

Enterprise Content Management

*Enterprise Content Management (ECM)
Solution Development
July 2021*

Rate

Application Developer hourly rates are published in the OCIO Service Catalog under Application Development. <https://cio.nebraska.gov/financial/serv-rates.html>

General Overview

The Office of the CIO provides Enterprise Content Management (ECM) configuration and support of all existing OnBase purchased modules. ECM is the combination of strategies, methods, and tools used to capture, process, generate, report, deliver, and manage content related to organizational processes. In addition, the ECM Team provides custom development and support for interfaces to existing legacy applications and external facing custom portal development.

The OCIO ECM Application Development team can assist agencies to reduce or eliminate many of their paper processes by configuring and implementing processes for simple scanning and retrieval of documents. More complexity can be added to enhance a business process with electronic forms, document composition, and workflow among many other modules.

Service Details

This service is for the configuration of new OnBase document management solutions by OCIO Application Developers, billed on a time and material basis. This also applies to modifications, enhancements, and solution support, where applicable, for existing OnBase solutions in production.

The service includes:

- Business Analysis and Requirements gathering.
- Solution development, configuration and support.
- Custom Web Services, interfaces, and integrations with third party systems.
- Creating & maintaining reports and dashboards.
- Perform initial testing.
- Training (train the trainer method).
- Implementation of Solutions into the Production environment.
- Data conversions.
- OnBase Software testing.

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The service does not include:

- ECM hosting costs and other licensing fees
- Scanning of documents on the agency's behalf

Roles and Responsibilities

The Office of the CIO is responsible for:

- Providing knowledgeable resources to execute each of the development lifecycle steps.
- Document project requirements via discovery meetings and other work sessions.

The agency must provide:

- Business experts who understand the business needs and requirements.
- Provide staff to assist with user acceptance testing.
- Other tasks as defined in the Project Charter or Statement of Work.

Requesting Service

The following options are available to request OnBase solution development.

- Submit a Service Request
<https://serviceportal.ne.gov/SC/ServiceCatalog/RequestOffering/b72cad97-2edc-bea3-4b0b-69e7a922d74d,163c203a-ef8b-a175-9a7a-4d447909d8a5>
- Contact the ECM solution manager at seth.mcdougall@nebraska.gov
- Contact the OCIO Help Desk (402-471-4636 or cio.help@nebraska.gov) with any request.

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

402-471-4636 or 800-982-2468