

## Solution Development

February 18, 2015

Last updated: February 18, 2015

### 1. Rate:

Standard Rates per hour	Fiscal Year 2015
Applications Developer	\$64.25
Applications Developer/Senior	\$75.25
Applications Developer/Lead	\$87.25

### 2. General Overview

Staffing is provided by the OCIO. Staff consists of any combination of the following staff;

- FTE's,
- Contract staff provided by the State's Contracting Service – "Convendis".

Solutions Analyst maps metadata and create reports and dashboards per approved requirements.

Tasks include:

- Business Analysis and Requirements gathering
- Mapping metadata
- Creating reports and dashboards
- Custom Web Services where required
- Custom Integrations with third party systems where required
- Creating & maintaining reports and dashboards
- Performing initial testing
- Train the Trainer where required
- Implementation of Solutions

### 3. Service Description

The Service Includes:

- The OCIO OBIEE Solution Manager can advise agencies on the solutions development
- Mapping metadata, creating reports and dashboards for customers
- Customer-specific application maintenance and support services
- Coordinate ongoing training for customer staff
- Detail Estimate
- Metadata, Reporting and Dashboard testing
- Solutions support

The Service will NOT Include:

- Any OBIEE hosting service details

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### **4. Roles and Responsibilities**

It is the Office of the CIO's responsibility to provide quality resources that can perform the development "life cycle". The agency should provide business experts that understand the business needs. OCIO can direct and document project requirements gathering through interviews and work sessions.

### **5. Requesting Service**

To order the service an agency should submit a work order or request to talk to one of the Analytic Reporting Service Manager by submitting a help desk ticket to the OCIO Help Desk. Include the following information in your request:

### **6. Billing Information:**

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

The system creates consolidated invoices by agency. Invoices are run monthly around the 5th work day of the month.

### **7. Service Hours, Response Times and Escalation:**

Analytics Reporting Service solutions are available 24X7

Customers may contact the help desk 24X7. Help can be obtained by calling 402-471-4636 or, for less urgent problems, directing e-mail to [cio.help@nebraska.gov](mailto:cio.help@nebraska.gov). Customers can also open tickets by visiting <https://ciohelpdesk.nebraska.gov/user/>. The help desk web site can be accessed at [http://www.cio.nebraska.gov/tech\\_serv/help\\_desk](http://www.cio.nebraska.gov/tech_serv/help_desk).

Agencies can receive support by contacting the OBIEE Solution Manager at 402-471-0655 or by contacting the help desk at 402-471-4636.

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**For further information, please contact:**

Office of the CIO Help Desk  
[cio.help@nebraska.gov](mailto:cio.help@nebraska.gov)  
402-471-4636 or 800-982-2468