# Enterprise Content Management (ECM)

NEBRASKA
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OFFICE OF THE CIO

*Enterprise Content Management (ECM)*
*Hosting Service*
*July 2021*

## Rate

This hosting service is billed on a transactional count (server call) basis as follows:

| Transaction | Rate FY22 | Rate FY23 | Debit Code |
|---|---|---|---|
| ECM Base User Fee (< 50,000 transactions/month) | $78.50/month | $81.50/month | 391 |
| ECM Transaction Fee (> 50,000 transactions/month) | $0.0017/transaction /month | $0.0017/transaction /month | 392 |

| Storage | Rate FY22 | Rate FY23 | Debit Code |
|---|---|---|---|
| ECM Storage Production | $0.20/GB/month | $0.20/GB/month | 380 |
| ECM Storage Test | $0.20/GB/month | $0.20/GB/month | 381 |
| ECM Flash Storage Cat | $0.20/GB/month | $0.20/GB/month | 383 |
| ECM Flash Storage Production | $0.20/GB/month | $0.20/GB/month | 384 |

All OCIO rates can be found at: **Rates & Fees.**

## General Overview

The ECM Hosting Service provides the technical infrastructure for which all ECM/OnBase solutions are built on.  This includes administration of the ECM system at the enterprise level, including management of security, rights, and roles.  Full system redundancy is provided between the Lincoln and Omaha Data Centers.

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**The service includes:**

- Use of all licensed software components of the Enterprise Content Management system.  ECM contract information can be found at:
    - https://das.nebraska.gov/materiel/purchasing/contracts/pdfs/45068(o4)ren(3)awd.pdf
- Use of the centralized infrastructure where all of the licensed software is hosted.
- ECM manufacturer software support (escalation via ECM support team).
- Server monitoring.
- System monitoring.
- System reporting.
- Routine maintenance tasks both scheduled and on-demand.
- Upgrade OnBase to current releases.
- Patch management.
- OnBase client pushouts via SCCM.
- Hosting of ECM solutions in a secure environment
- Migration and release management
- Publishing and enforcement of ECM standards and guidelines.
- Security controls.
- Complies with OCIO Disaster Recovery requirements and aligns with Agency COOP Plans.
- Backup processes and restore capabilities.

**The service does not include:**

- Solution development.  Please refer to the ECM Solution Development Service Offering.
- Solution specific configuration, enhancements, maintenance, support services, or training.
- External hardware (scanners, etc.).
- Storage and backup costs for agency/solution data.
- License costs for required/recommended modules.

## Roles and Responsibilities

It is the Office of the CIO's responsibility to perform system upgrades and associated upgrade testing, base testing of new OnBase modules, and manage enterprise level security for the ECM system.  Installation instructions and support, as well as operational guidelines, standards, policies and procedures will also fall under this responsibility.

It is the responsibility of the agency to adhere to NITC standards, their specific agency records retention schedule/policy, and any other such agency specific statutes, policies, or guidelines as it pertains to data and/or information.

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### Requesting Service

This service is not a standalone service.  This service will automatically go into effect when an ECM/OnBase solution is created.

### Service Expectations, Availability and Reliability

The enterprise content management hosting service is available 24/7 with the exception of 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

For more information on this service:

- 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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