Use Case: IT Product Catalog

CMS is looking to have an “Amazon” like shopping site to purchase approved IT hardware and software that is outside CMS’ standard provisioning.

CMS would like to simplify and automate all workflows, which would include management approval, contracting approvals and requests to have the items purchased installed and ready to use.

***CMS’ goal is to streamline the Catalog purchase process while adhering to the FAR and make the process more inviting for CMS employees to use.***

HCD services would be needed to ensure that the entire service chain of creating process, tools/workflow, deliver, & support (during & post-delivery) is built with CMS user in mind and embodies satisfying user need as a central construct of this service.