

State Agency Retainers

December 22, 2014

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1. Rate:

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2. General Overview:

The Intergovernmental Data Services (IDS) Program of the Office of the CIO provides a statewide computer network linking county and state government (IDS System). It serves as the computing platform for statewide applications used by the Supreme Court, Department of Motor Vehicles (DMV), and the Department of Health and Human Services (DHHS). In addition, the majority of county offices also use the IDS System to host their third party applications (See: "Third Party Hosted Applications".)

The primary objective of the IDS System is to provide a single reliable and efficient computing network to meet the statewide computing needs for the Supreme Court, DMV, and DHHS, thus avoiding the cost of duplicate systems.

Instead of the typical fee-for-service rates, the Office of the CIO recovers the costs for the IDS System through retainers paid by the Supreme Court, DMV, and DHHS. The retainers are calculated based on several factors that reflect the relative impact of the applications for these agencies. Retainers provide a known amount for budgeting by the user of the service and ensure sufficient revenue to fully recover the costs to provide the service.

3. Service Description:

The IDS serves as the computing platform for DMV's vehicle title and registration system (VTR) and the Supreme Court's automated case management system (JUSTICE). Both applications improve the quality of data and access to information by many entities in state and local government, including law enforcement.

Pursuant to RRS Section 86-563, customers and the OCIO shall mutually agree on what applications developed or sponsored by the customer shall utilize the IDS System.

The IDS system includes:

- Access to a computer network (IDS System) between county offices and state agencies with sufficient computing capacity to run the key applications, effectively. This shall include the cost of upgrades in CPU and disk storage of IBM i-Series (AS/400s) as necessary. The cost of upgrades and routine replacement of equipment shall be included in calculation of the retainer.
- Operation and maintenance of the IDS System, which shall include updates to the server operating system, routine backups of data, recovery of data from backups, repairs to the

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system, replacement of physical components of the system that fail, and any other actions necessary to providing a computer network capable of running applications in an effective manner during normal business hours and non-business hours, except there will be a 2-hour period from 3:00 a.m. to 5:00 a.m. each day for backups and system maintenance when the system will not be available for transactions.

- Initial installation and maintenance of cabling to connect peripheral devices (terminals, printers, laptops with docking stations, and thin client devices) to the IDS System at each county location and any existing satellite locations within a county.
- Installation, reinstallation, and installation of upgrades of applications on any or all AS/400 servers within the IDS System.
- Assistance with problem resolution pertaining to the use of applications on the IDS System. Such assistance shall be to determine whether the cause of the problem is with the IDS System, peripheral equipment, local or wide area network problems, or other cause.
- Use of the applications by state agencies and all counties without additional charges for processor time and disk storage relating to the agency's applications.
- Customer support (Help Desk) to state agency staff and county employees authorized by customers to use the customer's applications on the IDS System.

This service does NOT include:

- System changes or enhancements that are necessary because of substantial changes to the customer's applications, unless there is mutual agreement to change the amount of the retainer.
- Making modifications or enhancements to the customer's applications.
- Payment for peripheral equipment and maintenance on peripheral equipment, including terminals, printers, laptops with docking stations, and thin client devices.
- Payment for software licenses that are specific to the development AS/400 server that the customer uses for developing, evaluating and testing the customer's applications
- Payment for software licenses that are specific to the production AS/400 server that the customer is using to operate, maintain and support the customer's applications.
- Training of customer or county personnel in the use of the IDS System or customer's applications.
- Customer support (Help Desk) for the customer's or county users of the customer's applications.
- Data communication charges for connecting satellite offices to the primary office in a county or from the IDS System servers in counties to the 501 Building, including charges for data circuits and device fees.
- Repairs or replacement of equipment or cabling damaged or destroyed by the negligence of customer or county personnel.
- Any costs relating to a move, add or change of offices of those required to use customer's applications, if the additional work requires external resources or cannot be

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accommodated with budgeted resources, given the total workload for all customers of the IDS System.

Benefits include:

- Cost benefits from a shared services environment
- A reliable and efficient system that's supported by specialized staffs
- Allow agencies to focus on their own applications; not the server
- High service availability due to the data center power backup capabilities

4. Roles and Responsibilities:

Responsibilities of the Office of the CIO include:

- Provide robust and reliable network resources to support customers' applications. This would include the necessary software and hardware to support the current production of AS/400 servers, the field support associated with IDS System and the ongoing software and hardware vendor maintenance programs (SWMA/CHIS).
- Consult with customers regarding decisions pertaining to the future choice of technologies, architecture, capacity planning and upgrades. Consultation shall include sharing any relevant information and analyses on these topics and providing the opportunity for comment and discussion.

Responsibilities of the customer include:

- Cooperate with the OCIO in providing support and troubleshooting problems relating to the use of the IDS System by customer's staff or its agents.
- Helping to enlist the involvement of county staff (but recognizing that a state agency cannot be held responsible for lack of assistance by local entities).
- Consult and cooperate with the OCIO in technology deployment and technology migration, including sharing any relevant information and evaluation and providing opportunity for comments and discussion
- Involve the OCIO in any analysis of future architecture or technology of applications currently utilizing the IDS System, including plans that would affect the volume of leased equipment or the utilization of the IDS System.
- Maintain and support of own applications

5. Requesting Service

To order any services please contact the OCIO Help Desk at (402)471-4636 or toll free at (800)982-2468 or via email at cio.help@nebraska.gov.

6. Billing Information:

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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:

The service shall be available 24x7, 365 days a year, except during the normal scheduled daily maintenance window from 3am to 5am. The service is supported by our internal IT specialists. Customer support is generally available during our regular business hours from 7:30am – 5:30pm Central time by calling the OCIO Help Desk at (402) 471-4636 or (800) 982-2468 or via email at cio.help@nebraska.gov.

Calls received during the non-business hours shall be routed to the OCIO Operations personnel. Calls will be logged and on-call members of the OCIO will be notified and respond accordingly.

For further information, please contact:

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