

REQUEST FOR CHANGES TO THE STATE ADMINISTRATIVE MANUAL (SAM)

Agency Code: 080

Department: Department of Administration

Division (if applicable): Budget & Planning

Appointing authority: Jeff Mohlenkamp

Agency contact (name, phone and e-mail): Kristen Kolbe

1. Reason/purpose for requested change:
Streamline processes for certain leases.
2. Existing and recommended language in SAM (*blue bold italics* is new language being proposed and ~~red strikethrough~~ is deleted language being proposed).

0328 Lease Contracts

1. State Offices - The Chief of the Buildings and Grounds Division has the authority to lease and equip office rooms outside of State buildings whenever sufficient space cannot be provided within State buildings. No such lease may extend beyond the term of one (1) year unless it is reviewed and approved by the Board of Examiners. ([NRS 331.110](#)). The Attorney General shall approve each lease entered into pursuant to this section as to form and compliance with law.

2. Land - The Division of State Lands acquires and holds all lands and interests in land owned or required by the State except:

1. Lands or interests used or acquired for highway purposes;
2. Lands or interests the title to which is vested in the Board of Regents of the Nevada System of Higher Education.
3. Office buildings leased by the Chief of Buildings and Grounds; or
4. Lands used or acquired for the Legislature or its staff.

3. Equipment - The Purchasing Administrator has sole authority to contract for equipment unless otherwise specifically provided by law ([NRS 333.150](#)). Agencies requiring equipment lease contracts should contact the Purchasing Division. ([SAM 1500](#))
4. *Lease contracts must be ratified by appropriate official action of the governing body of each party to the contract as a condition precedent to its entry into force. Lease contracts ranging in cost from zero to \$1,999 require approval of the agency head; lease contracts ranging in cost from \$2,000 to \$9,999 require the approval of the Clerk of the Board of Examiners, or designee, on behalf of the Board of Examiners; lease contracts totalling \$10,000 or more require the approval of the Board of Examiners.*

3. Explain how the recommended change(s) will benefit agencies or create consistencies or efficiencies, etc. (provide examples if applicable):

Currently, all leases including boat slip rentals, repeater rack space, non-office storage space leases, etc. must be approved by the BOE. Amending SAM 0328 to mimic that of SAM 0316 will allow agency heads to approve leases ranging from a cost of zero to \$1,999 and leases ranging from \$2,000 to \$9,999 may be approved by the Clerk of the Board rather than the BOE streamlining processes.

4. Will recommended change have a fiscal impact (if yes, explain):

No

5. Proposed effective date:

Upon approval

BOARD OF EXAMINERS APPROVAL DATE: _____
(for BOE use only)

REQUEST FOR CHANGES TO THE STATE ADMINISTRATIVE MANUAL (SAM)

Agency Code: 180

Department: Administration

Division (if applicable): EITS

Appointing authority: David Gustafson, CIO

Agency contact (name, phone and e-mail): David G. Miller, 684-5852, dgmillier@admin.nv.gov

1. Reason/purpose for requested change:

The changes are consistent with the current services provided by EITS after the recent merger. Updates reflecting changed processes are also incorporated and services that are no longer provided have been eliminated.

2. Existing and recommended language in SAM (*blue bold italics* is new language being proposed and ~~red strikethrough~~ is deleted language being proposed).

Affected sections provided. **See Attached**

3. Explain how the recommended change(s) will benefit agencies or create consistencies or efficiencies, etc. (provide examples if applicable):

- Aligns SAM with current services provided by the Division
- EITS will no longer review and approve work programs

The changes will provide accurate information about EITS and provide proper and clear direction to agencies.

4. Will recommended change have a fiscal impact (if yes, explain):

There will be no fiscal impact.

5. Proposed effective date:

ASAP as these changes need to be incorporated into the training materials EITS is providing regarding the technology investment life cycle.

