Analytics Reporting Services

NEBRASKA
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OFFICE OF THE CIO

Analytics and Reporting (OBIEE)
Hosting Service
July 2021

Debit Code: 61
Rate: FY22/FY23 **$23.50**/user/month

User	Rate FY22/FY23	Debit Code
Analytics & Reporting (OBIEE)	$23.50/month/user	61

All OCIO rates can be found at: **Rates & Fees**

General Overview

The Analytics Reporting Service (ARS) provides the technologies for discovering and reporting on agency data to meet their reporting requirements using the Oracle Business Intelligence Enterprise Edition (OBIEE).

OBIEE is a Business Intelligence (BI) tool to gather, store, and analyze data for reports, dashboards, scorecards, and ad hoc analysis. It also provides visualizations, outliers, semantic profiling, machine learning, and trending lines. OBIEE can be configured to provide notifications and alerts.

Service Details

The service includes:

- Use of all licensed software and services of the Analytics and Reporting Hosting Service.
- Support and administration of the Hosting Service.
- Escalation of issues and problems to Oracle.
- Upgrade and patch management.
- Monitoring of the Hosting Service.
- Backup processes and restore capabilities.
- Complies with OCIO Disaster Recovery requirements and aligns with Agency COOP Plans.
- Data storage.
- Security controls.

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The service does <u>not</u> include:

- Training.
- Agency solution development.
- Storage and backup costs for customer databases.

Requesting Service

- This service is not a standalone service. This service will automatically go into effect after an agency begins using the OBIEE reporting tool.

Cost and Billing Information

The Office of the CIO uses Billing Accounts, Job Codes and Work Order numbers for authorizing work and tracking costs for specific projects. Customers may designate which job code and work order number to use or request a new job code and work order number. Contact the Office of the CIO Controller for assistance with developing an accounting structure that meets the needs of the organization.

Customer Support and escalation

- OCIO assistance is available during normal work hours (i.e., 8:00 a.m. to 5:00 p.m.).
  - Please submit a service request at https://serviceportal.ne.gov
- OCIO provides on-call support staff by contacting the OCIO Help Desk at 402-471-4636.
- Severity and Escalation Procedures can be found at https://serviceportal.ne.gov/KnowledgeBase/View/109#

For further information, please contact:
The Office of the CIO Service Desk

Request this Service: https://serviceportal.ne.gov

402-471-4636 or 800-982-2468