

**ATTACHMENT I  
ENHANCEMENT NARRATIVE**

**FOR**

**INFORMATION TECHNOLOGY OPERATIONS  
AND MAINTENANCE SERVICES**

**ITN NO: DMS 16/17-032**

**THE STATE OF FLORIDA  
DEPARTMENT OF MANAGEMENT SERVICES**

Provide a narrative detailing enhancements that would assist the Division in meeting the below-listed enhancement goals and describe the approach and method that would be used to provide these services if approved by the Division. Include in your response any equipment, including but not limited to hardware or software that would be necessary to deliver the proposed innovative enhancements.

Enhancement Goals

- Balancing functionality, stability, security, and cost considerations to provide solutions for updating technology components including hardware and software.
- Providing IT organization and services that enable rapid responses to changes in law and technology, including increasing the capability and capacity for parallel support for major projects and improve the transparency and communication of progress.
- Adding flexibility and speed for making system changes.
- Reducing paper processes wherever possible.
- Reducing call volumes by increasing user engagement; by providing more online information; or by incorporating early engagement with users through social media channels or online (e.g., chat or other methods).
- Reducing manual staff intervention by removing barriers for process automation, whether internally or externally imposed, with a high degree of data management controls to guarantee data cleanliness.
- Providing greater user access and control in the system, such as increasing channel opportunities used to access online content or including access by phone or tablet via dedicated mobile applications or mobile-friendly websites.
- Adding workflow management tools and metrics to increase operational performance.
- Performing tasks related to data integration, which include opening additional channels for data integration, collecting enhanced reporting data, or performing data error correction.
- Improving data analytics and reporting through functionality and processes to enhance data completeness and accuracy.
- Improving cyber-attack detection and prevention.