggested Template: Surveys

1.5. Team Space Name: **Self Support Knowledge Base:**

1.5.1. Business Identifiers for Team Space:

- OFCF needs to provide support to Partner Agencies in a cost efficient way (CRM): Level One support is designed to keep support costs down, track and document issues and recommendations.

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- Please see http://sanctuminc.custhelp.com/cgi-bin/sanctuminc.cfg/php/enduser/std_alp.php for details on what the team space should accomplish. You can also check out <http://www.rightnow.com/>.

1.5.2. Roles in Team Space

Groups	Roles
1. Administrator	1. AgencyLink Admin
2. Contributor	2. Default

1.5.3. Key designers/Coordinators

- Ed McNachtan
- ????

1.6. Team Space Name: Vendor, Committee and AgencyLink Partner Agency Sites

1.6.1. Business Identifiers for Team Space

- OFCF needs to create sites where vendors working on the AgencyLink Network Program can store, share and retrieve documents, create discussion threads etc. This should result in increased productivity and collaboration.

1.6.2. Roles in Team Space

Roles	Groups
1. Contributor	1. Default
2. Site Administrator	2. Vendor Admin 3. Committee Admin 4. Partner Agency Admin
3. Administrator	5. AgencyLink Admin

1.6.3. Key Designers/Coordinators

- Vendor Team (KIZAN)
- Ed McNachtan

1.6.4. Suggested Template: ???

1.7. Team Space Name: Document Libraries

1.7.1. Business Identifiers for Team Space

- OFCF needs a space to store, search and version documents pertaining to the AgencyLink Program and its many projects, vendors and processes.

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1.7.2. Roles in Team Space

Roles	Groups
1. Contributor	1. Default
2. Administrator	2. AgencyLink Admin

1.7.3. Key designers/Coordinators

- OFCF Team

1.7.4. Suggested Template: Document Library Template

1.8. Team Space Name: Virtual Project Management Office

1.8.1. Business Identifiers for Team Space

- OFCF needs a space to create, track, and document projects within the AgencyLink Program

1.8.2. Roles in Team Space

Roles	Groups
1. Contributor	1. Default
2. Site Administrator	2. Project Manager
3. Administrator	3. AgencyLink Admin

1.8.3. Key Designers/Coordinators

- Ed McNachtan

1.8.4. Suggested Templates: BrightWork MSF Template & WorkFlow Template

1.9. Team Space Name: Operations

1.9.1. Business Identifiers for Team Space

- OFCF needs a way to conduct back office business operations
- Some Examples:
 - Change Control
 - Tracking Maintenance cost and dates
 - End of life cycle tracking
 - Software and Hardware Configuration Management
 - Committee Meetings
 - Customer Relationship Management
 - Monitoring Switchboards (Hardware, Software, Connections)
 - Etc.

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1.9.2. Roles in Team Space

Roles	Groups
1. Contributor	1. Default
2. Site Administrator	2. Functional Manager
3. Administrator	3. AgencyLink Admin

1.9.3. Target Audience (People and Groups)

- OFCF Team

1.9.4. Key designers/Coordinators

- OFCF Team

1.9.5. Suggested Templates: Work Flow and ????

1.10. Team Space Name: Education

1.10.1. Business Identifiers for Team Space

- OFCF needs a space where Partner Agencies and back office staff can go to obtain Education related materials (Manuals, Video Stream, and PowerPoints.)
- Need a self-supported knowledge base for all aspects of training.
- (Note: This space could also be customer facing and we could use create a *community* in the AgencyLink On Line Community Module as well.)

1.10.2. Roles in Team Space

Roles	Groups
1. Contributor	1. Default
2. Web Designer	2. AgencyLink Data Systems Coordinator
3. Administrator	3. Partner Agency Admin Contributor

1.10.3. Target Audience (People and Groups)

- AgencyLink Partner Agencies

1.10.4. Key designers/Coordinators

- Ed McNachtan
- Robert Cooper

1.10.5. Suggested Templates: Document Library & ?

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1.11. Team Space Name: HIPAA

1.11.1. Business Identifiers for Team Space

- OFCF needs a way to track and force workflow to ensure compliance with the HIPAA Privacy Law

1.11.2. Roles in Team Space

Roles	Groups
1. Contributor	1. Default
2. Administrator	2. AgencyLink Admin
3. Viewer	3. Client

1.11.3. Key designers/Coordinators

- Ed McNachtan

1.11.4. Suggested Templates: Unknown: