

T009 Agency Technical Infrastructure  
Readiness Assessment Guide



## State of Florida Project Aspire

# T009 Agency Technical Infrastructure Readiness Assessment Guide November 14, 2006

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## **1.0 Introduction**

The Agency Technical Infrastructure Readiness Assessment Guide for Project Aspire provides an outline of key activities and responsibilities performed by an Agency. These activities are necessary for a successful transition from FLAIR to Aspire.

This document is intended for an Agency technical team that will perform the infrastructure validation activities.

The Agency Technical Infrastructure Readiness Assessment Guide consists of the following sections:

- Assumptions
- Systems Requirements
- Execution Approach and Activities
- Infrastructure Overview
- Agency Technical Infrastructure Validation Activities
- Reporting Template to be Completed by an Agency
- Reporting Summary

All Agencies are responsible for ensuring that the infrastructure execution activities are fully completed. This document will serve as a guide for execution preparation activities which will occur before the Aspire goes into production.

### **1.1 Purpose**

The purpose of this document is to assist the State of Florida in enabling the Agencies to get the proper infrastructure in place to access the Aspire system. The Project Aspire Agency Technical Infrastructure Readiness assessment Guide outlines how to address the Agencies infrastructure requirements that are necessary for the Aspire implementation. The “Guide” states the technical requirements affecting the implementation process.

## 2.0 Assumptions

The following key assumptions helped define the development of the Agency Technical Infrastructure Readiness Assessment Guide:

- **Project Aspire Team Support** – The Project Aspire team will complete requisite project tasks and tools to set the stage for Agencies to begin their actions as listed in this "Guide".
- **Agency Support** – Agencies will provide appropriate resources to support and execute the activities/tasks as described in the "Guide". Each Agency will select individuals who possess the appropriate knowledge, skills, and abilities to perform the tasks outlined in the "Guide".
- **Related Project Activities** – Any documents referenced in the "Guide" will be available to the Agencies at the time the "Guide" is released.
- **Existing Network** -The State of Florida's existing network is sufficient and appropriate to support the Project Aspire "thin" client requirements. Sufficient capacity (bandwidth) is available for Interface Batch Processing.
- **Timelines** – The timelines identified in this document are based on knowledge held as of the point in which this document was created. These timelines are subject to modifications.

### 3.0 System Requirements

In order for an Agency to perform the validation tasks/activities, the following must be in place:

- A Windows workstation with the recommended technical requirements and has access to the State Network.
- A network or attached printer for testing printing and reporting functions.
- An email account for sending results of **pings** and **traces**.
- File transfer server

Other items for consideration:

The implementation of the Aspire System will not require any changes to the Agencies' current server based infrastructure, although the Aspire implementation might impact the business process;

- For any agency currently "receiving" files from FLAIR, the implementation of Aspire system may require some changes to their existing file transfer process. Interfacing with the Aspire system will require that the Agencies will connect via FTP or SSH to "retrieve" files.
- An identified website will be made available to the Agencies, to verify network connectivity and web browser settings tool.
- Aspire has no special requirements for printers. Any Agency's MS Windows printing infrastructure will be acceptable.

**Note:** Some Agencies may require firewall adjustments to support testing and troubleshooting if they encounter problems with Ping and Trace routes.

## 4.0 Execution Approach and Activities

This section describes the approach and activities performed by the Agencies in support of the Agency Technical Infrastructure Validation Process.

The Project Aspire Technical Infrastructure Team has developed an Agency Technical Infrastructure Validation Process. This process will be used by the Agencies to validate their infrastructure readiness activities, to ensure that the systems and system components are integrated with the Aspire system and each is functioning properly.

**Prior to the start of the validation process, project Aspire will meet with the Agencies to review the approach to the process.**

**For technical help during the validation process, Agencies are encouraged to contact the Aspire Technical Infrastructure Team.**

### Outline of Process:

- Execute Agency Technical Infrastructure Readiness Activities
- Perform Agency Set-up Activities
- Agency Infrastructure Readiness Validation Process
- Report Summary

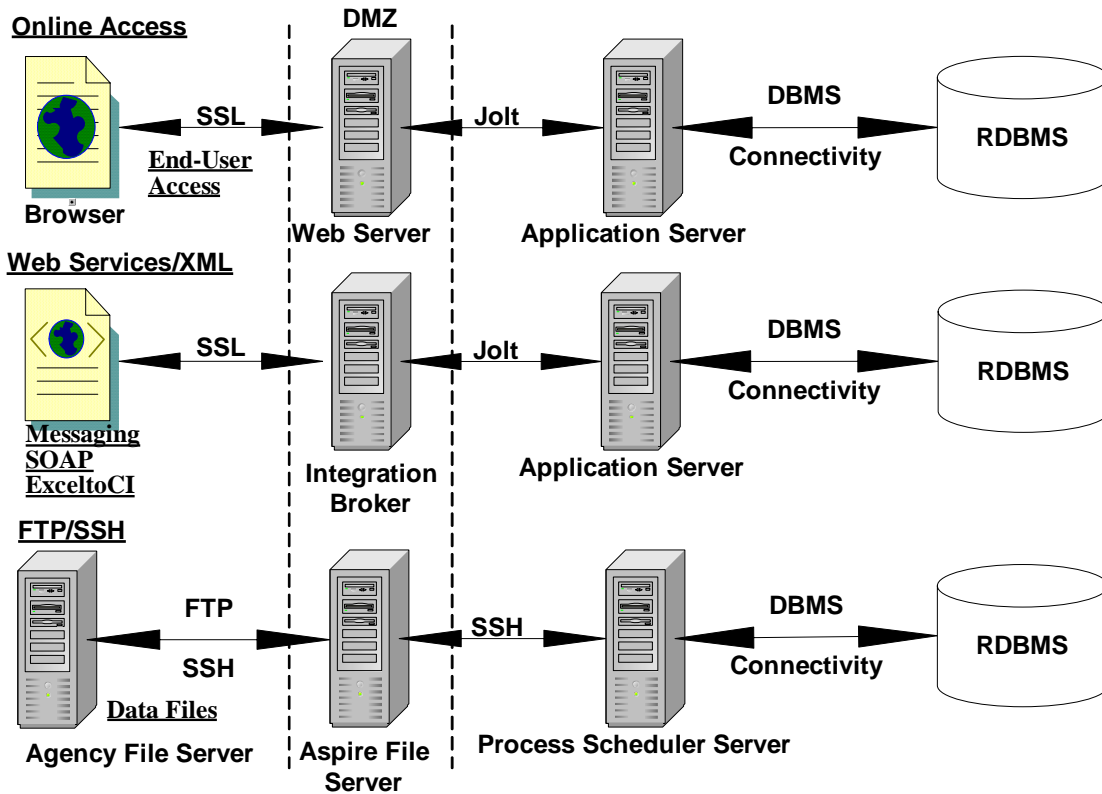
<b>4.1 Execute Agency Technical Infrastructure Readiness Activities</b>	
<b>Task Description</b>	Each Agency is responsible for executing the Agency Technical Infrastructure Validation Activities as described in Section 6.0 of this document.
<b>Importance of Task</b>	A complete and effective examination of system components will verify that all communications between Agency systems and Aspire are functioning properly.
<b>Project Aspire Timeline</b>	To be completed two months prior to implementation of the Aspire System.

4.2 Perform Agency Setup Activities	
<b>Task Description</b>	<p>Agencies are responsible for performing system set up activities that are specific to their environments. For example, an Agency may need to test web access and connectivity to the Aspire application from a remote location.</p> <p>Agencies will need to monitor these Agency-specific tasks and report them to their Agency Advocate. <b>Agency Advocates will be the contact point for Agency staff needing assistance from Project Aspire when performing this task.</b></p> <p>It is expected that Agencies will need to significantly expand and adjust their Agency Implementation Plans as more information is obtained.</p>

4.3 Agency Infrastructure Readiness Validation Process	
<b>Task Description</b>	The Agency Infrastructure Readiness Validation Process involves making sure that Agencies are able to log on to the Aspire system.
<b>Importance of Task</b>	If set up activities are not fully completed, an Agency may not be able to fully utilize the Aspire functionality.
<b>Project Aspire Timeline</b>	Additional details with set-up activities defined prior to implementation will be provided as needed.

## 5.0 Aspire Technical Infrastructure - Overview

Below is a diagram that provides an overview of the Project Aspire Internet Architecture:



## 6.0 Agency Technical Infrastructure Validation Activities

This section outlines the validation process to be performed by the Agencies to ensure that the infrastructure requirements are met in order for the Aspire system to be implemented.

### 6.1 Validate Workstation Hardware Minimum Requirements

The following end-user workstation minimum hardware requirements are as follows:

- 256 MB RAM recommended (64 MB RAM minimum)
- 800 MHz Pentium or equivalent processor (Pentium 166 MHz minimum)
- VGA controller and display of 800x600 resolution or higher and High Color (16 Bit) mode for the best display results
- 200 Mb of free disk space
- 10 Mb Ethernet card connect into switched TCP/IP based LAN

### 6.2 Validate Workstation Software Requirements

The following applications are recommended for the workstation:

- Operating System: Win 98, 2000, NT-4, XP
- Browser: Internet Explorer 6.0 or higher
- Java Virtual Machine (JVM) 1.1.4 from MS, or higher  
**or**  
Java Runtime Environment (JRE) 1.3.1.02 from Sun, or higher
- Microsoft Excel 2000 or higher will be required for some activities such as Excel to CI, nVision, and Query tools
- Microsoft Word

### **6.3 Validate Workstation Browser and Operating System**

Recommended combinations of web browser and client operating systems:

- Internet Explorer 6.0 on Windows 98; Windows NT 4; Windows 2000; and Windows XP

### 6.4 Validate Application Settings

Aspire browser settings for browser and batch access are a requirement for the Agencies in order to establish for connectivity with Aspire. The validation of application settings will ensure proper system functionality.

a) **Aspire - Browser Settings:**

**Internet Explorer 7.0 is not currently supported.**

<b><u>Browser Setting</u></b>	<b><u>PeopleSoft</u></b>	<b><u>Cognos</u></b>	<b><u>UPK/on-line help</u></b>	<b><u>LMS/CBT</u></b>
Java Script	X	X	X	X
I.E 6.0 or higher	X	X	X	X
Enable Cookies	X	X	X	X
Enable Active X	NA	X	NA	NA
JVM/JRE	NA	NA	NA	JRE 1.3.1.02 from Sun Microsystems (or higher)  <b>Or</b> JVM 1.1.4 from Microsoft Corp. (or higher)
Popup Blocker	Configure Popup Blocker to allow access to <b>Aspire</b> Web site	Configure Popup Blocker to allow access to <b>Aspire</b> Web site	Configure Popup Blocker to allow access to <b>Aspire</b> Web site	Configure Popup Blocker to allow access to <b>LMS</b> Web site

**Note:** An on line tool will be provided to help Agencies in validating browser settings.

**b) Aspire - File Transfer Settings**

As an alternative to FTP (File Transfer Protocol), Aspire will offer SSH (Secure Shell) file transfer to Agencies. Agencies that transfer files via SSH will generate and send a designated server public key to store on the Aspire File Server. The FTP and SSH configurations will be established between Agencies and Aspire System Administrator(s).

**6.5 Validate Network Connectivity**

For Network connectivity validation, the workstations will require access to the state network, either by virtue of being on a directly connected network or through another means such as a Virtual Private Network (VPN).

If a firewall is configured, an Agency should also make sure that it is configured to allow Ping and Trace route tests.

**6.6 Validate Printers**

Test for ability to send Agency reports to workstation configured printers. Test local, network and remote printers to validate that each printer is configured correctly. Excluding Payments check printing, each Agency can utilize their current printers and printer set-up; hence no special configuration or setup is required to print Aspire-driven reports.

**6.7 Validate Agency Access**

Agencies must verify their ability to access the Aspire system using a generic login and password provided by the Aspire Technical Infrastructure Team.

**6.8 Validate Access to On-line Help and Learning Management System**

Verify that users can connect to the Aspire on-line help/UPK and Learning Management Systems (LMS/CBT). The on-line help/UPK helps smooth the transition from classroom training to on-site training by providing a ready reference for end-users. Using content created by the kit, the user can access role-based online help materials. Users can simply click on the content to refresh their memories. This easy access to comprehensive information reduces the need for calling the Help Desk. It also provides faster answers to user questions and ensures that the validation tasks are executed properly.

## 7.0 Templates to be completed by Each Agency

Using the provided templates, indicate what action/steps have been taken to ensure that the activity/task has been performed and validated.

Upon completion, please return this report to your Agency Advocate.

### 7.1 Minimum Workstation Hardware Requirements

Agency Name:					
Activity /Task					
Hardware Component	Minimum Configuration	Date Initiated	Date Completed	Initials/Date	Comments
CPU (Processor)	Pentium 800 MHz				
Memory (RAM)	256 MB				
Network Card	Compatible with PC and LAN				
VGA controller	Supporting 800 X 600 Resolution or higher and High Color (16 bit) mode for best display results				
External Internet Access	LAN or Modem connectivity				

7.2 Workstation Software Requirements

Agency Name:					
Activity /Task					
Software Function	Minimum Configuration	Date Initiated	Date Completed	Initials/Date	Comments
Business Applications	Microsoft Word				
Operating System	Win 98, 2000, NT-4 or XP				
<u>Reporting Tools</u>	<p>Verify connectivity with Cognos</p> <p>The Web Browser should have all cookies and JavaScript enabled.</p> <p>For Internet Explorer only, run ActiveX controls.</p>				
Reports	<p>Adobe Reader 6.0</p> <p>Disk space: 15 to 20 MB</p>				

**7.3 Web Workstation Browser and Operating System Configuration**

<b>Agency Name:</b>					
<b>Activity /Task</b>					
<b>Software Function</b>	<b>Validation</b>	<b>Date Initiated</b>	<b>Date Completed</b>	<b>Initials/Date</b>	<b>Comments</b>
Web Browser Security (SSL)	Enabling SSL provides secure communications on the Internet.				
Web Browser Windows Operating System	Internet Explorer 6 on Windows 98, NT 4, Windows 2000 and Windows XP				
Web Browser - Older Windows Operating System Configuration	Internet Explorer 5.5 on NT 4, Windows 98, and Windows 2000				

### 7.4 Agency Browser/File Transfer Settings

Agency Name:					
Activity /Task					
Application Validation	Validation	Date Initiated	Date Completed	Initials/Date	Comments
Aspire Browser Settings	Validate workstation browser settings for access to Aspire.				
Aspire File Transfer Settings	Validate FTP/SSH authentication to Aspire File Server.				

7.5 Agency Network Connectivity

Agency Name:					
Activity /Task					
Network Connectivity Validation	Validation	Date Initiated	Date Completed	Initials/Date	Comments
<p><b>Test Network Connectivity</b></p> <p><b>Ping and Trace</b></p> <p>Specific IP address will be provided by the Aspire Systems Administrator</p>	<p>Validate that the workstations can access the state network, either by virtue of being on a directly connected network or through any other means such as VPN.</p> <p>If a firewall is configured, an Agency should also make sure that it is configured to allow Ping and Trace route tests.</p> <p><u>Ping</u> :  <b>Use Packet size of 255.</b> Results used to validate response time</p> <p><u>Trace</u> :                      Result will be used to document network Topology</p>				
<b>Interface</b>	Identify Interface FTP and File Server				

<b>Agency Name:</b>					
<b>Infrastructure</b>	to validate user access				
	Allow user access to file server to send and retrieve files from inbound and outbound folders				
<b>Test Network Load Using FTP or SSH</b>	Use 10 MB file transfer to/from Aspire FTP server.				

**7.6 Agency Printers**

<b>Agency Name:</b>					
<b>Activity /Task</b>					
<b>Printing Validation</b>	<b>Validation</b>	<b>Date Initiated</b>	<b>Date Completed</b>	<b>Initials/Date</b>	<b>Comments</b>
<b>Test Printing -</b>	<p>Test ability for Agency to send reports to workstation configured printers.</p> <p>Submitting reports to both local and specific remote printers will validate that this test is accomplished.</p>				

7.7 Agency User Access

Agency Name:					
Activity /Task					
End User Access Validation	Validation	Date Initiated	Date Completed	Initials/Date	Comments
<b>Test End User Access</b>	<p>Agencies must verify their ability to access the Aspire system using the generic login and password provided by the Aspire technical Infrastructure Team..</p> <p><b>Verify that Agency can log into Aspire by the implementation date</b></p>				

**7.8 On-line Help/UPK and Learning Management Systems (LMS)**

<b>Agency Name:</b>					
<b>Activity /Task</b>					
<b>Application Availability and Access Validation</b>	<b>Validation</b>	<b>Date Initiated</b>	<b>Date Completed</b>	<b>Initials/Date</b>	<b>Comments</b>
Application Availability	Check for availability and access to both on-line help/UPK and LMS/CBT from Client desk top and using web browser				

**8.0 Report Summary**

Each Agency will complete the Summary Report using the template below and return it to the Agency Advocate.

Activity <u>Validation</u> Summary	Y-N-N/A	Initials/Date	Comments
Validate workstation hardware minimum requirements			
Validate workstation software requirements			
Validate workstation browsers and operating system			
Validate application settings including browser and file transfer server settings			
Validate network connectivity including LAN, WAN, FTP, & SSH			
Validate printers			
Validate Agency access			
Validate access to On-line Help/UPK, and Learning Management Systems (LMS/CBT)			