

Analytics Reporting Service

February 3, 2015

Last updated: February 3, 2015

\$19.00 per user

1. Rate per month

2. General Overview:

The Analytics Reporting Service provides the technologies for transforming large quantities of raw data into useable information serving the agency's functions. Analytics Reporting Service includes interactive dashboards, ad hoc queries, notifications and alerts, financial reporting, scorecard management, business process innovation, search and collaboration tools, access with mobile devices, and more. The service utilizes Oracle's Business Intelligence Edition (OBIEE) version 11g.

3. Service Description:

- Use of all license software components of the OBIEE system
- Use of the centralized hosted infrastructure where all the licensed software runs
- Oracle manufacturer software support
- Restoration of service including the metadata repository in the event a disaster makes the primary data center unavailable
- Server monitoring (Oracle's Fusion Middle Ware, operating system, essential services, etc.)
- System monitoring (Oracle services)
- Routine maintenance tasks both scheduled and on-demand (server/service resets and other maintenance activities)
- Upgrade and patch management for both major and minor upgrade events and minor patches, respectively
- Infrastructure modifications to support OBIEE growth
- 'Train the Trainer' training
- Upgrade Oracle Software – tasks include:
 - Configuration of the OBIEE Software and Environment
 - Oversight of agency reports and dashboards
 - Reports and dashboards review and approval
- Infrastructure support provides the primary technical leadership for the OBIEE infrastructure and agency reports and dashboards. This area assists with the control, the design of unique and otherwise strategic implementations for the OBIEE infrastructure and agency reports and dashboards, and the development of complex



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queries for OBIEE reporting to ensure optimal system performance. Infrastructure support assists with OBIEE long term strategic issues such as :

- Security
- Mobile access
- Monitoring
- Guidance for OBIEE standards/guidelines (naming conventions, prompts, etc.)

In addition, OCIO provides infrastructure, people and processes including:

- Escalated support services
- System operations, administration and network connections
- Web access
- System level backup processes and disaster recovery

The service will NOT include:

- 'End User' training
- Creating reports and dashboards and support services
- Mobile devices
- Storage and backup costs for customer databases
- Solution development

4. Roles and Responsibilities:

Responsibilities of the Office of the CIO:

- Testing of all infrastructure-related hardware
- Testing of all new software releases prior to introducing into the production environment
- Administration of the Analytics Reporting System at the enterprise level, including management of security, rights and roles
- Providing technical support, including mapping metadata, creating reports and dashboards as a fee-based service

Responsibilities of the Customer:

- Contacting the Office of the CIO's Help Desk to report any enterprise-level issues
- 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 of the pending implementation of any and all non-standard interfaces, whether internal or external to the OBIEE system (non-



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standard interfaces are defined as interfaces which are not part of the purchased OBIEE software)

- Notification to the Office of the CIO of the pending implementation of any and all API's and configurations within the OBIEE system
- Customers are solely responsible for the content, performance and maintenance of any customer-developed report or dashboard

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 OBIEE system (non-standard interfaces are defined as interfaces which are not part of the purchased OBIEE software)
- The migratory impact of the customers' APIs and configurations within the OBIEE system

5. Requesting Service

Contact the Office of the CIO Help Desk to order the service.

- CIO Help Desk: 402.471-4636 or 800-982-2468
- ocio.csupport@nebraska.gov to submit a problem or request for service
cio.help@nebraska.gov for general correspondence

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

7. Service Hours, Response Times and Escalation:



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The Analytics Reporting Service is available 24X7 with the following exceptions:

- Scheduled service interruptions that occur in coordination with OBIEE upgrades approximately once a year
- Application of software patches that occur every 3rd Tuesday of the month, between 5 p.m. and 10 p.m.
- Scheduled interruptions to address an urgent issue
- Disruption of other systems that provide access such as local computing and network resources

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 OBIEE 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.



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- **Low Level Problem:** No actual functionality lost, it is low priority, and/or informational. When this occurs there is a response within 10 hours.
- The Office of the CIO maintains a record of all planned and unplanned disruptions to service. That information is available on the Office of the CIO's website (<http://cataavailabilityreports.nebraska.gov/>).

8. Maintenance and Service Changes:

The Office of the CIO uses a change management system to communicate any technical changes that could impact service. Change management notices are sent to stakeholders via email and are available on the Office of the CIO's change management website:

<https://portalapps.nebraska.gov/ChangeManagement/Application%20Library/ChangeManagement.aspx>

The Analytics Reporting Service implements annual software upgrades from the manufacturer. Each month, the Analytics Reporting Service conducts routine maintenance by applying software patches. Typically, these occur every 3rd Tuesday of the month, between 5 p.m. and 10 p.m.

For further information, please contact:

Office of the CIO Help Desk
cio.help@nebraska.gov
402-471-4636 or 800-982-2468