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Global Changes

Department name to new Division Name

Change “It” in sections to “IT” where appropriate

1602 General

[Chapter 242](#) of the Nevada Revised Statutes authorized the creation of the Department of *Administration, Enterprise Information Technology Services (EITS)* for the coordinated, orderly and economical processing of information in State government, to ensure economical use of information systems and to prevent the unnecessary proliferation of equipment and personnel among the various State agencies. The purpose of the ~~Department~~ *Division* is to perform information services for State agencies and to provide technical advice but not administrative control of the information systems within the State agencies.

The ~~Department~~ *Division* provides the following services:

Communication Systems: Provides primary public safety communication infrastructure support for State agencies, federal and local public safety entities operating in Nevada. Also provides communication transport services, microwave communication channels, mountaintop communication site space and engineering.

Computer Operations: Provides computer-processing services (24 x 7 x 365) using various computing platforms, including mainframe and server farm. Also provides hosting of server hardware for agencies.

~~**Contract Administration:** Responsible for developing and issuing Requests for Proposals that include information technology components, contract review and monitoring, and coordination and monitoring of State agency requests for IT consultants through the DoIT Master Service Agreements.~~

Data Networking (SilverNet): ~~DoIT's~~ *EITS* statewide data network providing high-speed/broadband network connectivity services for State agencies, local and county governments. Secure services include high-speed internet access, dialup and Virtual Private Network connectivity.

Database Administration: Provides comprehensive database and information management services for the executive branch of State government. This includes database and information administration services such as database design and support, and specialized and multi-user data file design and management.

Documentation: Coordinates departmental and statewide IT policies, standards and procedures and the online State Telephone Directory.

~~**Enterprise Architecture:** Enterprise Architecture develops and maintains enterprise-wide IT models, standards, and best practices for use in strategic planning, technology planning, IT budgeting, IT procurement, RFP development and review, and project management to assist~~

~~State agencies with IT reusability, integration, interoperability, and IT alignment with strategic and business goals. Help Desk: Assists customers with IT problems and IT service requests.~~

Internet Services: Hosts websites and web applications. Also provides specialized web functions such as e-mail and online conferencing.

Planning: Several planning services are provided:

Strategic Planning: identifies and documents the ~~Information Technology~~ *IT* vision, supporting strategies, and guiding principles to meet the State's current business needs and support long-term strategies.

Capacity Planning: forecasts technology resource needs for mainframe, internet, network, server farm and storage for the State. Coordinates with users to insure that enterprise capacity and performance needs are met.

Agency Planning: Consults with customer agencies ~~to assess their needs and develop~~ *in their development of IT Strategy* ~~information technology~~ plans. ~~This comprehensive planning effort includes developing the technology plans, obtaining cost estimates and developing proposed project budgets.~~ Technical assistance ~~is~~ *and workshops are* also provided for completing the Technology Investment Request (TIR) document.

Policy: Responsible for developing an enterprise-wide IT strategic plan as well as policies and standards for the information systems ~~and the IT infrastructure~~ of the executive branch of State government.

Production Services: Coordinates off-line processing for customer agencies' business applications and report generation.

IT Governance: *Supports the Governor's IT Governance committee structure. Guide agencies in transitioning through the IT investment lifecycle, which involves project planning, vendor and resource acquisition, project implementation and agency accountability. This includes guidance in acquiring appropriate professional project management and quality assurance resources.*

~~**Project Management:** Provides project management and oversight of project budgets, schedules and resources. Also provides technical support for Requests for Proposals, vendor evaluation, as well as software and hardware evaluation.~~

~~**Project Oversight:** Provides project management and quality assurance oversight on State information technology projects regardless if the project management and quality assurance is provided by state agency staff or contractors.~~

~~**Quality Assurance (QA):** QA monitors, evaluations and measures the progress of major project development. Performance of these functions ensures operational improvements and reduces risk so quality projects are delivered and all critical project deadlines are met.~~

~~**Research:** Provides research on current and emerging areas of technology and other states' trends to ensure efficient and cost effective deployment of governmental services and to reduce the risks of innovation through IT.~~

Security: Provides information security and contingency planning consulting services for State agencies. Also provides project oversight on all ~~S~~security aspects of ~~information technology~~ **IT** projects.

