

Florida Department of Environmental Protection (DEP) Application Maintenance Outsourcing (AMS)

Overview: Florida state agencies are being challenged to find new ways to reduce Information Technology costs. DEP has in excess of 250 custom written applications using a wide-range of technologies. Those applications support one or more bureaus, programs and divisions within the agency to track and report the information related to the regulations, rules and statutes they are charged with administering. Enterprise 24x7, Inc was hired, along with its two teaming partners, to provide application maintenance support for a subset of those applications, with the understanding that the contract will be expanded to include more applications over time.

DEP defined maintenance as the modification of a system to improve performance, the adaptation of a system to a changed environment, and/or change of non-business requirements or routine activities required to sustain proper application performance. DEP defined the following categories under maintenance:

- **Corrective Maintenance** - a problem which impairs or prevents functionality of the application. This requires a reactive modification of a software product performed after it is moved to production to correct discovered faults. Addresses "the repair of defects not identified during the warranty period to enable applications that are in production to provide the required functionality and to meet service levels." Examples include, but are not limited to:
 - Unable to commit from Java screen, system is in production (development project is closed)
 - Cannot insert record using Oracle Form, system is in production (development project is closed)
- **Improvement** - An improvement which results in minor impact to the existing product and/or database. Examples include, but are not limited to:
 - Modify verbiage on reports or screens
 - Modify sorting order on screen or drop down list
- **Adaptive Maintenance** - ensures that application performance is not affected by changes to interfacing applications, new applications or packages and technical environment changes, which if not addressed proactively, could impact applications in production". It addresses the activities that relate to sustaining the application performance (integrity) when introducing new interfaces or complete upgrades. Upgrades in this case for an application are the result of Change & Release management. Examples include, but are not limited to:
 - Database Upgrade
 - Database server replacement for Java Apps
- **Preventive/Perfective Maintenance** - events that ensure applications continue to operate at peak efficiency. Examples include, but are not limited to:
 - Capacity planning regarding expected growth (or decline) in infrastructure related capacity (processor, memory, bandwidth, storage)

- Preparing for performance requirements on known peak moments (like month end or events).
- Data tuning of the application and underlying database and infrastructure components
- **User Support** - Those user support activities, which cannot be designated as system impairment (bug), improvement, new feature, or upgrade and can be done in a relatively short period of time. Typically these are routine activities. Examples include, but are not limited to:
 - Account Management
 - Analyzing Data
 - Creating Ad Hoc Reports
- **Mandated enhancements** - Those application enhancements mandated by the Secretary, Deputy Secretary, Environmental Protection Agency (EPA), or Legislature which require a turn-around time period of three months or less, and add new functionality or enhance existing functionality in an existing system.

Technology/Environment:

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|-----------------------|-------------------|------------------------|
| ● Oracle 10g Database | ● MS Access | ● JAVA-J2EE |
| ● JSP | ● PL/SQL | ● Oracle Forms/Reports |
| ● ASP | ● FoxPro | ● XML |
| ● ETL | ● Crystal Reports | ● Visual Basic, C, C+ |

Company Services Provided:

- Engagement Manager
- Project Manager
- Customer Service Analyst
- Business Analyst
- QA/QC Analyst
- Application Developer
- Application Architect
- System Analyst