

**August 8, 2019**

## 1. Rate:

### (Below rates effective July 1, 2019)

| Standard Rates                | Fiscal Year 2020 |
|-------------------------------|------------------|
| Applications Developer        | \$73.50          |
| Applications Developer/Senior | \$82.00          |
| Applications Developer/Lead   | \$94.00          |

| Co-Located Rates                         | Fiscal Year 2020 |
|--|------------------|
| Applications Developer Co-Located        | \$65.00          |
| Applications Developer/Senior Co-Located | \$76.00          |
| Applications Developer/Lead Co-Located   | \$88.00          |

### (Below rates effective July 1, 2020)

| Standard Rates                | Fiscal Year 2021 |
|-------------------------------|------------------|
| Applications Developer        | \$75.50          |
| Applications Developer/Senior | \$84.00          |
| Applications Developer/Lead   | \$96.00          |

| Co-Located Rates                         | Fiscal Year 2021 |
|--|------------------|
| Applications Developer Co-Located        | \$67.00          |
| Applications Developer/Senior Co-Located | \$78.00          |
| Applications Developer/Lead Co-Located   | \$90.00          |

The Co-located rates apply only when OCIO staff is housed on premise at an agency's office during a long-term engagement. The agency must provide the OCIO staff office/cube space including: desk, chair, office supplies, desk phone, and a project-appropriate computer which includes basic and project-specific software. A billable OCIO supervisor must also be co-located with the agency.

## 2. General Overview

The Office of the CIO provides custom software development and support for a wide range of computing platforms, including mainframe programs, web applications, and mobile technologies. The Applications Development Team has extensive expertise in many programming languages, including Java, .Net, COBOL, and CICS. The Applications Development Team makes use of several database management systems, including DB2, Microsoft SQL and MS Access.

The application development life cycle typically includes planning, designing, coding, testing, documentation, deployment, on-going maintenance and problem resolution. Depending on the situation and requirements, the Application Development Team can support agile software development methods that emphasize early delivery with continuous improvement while incorporating an expanded list of business needs.

In addition to programming fully customized solutions, the Applications Development also uses technologies that offer extensive functionality by configuration of off-the shelf software. This includes Microsoft's SharePoint tools for collaboration, analytics reporting and dashboard presentations using Oracle's Business Intelligence Enterprise Edition (OBIEE), and the OnBase / Enterprise Content Management workflow and document management software that is the basis for the state's Enterprise Content Management System. You can find additional details on both the OBIEE and OnBase/Enterprise Content Management services on the following links; [http://www.cio.nebraska.gov/billing/serv-rates/ecm/programmer-rates/docs/SD-Enterprise\\_Content\\_Management\\_\(ECM\)-ECM-Programmer-Rates.pdf](http://www.cio.nebraska.gov/billing/serv-rates/ecm/programmer-rates/docs/SD-Enterprise_Content_Management_(ECM)-ECM-Programmer-Rates.pdf),

### 3. Service Description

The service includes:

- Initial meeting(s) to define the general requirements the project and determine the best technologies for a solution. Usually, there is no charge for this preliminary work.
- Developing an estimate of the time and cost of the project. Usually there is no charge for the initial estimate, but preparing a highly detailed estimate for large projects may be a billable activity.
- Preparing a project charter or Statement of Work that defines the scope, deliverables, timeframe, mutual expectations, and pricing. There is no charge for writing the project charter.
- Project management,
- Planning,
- Documentation,
- Designing,
- Coding,
- Testing,

- Training Plans,
- Conversions,
- Deployment,
- Solution Support,
- Interfaces,
- Risks,
- ROI (Return on Investment) Analysis

The Service does NOT Include:

- Work generally performed by business analysts, who develop the functional requirements for the application and assist agency staff with using the application.
- Application hosting (which is a separate service)

Benefits include:

- Experienced staff
- Ability to work on a wide range of projects with a breadth of knowledgeable staff
- Able to work with other teams from Project Management, Web Application Hosting, Enterprise Content Management Hosting and OBIEE Hosting to name several in order to better serve clients in a timely manner.

## 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 requirements gathering through interviews and work sessions.

Responsibilities of the customer:

- Assign a knowledgeable/experienced person from the respective agency to provide requirements for specific projects, as well as the agency entirely,
- Testing,
- Training End Users,
- Other tasks as defined in the Project Charter or Statement of Work

Responsibilities of the OCIO:

- Provide knowledge resources to execute each of the development lifecycle steps

## 5. Requesting Service

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

- Agency
- Division
- Project title
- Primary contact
- Sponsor (signature authority for expenses)
- Funding source and time constraints on the funding source
- Detailed description of the work requested
- Pertinent supporting materials (Federal regs, legislative statutes, etc.)
- Hardware and software requirements (if already known)
- Due date

The Office of the CIO can help with the ordering process.

## 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

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

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).

The following defines the response time service level commitment of the Office of the CIO's Application Development support team. This is not necessarily the time to resolve the problem, but rather the maximum amount of time to contact the appropriate support person and respond back to the requestor that the problem is being addressed with an estimated time for resolution.

Severity is an evaluation of the situation based on the information received by the person taking the call / request for help. Responses for these requests are during regular business hours and holidays. The four possible values are:

- **Emergency Level Problem:** All or most locations are unable to perform their work. When this happens there is an immediate response, and a personal, direct contact must be made to the person responsible. Contact is made to level 2.
- **High Level Problem:** There are frequent, chronic problems, and multiple locations or workgroups are unable to perform their work. When this occurs there is a response within 2 hours.
- **Medium Level Problem:** The service is degraded or restricted, and a single location or workgroup is unable to perform their work. When this occurs there is a response within 4 hours.
- **Low Level Problem:** No actual functionality lost, it is low priority, and/or informational. When this occurs there is a response within 10 hours.

**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**