

Solution Development

February 3, 2015

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1. Rates for OCIO Staff:

Applications developer/hour	\$64.25
Senior Applications developer/ hour	\$75.25
Lead Applications Developer/ hour	\$87.25

Contractor Rates:

Contact the help desk or the ECM solution manager for Contractor Rates

2. General Overview

The Office of the CIO provides Enterprise Content Management (ECM) configuration and support of all existing OnBase purchased modules. In addition to configuration, the ECM Team provides custom development and support for interfaces to existing legacy applications and external facing custom portal development.

The ECM Team use agile development that typically includes planning, designing, configuring, custom coding, testing, documentation, training, deployment, and on-going maintenance and problem resolution. Using the Agile Development method, the ECM Team provides feedback to agencies every two weeks on what has been configured / developed for approval or modification.

The ECM team can assist agencies to reduce or eliminate many of their paper processes by configuring and implementing the following ECM technologies; 1) Workflow; 2) Electronic forms; 3) Document Composition; 4) Scanning; and 5) Retrieval to just name several.

3. Service Description

Staffing is provided by the OCIO. Staff consists of any combination of the following staff:

- FTE's, OCIO Staff;
- Contract staff provided by the ECM Implementation Solution Vendor selected through the RFP process working under the guidelines and guidance of the OCIO
- Contract staff provided by the State's Contracting Service – "Covendis"

Solutions Analyst constructs ECM solutions / applications per approved requirements. Tasks include:

- Business Analysis and Requirements gathering, configuring ECM solutions and maintenance (e-forms, scanning, workflows, document composition, retrievals, etc.)
- Agile Development
- Custom Web Services where required
- Custom Integrations with third party systems where required
- Creating & maintaining reports and dashboards

- Performing initial testing
- Train the Trainer where required
- Implementation of Solutions
- Change Management

The Service Includes:

- The OCIO ECM Solution Manager can advise agencies on the solutions development,
- Application development for customers
- Customer-specific application maintenance and support services
- Coordinate ongoing training for customer staff
- Scope of Work
- Detail Estimate
- Documentation such as business flows, etc.
- Training Plan
- Interfaces
- Conversions
- Risks
- ROI (Return on Investment) Analysis
- Road mapping
- Software testing
- Configuration
- Solutions support

The Service will NOT Include:

- ECM account fees or any other ECM hosting costs.

4. Roles and Responsibilities

It is the Office of the CIO's responsibility to provide quality resources that can perform the development "life cycle". The agency must provide business experts who understand the business needs. The agency must also provide staff to assist with user acceptance testing. OCIO can direct and document project requirements gathering through interviews and work sessions.

5. Requesting Service

Contact the help desk or the ECM solution manager

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 reject 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 the agency.

The system creates consolidated invoices by agency. Invoices are run monthly around the 5th work day of the month.

7. Service Hours, Response Times and Escalation:

ECM solutions are available 24 X 7.

Agencies can receive support by contacting the ECM Solution Manager at 402-471-0655 or by contacting the CIO help desk at 402-471-4636.

For further information, please contact:

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