Software Design and Development: Provides all aspects of software systems development, including project design and analysis, programming, installation, documentation and maintenance. Provides web development, administration and support of agency websites. Applications can be developed on a complete range of platforms from mainframe systems to the latest web-enabled applications. Provides team leads for software consultants and assists in drafting and overseeing software deliverables. Additionally, programmers provide technical support on all aspects of program and software development and can assist as technical advisers.

Technical Support: Provides installation and maintenance of Local Area Networks (LAN), PCs and related hardware system software.

Web Page Presence: The Web Development Unit of AD&D assists State agencies with all aspects of their office's internet presence. This unit offers new development of web sites for agencies with no web presence, continuous maintenance of existing web sites and training of agency employees if requested. The web unit is proactive in developing and implementing procedures for State agencies to offer new web technologies as they become available and making it possible for all agencies to be able to offer them with minimal expense and effort.

Voice/Telephone: Coordinates agency telephone system design, installation and maintenance, system administration of the State Telephone System, issuing of phone cards, toll-free numbers; phone and data wiring installation, moves, adds, changes of telecommunications equipment; cellular and paging services and State Operator assistance.

1604 Responsibility

The Department's major responsibilities are:

1. To provide ~~information technology~~ **IT** systems/services to State agencies (see [NRS 242.115](#) and [.131](#) for exemptions).
2. To develop policies, procedures, standards and regulations for the procurement, development, implementation, and maintenance of information technology and systems within the Executive Branch and for elected officials.
3. To establish and maintain a statewide information infrastructure that provides easy access to government information for everyone authorized to use it.
4. To assist State agencies in the selection of solutions for their information needs that meet established standards.

5. To develop standards to ensure information systems security and disaster recovery.
6. To create and publish strategic plans for information technology for the Executive Branch and elected officials.
7. To ~~assist~~ *provide guidance to* agencies in developing short and long-term information systems plans.
8. To ~~assist~~ *provide guidance to* agencies in developing their information technology budgets *for appropriate EITS services.*

1606 Funding

The ~~Department~~ *Division* operates as an Internal Service Fund. All funding is received through billings for user services or assessments.

Annually, the ~~Department~~ *Division* establishes billing rates for the services provided by the operating divisions. These rates are developed in accordance with federal ratemaking standards and are monitored on a monthly basis. Adjustments are made to the established rates as needed, but usually no more often than annually.

1608 How and When to Utilize Services

Executive Branch agencies and elected officials should contact the Department of *Administration, Enterprise Information Technology Services* at the time of initial planning for any information system/project regardless of technology being considered (voice, data, image, video, etc.). This includes the telephone equipment, local telephone service and long distance telephone service. Requests for such services should be initiated by contacting the *EITS DoIT* Help Desk at (775) 684-4333.

The ~~Department~~ *Division* and an agency requesting services will jointly develop a needs assessment. The needs assessment will specify the scope of the ~~project required services, anticipated benefits and results, cost benefit analysis, cost and time estimates for project development and operation, and other information pertinent to the decision of project initiation.~~ *projected growth of services needed and the corresponding budget required for service.*

~~For biennial planning and budgeting, various planning and estimating forms for IT services are included in the biennial budget instructions.~~

1610 Hardware Repairs

Agencies that do not have in-house repair and maintenance resources should call the ~~Department~~ *Division's* help desk immediately when assistance is needed. ~~Department~~ *Division* staff or contractual assistance will be provided.

1612 Policy, Procedures, Standards And Guidelines

The ~~Director~~ *Chief Information Officer* of the ~~Department~~ *Division* is responsible for developing policy, procedures, standards and guidelines for information technology activities within the Executive Branch. The most current policies, standards and procedures are posted to the ~~Department's~~ *Division's* website.

