

State of Oklahoma
Office of Management and Enterprise Services/Information Services
Service/Application Turnover Document

Service/Application Number:	This will be the service number or the PPM Tool Application Number.	Page:	1 of
Service/Application:			
Description:	This will be a description of the Service or Application.		
Date Created:		Revision Date:	
Created By:		Revised By:	

1. **Purpose:** This will be the purpose of the service or application.

2. **Service/Application Details:**

2.1. **General**

- 2.1.1. **Implementation Status:** This is the phase this application/service is implemented; it will be one of the following: Not Implemented, Fully Implemented, or Partially Implemented.
- 2.1.2. **Type:** This is the service or application type. It will be: Custom, COTS or Composite.
- 2.1.3. **Importance:** This is the importance or priority of the Service or Application. They will be: Highly Critical, Critical, Important, or Support.
- 2.1.4. **Service Level Agreement:** Does a service level agreement exist for this service/application, and if so, what is it?
- 2.1.5. **Class:** This is the class of the application or service. It will be: Informational, Infrastructure or Transactional.

2.2. **Business Environment:**

- 2.2.1. **Business Owner:** This will be the agency and department that is the owner of the application or service. For example, the Business Owner of the State Department of Education WAVE System is the Department of Education as they are the business customer that defines the requirements for the application or service.
- 2.2.2. **Business Owner Title:** This will be the title of the person that is responsible for the application or service from the business perspective. For example, the PeopleSoft HCM would be the Director of OMES/HCM.
- 2.2.3. **Agencies Using the Application:** This will be a list of agencies using the application. If this is a service, the agency services database will be used for the list of agencies.
- 2.2.4. **End User Type:** Is this service or application used by Internal State Employees, External Users, or Both?
- 2.2.5. **Total Active Users:** The estimated number of users that will use this service or application.
- 2.2.6. **Security Classification:** This is the classification of the access for this service or application. It will be: Open, Internal, Limited, Confidential, Secret, or Top Secret.
- 2.2.7. **Business Process:** This is a list of business processes that this service or application supports.

2.3. **Technical Environment:**

- 2.3.1. **Supporting Agency:** This is the name of the agency that supports this service or application.
- 2.3.2. **Support Type:** How is this application or service supported? In-house, by a vendor or none?
- 2.3.3. **End of Support Date:** What is the end of support date?

- 2.3.4. Supporting Vendor:** This is a list of the vendors that support the service or application.
- 2.3.5. Under Maintenance:** Is this service or application under a vendor maintenance agreement: Yes or No?
- 2.3.6. Architecture:** This is the architecture that is used on the service or application. They will be: Desktop, Distributed, Hosted, Mainframe or Other. If “Other” is selected, a description is needed.
- 2.3.7. Platform:** This is the platform where the service or application resides. They will be either: AIX, Client Server, HP NonStop, IBM Mainframe, Oracle, SAS/Cloud, etc.
- 2.3.8. Language:** What language is this service or application written in?
- 2.3.9. Source Code Status:** What is the status of the source code of this application? Owned, Non-Owned, or Escrowed?
- 2.3.10. Database & Version:** What database and version does this application/service use? DBS, IMS, Oracle, SQL, etc.?
- 2.3.11. Disposition Status:** What is the disposition status of the application/service? Invest, Sustain, Sunset or Decommission?
- 2.3.12. Disposition Date:** What is the date that this disposition applies to?
- 2.3.13. Servers:** What servers does this service or application utilize? This will be a list of server names.
- 2.4. Service Criticality Calendar**
 - 2.4.1.** Is the support for the application/service consistent year-round or are certain “peak” times anticipated? Describe here.
- 2.5. Knowledge Base Articles: Provide a list of knowledge base articles that apply to this service or application.**
 - 2.5.1.** Knowledge Base Article name 1
 - 2.5.2.** Knowledge Base Article name 2
- 2.6. Known Issues:**
 - 2.6.1.** Bugs: Provide a list of known bugs or issues and include a Knowledge Base Article for each of them.
 - 2.6.2.** Workarounds in Place: Provide a list of workarounds in place and include a Knowledge Base Article for each of them.
- 2.7. Dependencies on the Service**
 - 2.7.1.** Include any dependencies, such as other services on which this service is particularly dependent. An example might be: Must have Adobe Reader to be able to run the application.
- 2.8. Sequence of Support Resolution:**
 - 2.8.1.** Normally, the Service Desk will attempt to resolve issues at the time of the call by referring to the above information. Where this is unsuccessful, cases will be assigned to the appropriate service provider group. Please indicate Provider Groups for this application/service and information explaining circumstances in which each group would receive the case.