

Hosting Service

February 3, 2015

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1. Rate

per month

Tier 1 (First 500 users):	\$36.00 per user
Tier 2 (2nd 500 users):	\$26.00 per user
Tier 3 (3rd 500 users):	\$15.00 per user
Tier 2 (4th 500 users and above):	\$3.50 per user

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. There are two companion services: 1) ECM Solution Development; configures the ECM tools to meet specific needs of the customer, and 2) ECM Enhanced Database; will allow an agency to request their own Database.

3. Service Description

ECM is a toolset which can be utilized either as a stand-alone product or as an integrated product with other customer systems. Components of the ECM System are:

- **Capture** – The functionalities and components for capturing information. Capturing information includes content such as; electronic forms, paper documents, e-mails, e-faxes, video files, audio files, etc. Several key capture components are used to assist with indexing the captured information: bar coding, optical character recognition (OCR) and calls to external data sources such as legacy systems
- **Workflow** – The functionalities and components for review, routing and approvals for work through automated workflow and the visibility into where the process stands on an individual by individual basis, document by document basis and organizational basis through dash boarding
- **Generate** – The functionalities and components to generate contracts, explanation of benefits, denial letters, etc. These generated outputs can be stored in the ECM where State Employees, Service Providers, Employers and Citizens can access that information anytime and anyplace
- **Reporting** – The functionalities and components for providing information through custom queries and ad-hoc reports
- **Deliver** – The ECM provides a single platform/tool kit where all its components are seamlessly integrated so that solutions can be built with point and click technology with no custom coding that is expensive to develop, modify and maintain. The solutions can be

delivered in a secured manner using various clients; web, unity, thick and public portal access

- **Manage** – The ECM is an enterprise class service with a robust and highly redundant infrastructure that includes enterprise class management of data and backups.

The service includes:

- Use of all licensed software components of the enterprise content management system. ECM contract information is available at:
<http://www.das.state.ne.us/materiel/purchasing/3043.htm>
- Use of the centralized hosted infrastructure where all the licensed software runs.
- ECM manufacturer software support.
- Restoration of service in the event a disaster makes the primary data center unavailable
- Server monitoring (Internet Information Services, operating system, essential services, etc.)
- System monitoring (SQL server, file servers, workflow processes, OnBase services, etc.)
- Routine maintenance tasks both scheduled and on-demand (server/service resets and other maintenance activities)
- Upgrade and patch management, for both major upgrade events and minor patches
- Infrastructure modifications to support ECM growth
- System reporting
- Unlimited licensing for external users
- Hosting of the ECM in a secure environment
- Migration and release management oversight
- Infrastructure support
- Publishing and enforcement of ECM standards and guidelines

*This service will **NOT** include:*

- Solution development and system configuration for customers
- Customer-specific solution maintenance and support services
- External hardware (desktop scanners, multi-function devices, network scanners, hand held scanners, etc.)
- Ongoing training for customer staff
- Storage and backup costs for customer data (these will be billed separately)
- Virtual case management
- Scanning (moving from a paper to paperless environment)

4. Roles and Responsibilities

Responsibilities of the Office of the CIO:

- Upgrades & Infrastructure:
 - Exclusive access to servers and databases
 - Exclusive ability to implement a new OnBase Version
 - Testing of all infrastructure-related hardware

- Testing of all new OnBase software releases prior to introducing same into the production environment
- Security:
 - Administration of the ECM system at the enterprise level, including management of security, rights and roles
- Disaster Recovery and Backups:
 - Providing mirrored SAN redundancy and Backups for disaster recovery purposes.
 - Exclusive ability to recover and restore Onbase solutions and data resulting in a Data Center disaster
- OnBase Support:
 - Providing customers with installation instructions and support, including minimum technical requirements and proper install packages
 - Providing customers with operational guidelines, standards, policies and procedures.
 - Providing ECM services, including but not limited to, OnBase configuration, custom development, the creation of record retention policies and the design / development of workflow processes, for any customers who request said services, as a fee-based service.
 - Exclusive right to submit enhancement requests to Hyland and DataBank.

Responsibilities of the Customer:

- Contacting the Office of the CIO's help desk to report any enterprise-level issues
- Notification to the Office of the CIO's ECM team, of the pending implementation of any and all API's, workflows, and configurations within the ECM system
- Adherence to the State of Nebraska's current records retention policy
- Adherence to the State of Nebraska's current durable medium definition (Utilization of the Office of the CIO's SAN will satisfy the State of Nebraska's current durable medium requirements).
- Adherence to all applicable NITC standards
- Sole responsibility to perform desktop installs within their organization
- Sole responsibility to determine their organization's backup needs and requirements
- Customers are solely responsible for all client side upgrades of software
- Customers are solely responsible for the content, behavior and maintenance of any custom development
- Review the OCIO licensing model
- Customers are solely responsible for their own record retention policies and workflow processes within the ECM. The Office of the CIO will implement the customers' record retention policies and workflow processes in the ECM, as per the customers' request, however the Office of the CIO shall not be responsible for the definition of the customers' record retention policies and workflow processes.

- Customer-level administrative functionality including management of security, rights and roles. (Each customer requesting their own administrative rights will be delegated the administrative rights for their organization).
- Notification to the Office of the CIO's ECM team, of the pending implementation of any and all non-standard interfaces whether internal or external to the ECM system. (Non-standard interfaces are defined as interfaces which are not part of the purchased ECM software).

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

- Utilization of the Office of the CIO's change management system to clearly assess the risk and communicate / coordinate the system impact of proposed changes. Examples of proposed changes are new applications, modifications to existing applications, and changes in the volume of users
- Adherence to standards and protocols established by the Office of the CIO in collaboration with the customers
- The migratory impact of any and all of the customers' non-standard interfaces whether internal or external to the ECM system. (Non-standard interfaces are defined as interfaces which are not part of the purchased ECM software)
- The migratory impact of the customers' API's, workflows, and configurations within the ECM system

5. 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 and work order. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of your organization.

6. Customer Support and Escalation

The enterprise content management service is available 24X7 with the exception of issues outside of the Office of the CIO's control. An example of these types of issues would be the severing of phone lines by an outside entity. Scheduled service interruptions will occur in coordination with enterprise content management upgrades approximately once a year. On occasion, a short evening service interruption may be scheduled to address an urgent issue.

The ECM has disaster recovery / redundant ECM servers in place at an alternate site to facilitate recovery from any incident that renders the primary enterprise content management system inoperable.

The architectural design of the enterprise content management system includes mirrored SAN redundancy and automatic fail-over to greatly minimize any potential downtimes.

Enterprise content management support personnel will be on call twenty four hours per day, seven days a week to diagnose and correct system problems.

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. 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.

The following defines the response time service level commitment of the Office of the CIO's ECM 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. *Page 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
402-471-4636 or 800-982-2468