1614 Telephone Toll Calls

Toll calls should be held to an absolute minimum. Agencies should institute proper internal controls of toll calls in order to verify toll billing. Personal long distance calls including 900 service are not to be placed from State telephones at State expense.

1616 Cellular Telephones

Personal phone calls are not to be placed or received from State owned cellular telephones except in an emergency. When personal calls are placed, the employee will reimburse the State within five working days of receipt of the bill from the ~~Department~~ *Division* for all costs associated with the personal telephone call.

The State will reimburse employees for the cost of all State business calls placed from their personal cellular telephone. The State will not reimburse any portion of the monthly service charges associated with personal cellular telephones nor will the State accept any fiscal or legal liability for a personal cellular telephone used for business. Agencies may develop policies limiting or prohibiting employees from making business calls on personal cellular telephones

1618 Technology Investment Request

An IT project is defined as the implementation of IT improvements (computer, telecommunications or other information technology improvements) *or enhanced capabilities* using IT services (Vendor, ~~DoIT~~ *EITS* or agency) within a defined period of time (i.e. not maintenance or ongoing IT services and support). Any Executive Branch agency wishing to invest in an IT project that costs more than \$50,000 must develop a business case with a Technology Investment Request (TIR) form. TIRs are required for Executive Branch agencies as part of their biennial budget process as well as for interim funding of IT projects. They apply regardless of the funding source (including grant funding), as well as in situations where the funding already exists and the agency is requesting authority for expenditure. This also applies to projects mandated by either the federal government or the Nevada State Legislature. *Agencies with federally funded and mandated interim projects should contact EITS for guidance on how to best proceed regarding potentially concurrent TIR and RFP processes.*

The TIR must be submitted to ~~DoIT~~ *EITS* for review and approval prior to submittal to the Budget Division.

~~For agencies appearing before IFC to either request interim funding for an IT project or approval to expend Federal or Grant funds for an IT Project the agency must submit a TIR to DoIT for review and approval prior to the submittal of the work program to the Budget Division. Work programs will not be approved without an approved TIR.~~

Agencies preparing IT contracts for the BOE should contact EITS regarding TIR requirements. New contracts related to an IT project may require a TIR. Contract amendments may require a TIR Waiver for Enhancements (TWE). In cases when Work Programs fund more than \$50,000 of an IT Project EITS should be consulted to see if a TIR or TWE are required.

Every agency submitting a TIR that is:

- An investment of \$500,000 or more or
- Critical in nature to State operations or
- Significant risk of adverse consequences to the State of Nevada

will make a presentation to the Nevada IT Strategic Planning committee. During the biennial budget session, this committee will submit its recommendations to the Governor regarding the prioritization and inclusion of IT projects in the biennial budget.

1620 Project Management Quality Assurance and Project Oversight

All IT projects as defined below must have a qualified IT Project Manager, a Quality Assurance Manager, and Project Oversight staff assigned to the project. The level of resources for these services must be budgeted in accordance with accepted IT industry standards and included in the TIR, *and if funded, utilized specifically for these services*. ~~Once the project is approved, these funds must be utilized for these services.~~

~~An Information Technology Project is a temporary endeavor undertaken to realize the expected benefits of an information technology investment resulting in a unique computer, network, telecommunications, or internet based system, service, or product. This does not include: *This requirement does not apply to:*~~

- Projects for ongoing / routine replacement of existing hardware (PCs, routers, servers, etc) and software (upgrades, releases, licenses, etc)
- Projects of short duration where
 1. Vendor or internal involvement is at a minimum
 2. There is only minor component reconfiguration
 3. Installation is only within the agency
 4. Purchases are internal to the agency
 5. The project is transparent to the users

A qualified Project Manager is an individual who meets or exceeds the experience and credentials as outlined in the [IT Project Manager Qualification and Selection Standard 9.12](#) developed by the State of Nevada Information Technology Project Oversight Committee

EITS should be contacted if there are questions regarding what constitutes a qualified Project Manager or Quality Assurance Manager.

