

## Request for Leave

OFFICE OF THE CIO

**December 17, 2014**

Last updated: December 17, 2014

### 1. Rate

\$0.85 per user /month

### 2. General Overview:

Request for Leave (RFL) is an application for entering, submitting and approving employee absences due to vacation leave, sick leave or 10 other types of leave.

### 3. Service Description:

After an employee submits a request for leave, it automatically routes to the employee's supervisor for approval. An interface with the calendaring function of Outlook allows the employee and manager to post the leave on each one's personal calendar and a group calendar. The application offers a large number of views, reports and other special functions. Currently the RFL does not exchange data with the state's accounting and payroll systems.

The service includes:

- Help desk support
- Uninterrupted power supply
- Reliable system failover and redundancy
- Full system backups
- Security facility to house the system
- Routine maintenance

The service does **NOT** include:

- Enhancements to the system (billed separately)

Benefits (compared to paper-based, manual systems) include:

- Speed in routing requests for approval (workflow);
- Digital format which improves reporting functions and maintaining historical records;
- Integration with the Outlook calendar function.

#### **4. Roles and Responsibilities:**

The Office of the CIO is responsible for application maintenance and system support. Agencies that choose to use the application are responsible for end-user training, although the Office of the CIO will assist with training sessions during initial implementation.

#### **5. Requesting Service**

Contact the Help Desk to order the service. Information that is needed includes the subscriber's name and email address, the supervisor's name and email address, and job code / work order numbers for billing purposes.

#### **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 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.

#### **7. Service Hours, Response Times and Escalation:**

Support is available 24 x 7 at 402- 471-4636. The on-call staff will identify the problem and the appropriate people necessary to address the issue. During regular hours (7am – 6pm) a support call will be routed by the Help Desk to the appropriate team. During off hours the call will go to OCIO Operations personnel, it will be logged, and on-call members of the OCIO will be notified.

This service includes Help Desk support, uninterruptable power supply, reliable system failover and redundancy, 24x7 support, full system backups, and routine system maintenance. The system is housed in a secure facility. This environment is running on multiple production web servers for high availability and on-call staff are available 24x7 to provide any support needed should problems arise.

**For further information, please contact:**

**Office of the CIO Help Desk**  
**[cio.help@nebraska.gov](mailto:cio.help@nebraska.gov)**  
**402-471-4636 or 800-982-2468**