

Operating Standards Table of Contents

Last Updated: 12/20/2016

J:/Function/ISD Operating Standards/ISD Operating Standards Table of Contents

Section Number	Section Name	Number	Title
01.0	GENERAL STANDARDS		
01.1	Operating Procedures Standards	01.1.1	Purpose and Scope of Operating Standards
		01.1.2	Adding, Updating or Retiring an Operating Standard
		01.1.3	Standard Format of Standards
		01.1.3a	Standard Template
		01.1.4	Standard Processes and Functions
		01.1.5	Operating Standard Review and Approval
		01.1.6	Updating the OMES IS Glossary
		01.1.7	Accessing and Creating Knowledge Articles
		01.1.8	Updating the OMES IS Process Library
		01.1.9	Methods of Operation
02.0	ADMINISTRATIVE STANDARDS		
02.1	Facilities Standards	02.1.1	Allocating Workspace for the OMES Data Center
		02.1.2	Security Badge Access to the OMES Data Center
		02.1.3	Raised Floor Asset Tracking
		02.1.4	Using Personal Appliances in the OMES Data Center
		02.1.5	Facility Physical Security and Access Control (In Process)
		02.1.6	Raised Floor Access Reporting
		02.1.7	Creating State ID Badges
		02.1.8	Emergency Procedures
02.2	Financial Standards	02.2.1	Parts Maintenance
		02.2.2	Proposal for Services
		02.2.3	Mobile Device Inventory Control
		02.2.4	PC Inventory Tracking
		02.2.5	End of Life Management
		02.2.6	IT Equipment Receiving
		02.2.7	IT Equipment Surplus
02.3	Human Resources Standards	02.3.1	Onboarding
		02.3.2	ISD On-Call Standard
		02.3.3	Behavior Ratings for the Performance Management Process
		02.3.4	Inclement Weather
		02.3.5	Applying for Telework
		02.3.6	Updating Organizational Charts
		02.3.7	Time Entry (In Process)
		02.3.8	Education Assistance Reimbursement
		02.3.9	Offboarding
		02.3.10	Working Titles
02.4	Organizational Support Standards	02.4.1	Travel Request Process
		02.4.2	Requesting Topics
02.5	Procurement Standards	02.5.1	Adding Statewide Contracts to the State Website

Operating Standards Table of Contents

Last Updated: 12/20/2016

J:/Function/ISD Operating Standards/ISD Operating Standards Table of Contents

Section Number	Section Name	Number	Title
02.6	Professional Development Standards	02.6.1	Requesting Training and Conference Attendance
		02.6.2	Requesting Online Training
03.0	SECURITY & COMPLIANCE STANDARDS		
03.1	Information Security Standards	03.1.1	Reporting of Lost, Missing or Stolen State Digital Assets
		03.1.2	Security Awareness Training Administration
		03.1.2a	Security Awareness Training Module User Guide
		03.1.3	Administrator Rights
		03.1.4	Active Directory Identity Management
		03.1.5	Open Record Requests
		03.1.6	Secure Printing
		03.1.7	Access to OKDHS Systems
04.0	RELATIONSHIP MANAGEMENT STANDARDS		
04.1	Customer Service Standards	04.1.1	ISD Communications Standards (Future)
		04.1.2	Customer Service Contact List Maintenance V2.0
04.2	Agency Business Relationship Management Standards	04.2.1	ABRM Daily Case Monitoring
		04.2.2	ABRM Agency Review Packet Creation
04.3	Catalog Management Standards	04.3.1	Establishing a New Service or Part (Waiting for Approval)
05.0	SERVICE MANAGEMENT STANDARDS		
05.1	Service Desk Standards	05.1.1	Service Or Application Turnover
		05.1.2	Service Notification
		05.1.3	
		05.1.4	Contacting the OMES Service Desk
		05.1.5	Confidential/Regulatory Information in CRM Cases
		05.1.6	Service Level Agreement (SLA) Standard
		05.1.7	Outages and Alerts Pages
		05.1.8	
		05.1.9	Incident Management Process
		05.1.10	Service Request Process
		05.1.11	Case Elevation Process
		05.1.12	Service Desk Workload Management
		05.1.13	Major Incident Process
05.2	Service Owner Standards	05.2.1	Service Owner Pre-Assignment Case Analysis
		05.2.2	Service Owner Case Assignment
		05.2.3	Technician Workload Management
		05.2.4	Reporting a Service Outage (Discovered by ISD Staff)
05.3	ITOCC Standards	05.3.1	ITOCC Case Handling Process
05.4	CRM Tool Standards	05.4.1	CRM Tool Governance
		05.4.2	CRM Tool Configuration Changes & Table Management
06.0	BUSINESS QUALITY STANDARDS		
06.1	Quality Assurance Standards		