~~A qualified Quality Assurance Manager is an individual who has an understanding and working knowledge of quality standards and concepts, has implemented organizational assessments and related functions, can assess quality needs in relation to overall strategic plans for the project, and can impellent quality programs to attain and maintain customer satisfaction and successful project implementation. They must have at least five years experience in all aspects of quality assurance and proven experience with large, complex IT projects. They must follow industry-~~

~~Project Oversight is an essential management practice to help ensure the successful implementation of information technology projects.~~ The purpose of **Project Oversight** is to determine that a qualified project manager is assigned to the project, the project is being managed in compliance with the project plan, that sound management practices are being observed, that the project is adequately staffed, schedules are reasonable and are being met, and to identify and take action to assist in remediation of risky and potentially unsuccessful project activities and problem situations at the earliest possible time.

1622 Utilization of ~~DoIT~~ EITS Services as Budgeted

Executive Branch agencies that receive funding for ~~DoIT~~ EITS services, as part of their biennial budget request must use the funding for that purpose.

If an agency believes an exception is warranted, they must submit a written request to the ~~Director~~ **Chief Information Officer** of the ~~Department of~~ **Division of Enterprise** Information Technology **Services**. Both the ~~DoIT Director~~ **Chief Information Officer** and the Director of the Department of Administration must approve the request. The **Chief Information Officer** ~~DoIT Director~~ will notify the requesting agency of the decision.

1624 Grant Applications with IT Components

All Executive Branch agencies applying for grants that have IT components must submit the IT portion of their grant application to the ~~Department~~ **Division** for review and approval prior to submittal of the grant. Also, if the grant contains funding for IT positions, the requested funds must be based on standard usage of hourly rates, rather than salaries for dedicated positions. This will ensure that the IT component is technically feasible, within State standards and the funding requested is adequate to accomplish the project.

1626 Contracts for ~~IT~~ Services

Prior to submitting a contract for IT services to the Board of Examiners for approval, agencies must submit the contract to ~~DoIT~~ EITS for review and approval. Agencies are encouraged to schedule that review prior to obtaining signatures on the contract documents, thus avoiding delays resulting from modifications to the documents. *Contracts related to IT projects must adhere to section 1618 regarding TIRs and TWEs.*

~~1628 Work Programs Containing An It Component~~

~~Prior to submitting a work program containing an IT component to the Budget Division, agencies must submit the document and supporting documentation to DoIT for review and approval. Supporting documentation includes quotations from vendors for hardware and/or software, approved TIR documentation, etc.~~

REQUEST FOR CHANGES TO THE STATE ADMINISTRATIVE MANUAL (SAM)

Agency Code: 080
Department: Administration
Division (if applicable): Budget Division
Appointing authority: Jeff Mohlenkamp
Agency contact (name, phone and e-mail):
Stephanie Day - 684-0207 sday@admin.nv.gov

1. Reason/purpose for requested change:
To provide the definition of a stale claim per AB 530 of the 2011 Legislative Session
2. Existing and recommended language in SAM (*blue bold italics* is new language being proposed and ~~red strikethrough~~ is deleted language being proposed).

2622 Stale Claims

Stale claim means ~~a~~ *any* claim *other than a claim for medical expenses submitted by a third-party administrator or a claim which is \$100 or more and which* is presented for payment after the funds from which the claim should have been paid were reverted. Payment of stale claims for an agency may not exceed the amount reverted by that agency for the fiscal year during which the ~~obligations~~ *liabilities* were incurred.

A state agency may pay from the appropriate budget account in the current fiscal year an obligation of the state agency which:

(a) Is:

(1) Less than \$100; or

*(2) For medical expenses pursuant to a claim from a third-party administrator;
and*

(b) Was incurred in the previous fiscal year but was not submitted for payment until after the date on which it is provided by law that money appropriated to that state agency for the previous fiscal year reverts to the fund from which appropriated.

