

Enhanced Database Service

February 3, 2015

Last updated: February 11, 2015

1. Rate per month Database

Costs will vary by Enhanced

Contact the OCIO for details

2. General Overview

Enterprise Content Management (ECM) is the combination of strategies, methods and tools used to capture, process, generate, report, deliver and manage content related to organizational processes. The ECM Hosting Service provides the technical infrastructure and support to provide ECM solutions to the end user. Within the State of Nebraska, multiple agencies currently leverage the enterprise solution for Enterprise Content Management (ECM) processes. The agency solutions all utilize a single database maintained by the Nebraska Office of the Chief Information Officer (OCIO). For a few agencies, other considerations may offset the benefits of a single database. This includes: number of users, solutions and their 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 an enhanced database environment. The enhanced database environment includes separate SQL databases on the same SQL server. Each database can be associated with its own file store.

3. Service Description

The current database for OnBase is an SQL database that resides on an SQL server. The SQL database houses all of the metadata such as keywords 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 an Enhanced Database, a separate SQL database will exist on the same SQL server. 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.

The OCIO will implement the Enhanced Database in the production environment under the OnBase enterprise solution.

The agency is responsible for all costs associated for servers, licensing, conversion and setup for an Enhanced Database and User Fees in the Enterprise Content Management Hosting Service

companion service. The agency is also responsible for all associated costs for migration to the Enhanced Database at the identified rates in the ECM Solution Development companion service. These costs will vary by agency, so contact the CIO Help Desk for estimated costs.

4. Roles and Responsibilities

The Enhanced Database will include all the same responsibilities that are referenced in the section on “Responsibilities” in the Enterprise Content Management (ECM) Hosting Service SLA.

In addition to the previously-mentioned responsibilities in the ECM Hosting SLA, there are additional customer responsibilities listed below for an enhanced database.

OCIO responsibilities:

The OCIO responsibilities for an Enhanced Database are the same as referenced in the Enterprise Content Management (ECM) Hosting Service SLA.

Customer responsibilities:

- 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 an Enhanced Database.
 - The agency will pay the recurring financial costs of an Enhanced Database.
 - The agency will use the State’s STN and Public Active Directories.
 - The agency will use the infrastructure (servers and database) associated with the Enhanced Database 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 Enhanced Database settings for trouble shooting and ongoing maintenance.
 - The agency will 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 in ECM’s Document Knowledge Transfer (DKT).
- Migrations:

- The agency will follow the established procedure for moving solutions from CAT to Production if agency chooses to move their solutions. Procedure is in DKT.
- The agency will follow established procedures if agency chooses to use the OCIO to move solutions from CAT to Production for said agency.
- Upgrades:
 - The agency will follow the established procedure for upgrading along when the Enterprise upgrades every 2 years at least and will not fall any versions/releases behind what the Enterprise is running.
 - The agency may upgrade versions/releases ahead of the Enterprise if they desire.

Joint responsibilities of the Office of the CIO and the Customer:

The Joint Responsibilities of the Office of the CIO and the Customer for an Enhanced Database are the same as referenced in the Enterprise Content Management (ECM) Hosting Service SLA.

5. Ordering Service

Contact the CIO Help Desk with any questions or to initiate service.

6. Billing Information

The Billing Information for the Enhanced Database will adhere to the same criteria referenced in the section on “Billing Information” in the Enterprise Content Management (ECM) Hosting Service SLA

7. Customer Support and Escalation

The Customer Support and Escalation will adhere to the same criteria referenced in the section on “Customer Support and Escalation” in the Enterprise Content Management (ECM) Hosting Service SLA

The Enhanced Database will adhere to all of the same hours, availability and reliability that are referenced in the section on “Service Hours, Availability and Reliability” in the Enterprise Content Management (ECM) Hosting Service SLA.

For further information, please contact:

Office of the CIO Help Desk

cio.help@nebraska.gov

402-471-4636 or 800-982-2468