

DoIT Service Catalog

Service: **Application Design and Development**

General information: The Department of Information Technology's Application Design and Development unit provides software development services from concept analysis through functional requirements, software development, testing, implementation, documentation, maintenance and ongoing support.

Purpose: The Application Design and Development unit specializes in developing and supporting application software that includes browser based applications, LAN, WAN, mainframe and desktop applications that concentrate primarily in Java and .Net platforms. NRS 242 tasks the Programming unit with providing training, guidance, methodology and monitoring for IT projects. The unit is responsible for all aspects of application development, production support and maintenance.

Scope: Service scope depends on the need of the customer. It can range from defining and developing complete custom software solutions to enhancing or maintaining existing software to consulting on alternative software solutions. Databases supported include DB2, Oracle and SQL Server.

Features:

- Software consulting to agencies.
- Assist agencies to define detail functional requirements.
- Software system design, development and implementation.
- Application enhancements, maintenance and support.
- Legacy software replacement or modernization.
- Database hosting.
- Data extract, load and transformation services.
- Data warehouse services.
- Routine monitoring and maintenance.
- Database installation and upgrades.
- Custom design and scripting.
- Performance tuning and optimization.
- Data conversions.
- Database debugging and troubleshooting.

Usage: Over 40 agencies of the Executive Branch.

Value Proposition: In order to successfully serve the customer, Application Design and Development staff become very knowledgeable of the customer business processes and the software that supports that business. Using DoIT Application Design and Development services helps to retain this knowledge as compared to an MSA contractor, where the knowledge leaves with the contractor. Programming services are in many cases more cost effective and an MSA contractor.

Future Plans: To provide support to more agencies, boards and commissions utilizing proven current technologies. Application Design and Development will assist customers to upgrade or replace legacy software that no longer meets their current business needs, is technically outdated or has security vulnerabilities. Database Administration will assist customers to upgrade or replace legacy data.

Options and Features		
Options/Choices	Cost	Notes
Consulting with agencies to determine needs	Programming services are billed at an hourly rate. Please consult the DoIT rate model for rates.	
Software system design, development, and implementation	Programming services are billed at an hourly rate. Please consult the DoIT rate model for rates.	
Software maintenance	Programming services are billed at an hourly rate. Please consult the DoIT rate model for rates.	
Replacing legacy software or modernizing existing software	Programming services are billed at an hourly rate. Please consult the DoIT rate model for rates.	

Access: Application Design and Development services can be requested by contacting the DoIT Help Desk (684-4333, Helpdesk@doit.nv.gov).

Examples [Typical customer and expected benefits]: With approval, provide a testimonial.