Operating Standards Table of Contents

Last Updated: 12/20/2016

J:/Function/ISD Operating Standards/ISD Operating Standards Table of Contents

Section Number	Section Name	Number	Title
06.2	Quality Control Standards		
06.3	Change Management Standards	06.3.1	Change Management Process
		06.3.2	Maintenance Windows
07.0	CUSTOMER REQUEST STANDARDS	07.0.1	Conference Support Requests
08.0	PROGRAM MANAGEMENT STANDARDS		
08.1	Project Management Standards	08.1.1	Project Management Methodology
		08.1.2	Statewide Contract #1025 Solicitation and Selection of IT Staffing Vendors
08.2	Portfolio Management Standards	08.2.1	Public Website Reporting Procedure (Future)
		08.2.2	Resource Reporting
		08.2.3	Technical Services Oversight Committee Reporting
		08.2.4	Public Project Dashboard
		08.2.5	Classification of Agencies
		08.2.6	Project Review Process
08.4	Project Management Office Administration Standards	08.4.1	Deactivating Non-Active Users in the PPM Tool
		08.4.2	Reconciling User Licenses in the PPM Tool
		08.4.3	Creating a Report of Users by Agency in the PPM Tool
		08.4.4	Requesting PeopleSoft Project IDs
		08.4.5	Gaining Access to Gartner for Technical Professionals
		08.4.6	Editing Dropdown Menus in the PPM Tool
09.0	TECHNICAL STANDARDS		
09.1	Hardware & Software Standards	09.1.1	Maintaining the Approved and Non-Approved Hardware and Software Lists
		09.1.2	Adding, Retiring & Modifying Equipment in Solarwinds
09.2	Cabling Standards		
09.3	Desktop Standards	09.3.1	Standard Desktop Software List
		09.3.2	Requesting PC Software Installation
		09.3.3	Workstation Patch Application
09.4	Mainframe Standards	09.4.1	Mainframe Change Procedures
		09.4.2	Mainframe Software Standard (On Hold)
		09.4.3	Tivoli Workload Scheduler
09.5	Operations Standards	09.5.1	System Upgrades for Network Devices
09.6	System Monitoring Standards		
09.7	Voice and Data Standards	09.7.1	Network Bandwidth Standard
09.8	Storage & Backup Standards	09.8.1	Mainframe Database Backup Schedule
		09.8.2	Power Series System Backup Schedule
		09.8.3	Backup Retention and Versioning
10.0	APPLICATIONS DEVELOPMENT STANDARDS		
10.1	Programming Standards		
10.2	Reporting Standards		
11.0	DATABASE STANDARDS		
12.0	BUSINESS ANALYSIS STANDARDS		

Operating Standards Table of Contents

Last Updated: 12/20/2016

J:/Function/ISD Operating Standards/ISD Operating Standards Table of Contents

Section Number	Section Name	Number	Title
13.0	ENTERPRISE ARCHITECTURE STANDARDS		
20.0	EDNA-CON STANDARDS		