# Enterprise Content Management (ECM)

NEBRASKA
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OFFICE OF THE CIO

*Enterprise Content Management (ECM)*
*Stand-Alone ECM Instance*
*July 2021*

## Rate

Rates are factored on a per month, per database, basis. Costs will vary with enhanced services applied. Please contact us for details via a Service Request, using the Service Portal: https://serviceportal.ne.gov

## General Overview

Currently, multiple agencies leverage the enterprise solution for ECM processes within the State of Nebraska. These agency solutions all utilize a common SQL database maintained by the Nebraska Office of the Chief Information Officer (OCIO).

For a few agencies, other considerations may offset the benefits of a stand-alone ECM instance. Considerations include the following: number of users, solutions, complexity, as well as legal and regulatory constraints that may require establishing a separate database in the enterprise environment. Agencies that can demonstrate a need and have the capacity to provide some of the approved administrative support functions may request a stand-alone ECM environment. This environment includes separate SQL databases on the same SQL server. Each database can be associated with its own file store.

## Service Details

The current database for OnBase is a SQL database that resides on a SQL server. The SQL database houses all metadata such as keywords, solution configuration items, and e-forms for each of the OnBase solutions. This metadata, in turn, facilitates the search, retrieval and processing of stored files and documents. Conceptually, the user is using OnBase to manage the metadata that manages the electronic files used in business processing.

In a stand-alone ECM instance, a separate SQL database will exist in the same SQL environment. Each database can be associated with its own file store. This design continues to leverage resource efficiencies while providing the flexibility to overcome legal and regulatory challenges and provide administrative flexibility.

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## Roles and Responsibilities

The OCIO will implement and manage a stand-alone ECM instance in the production environment under the OnBase enterprise solution per requirements defined in the Project Charter or Statement of Work.

The agency requesting a stand-alone ECM environment will be responsible for the following.

Establishment Criteria:

- Support personnel at the agency are available and able to perform/share in administering an Enhanced Database under all existing OCIO ECM policies and procedures.
- The agency will be responsible to pay the conversion costs to move to the stand-alone instance.
- The agency will pay the recurring financial costs of a stand-alone instance.
- The agency will use the State's STN and Public Active Directories.
- The agency will use the infrastructure (servers and database) associated with the stand-alone instance at the OCIO Data Center that is managed by the OCIO.

Troubleshooting/debugging:

- The agency will research issues for OnBase and Solutions.
- The agency will review configuration and stand-alone instance settings for trouble shooting and ongoing maintenance.
- The agency will first try to resolve issues at the agency before contacting the OCIO ECM Team for assistance.

Security and Reporting:

- The agency will establish and maintain OnBase user groups and access.
- The agency will setup reports and customer queries. The agency will run OnBase and Solution reports.

Standards, Policies and Procedures:

- The agency will conform to all established ECM Standards, Policies and Procedures documented in the ECM Reading Group Materials in OnBase.

Migrations:

- The agency will follow the established procedure for moving solutions from CAT to Production if agency chooses to move their solutions. Procedure is documented and available from the OCIO ECM Support Team.
- The agency will follow established procedures if agency chooses to use the OCIO to move solutions from CAT to Production for said agency.

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Upgrades:
- The agency will follow the established procedure for upgrading along when the Enterprise upgrades at least every 2 years and will not fall any versions/releases behind what the Enterprise is running. Upon agency request and OCIO approval, the established procedure can deviate.
- The agency may upgrade versions/releases ahead of the Enterprise if they desire.

## Requesting Service

Submit a Service Request via the Service Portal: https://serviceportal.ne.gov

## Service Expectations, Availability and Reliability

The enterprise content management hosting service is available 24/7 except for issues outside of the Office of the CIO's control such as a fiber cut, scheduled monthly Patch Tuesdays, Networking windows, etc.  Scheduled service interruptions will occur in coordination with enterprise content management upgrades, approximately once per year.  On occasion, a short evening service interruption may be scheduled to address an urgent issue.

The ECM system is fully redundant between the Lincoln and Omaha Data Centers.  Infrastructure support personnel are on call 24/7 to diagnose and correct OnBase infrastructure issues.

## 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**

**cio.help@nebraska.gov**

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