Analytics Reporting Services

NEBRASKA
Good Life. Great Vision.
OFFICE OF THE CIO

Analytics and Reporting (OBIEE)
Solution Development
July 2021

Rate

Application Developer hourly rates are published in the OCIO Service Catalog under Application Development Services.   **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 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

This service provides OCIO Application Developer staff to develop new solutions and support existing solutions.

The service includes:

- Business Analysis and Requirements gathering.
- Mapping metadata.
- Creating and changing reports, dashboards and other functionality within the tool.
- Testing of reports, dashboards, and other functionality.
- Implementing reports, dashboards and other functionality into the production environment.
- Custom integrations and support with third party systems where required.
- Custom web services and support where required.
- Training.

The service does _not_ include:

- Services listed in the Analytics and Reporting Hosting Service offering.

Roles and Responsibilities

It is the Office of the CIO's responsibility to provide knowledgeable resources to map metadata, create reports or dashboards, and provide other functions within the tool that are approved by the requesting agency.

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The requesting agency will be responsible for the following:
- Providing knowledgeable agency teammate(s) to provide business requirements.
- Customer-level administrative functionality including management of security, rights, and roles.
- Conducting Client Acceptance Testing of reports, dashboards, etc., before implementation of the solution.
- Ensuring data and reports meet all Agency, State, and Federal requirements.
- Other tasks as defined in the Project Charter or Statement of Work.

Requesting Service
The following options are available to request ARS solution development.
- Submit a Service Request at: https://serviceportal.ne.gov
- Contact the ARS solution manager at seth.mcdougall@nebraska.gov
- Contact the OCIO Help Desk (402-471-4636 or cio.help@nebraska.gov) with any request.

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
For more information on this service:
- 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

cio.help@nebraska.gov

402-471-4636 or 800-982-2468