3. Explain how the recommended change(s) will benefit agencies or create consistencies or efficiencies, etc. (provide examples if applicable):

Clarifying the definition of “stale claim” per AB 530 as stated in NRS 353.097 will provide agencies guidelines and proper application of the use of a stale claim.

There is a difference between “obligation” and “claim” where a liability has actually been incurred. The current language references if the funds were obligated and relies upon the use of “obligated” throughout the section. If an agency had an obligation to make a purchase but failed to do so, it can be argued the funds were “obligated” even though no liability was created. The proposal is to modify the language in SAM to define a stale claim as an actual liability incurred in a prior fiscal period.

4. Will recommended change have a fiscal impact (if yes, explain):

No fiscal impact is anticipated. The proposed language provides clarification only to the current policy.

5. Proposed effective date:

Upon approval as no impact is anticipated.

BOARD OF EXAMINERS APPROVAL DATE: _____
(for BOE use only)

CHAPTER.....

AN ACT relating to state financial administration; revising provisions relating to stale claims by state agencies; and providing other matters properly relating thereto.

Legislative Counsel’s Digest:

Under existing law, a state agency is authorized to present a claim to the State Board of Examiners for payment from the Stale Claims Account in the State General Fund of an obligation if, for the year in which the obligation was incurred, an amount of money at least equal to the claim was appropriated to the state agency and reverted to the fund from which the money was appropriated. (NRS 353.097) This bill authorizes a state agency to pay from the appropriate budget account in the current fiscal year an obligation which is less than \$100 or is for medical expenses pursuant to a claim by a third-party administrator and which was incurred in the previous fiscal year but was not submitted for payment until after money appropriated to the state agency for the previous fiscal year was reverted.

EXPLANATION – Matter in *bolded italics* is new; matter between brackets ~~omitted material~~ is material to be omitted.

THE PEOPLE OF THE STATE OF NEVADA, REPRESENTED IN
SENATE AND ASSEMBLY, DO ENACT AS FOLLOWS:

- Section 1.** NRS 353.097 is hereby amended to read as follows:
- 353.097 1. As used in this section, “stale claim” means ~~fa~~ *any claim other than a claim for medical expenses submitted by a third-party administrator or a claim which is \$100 or more, and which* is presented by a state agency to the State Board of Examiners after the date on which it is provided by law that money appropriated to that state agency for the previous fiscal year reverts to the fund from which appropriated.
2. There is hereby created a Stale Claims Account in the State General Fund. Money for the Account must be provided by direct legislative appropriation.
3. Upon the approval of a stale claim as provided in this section, the claim must be paid from the Stale Claims Account. Payments of stale claims for a state agency must not exceed the amount of money reverted to the fund from which appropriated by the state agency for the fiscal year in which the obligations represented by the stale claims were incurred.
4. A stale claim must be approved for payment from the Stale Claims Account by the State Board of Examiners, except that the State Board of Examiners may authorize its Clerk, under such circumstances as it deems appropriate, to approve stale claims on behalf of the Board. A state agency that is aggrieved by a



determination of the Clerk to deny all or any part of a stale claim may appeal that determination to the State Board of Examiners.

5. A stale claim may be approved and paid at any time, despite the age of the claim, if payable from available federal grants or from a permanent fund in the State Treasury other than the State General Fund.

6. A state agency may pay from the appropriate budget account in the current fiscal year an obligation of the state agency which:

(a) Is:

(1) Less than \$100; or

(2) For medical expenses pursuant to a claim from a third-party administrator; and

(b) Was incurred in the previous fiscal year but was not submitted for payment until after the date on which it is provided by law that money appropriated to that state agency for the previous fiscal year reverts to the fund from which appropriated.

Sec. 2. This act becomes effective on July 1, 2011.

