

State Gas Usage Tracking System

December 17, 2014

Last updated: December 17, 2014

1. Rate

\$0.0060 per gallon

2. General Overview:

The Transportation Services Bureau (TSB) of the Department of Administrative Services requires state agencies to purchase fuel for state vehicles at state-owned facilities whenever possible (see http://das.nebraska.gov/tsb/tsb_fuel.html). These facilities are located at facilities operated by the Department of Roads (NDOR), Department of Correctional Services (DSC), and TSB. Usage is tracked using Voyager credit cards that TSB issues to all state agencies.

The Office of the CIO supports the State Gas Usage Tracking System which reports fuel consumption so that NDOR, DCS and TSB can bill agencies for the cost of fuel.

Staff at the Department of Roads verifies the Voyager credit card information and is the primary liaison for agencies with questions about their billings.

3. Service Description:

NDOR, DCS and TSB operate about 100 locations with self-service facilities available for agencies to re-fuel state vehicles. This arrangement saves costs by providing access to lower-cost fuel, avoiding fuel taxes, and insuring good quality fuel.

Agencies use a state-issued Voyager Fleet Fuel Card when making purchases at either state-owned or private facilities. To automate the collection of data on fuel usage by agency, each state-owned fuel facility has the technology for accepting the Voyager Card and reporting information (card number, fuel type, and quantity) to a central database. Most of the self-service facilities use the Data2-U product, which transmits information on a weekly basis. Other facilities use the Gasboy systems, which transmits information on a daily basis.

The State Gas Usage Tracking System is the application that receives data from the self-service facilities and prepares the reports used for billing costs to agencies. A web-based component provides an interface to synchronize account information with the online Voyager Card system.

NDOR uses data from the State Gas Usage Tracking System to generate IBTs in EnterpriseOne that NDOR, DCS, and TSB send to agencies that used their respective facilities.

This service includes:

- Application support and hosting;

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- Problem resolution;
- Assisting NDOR with verification of data which is used for generating the monthly billings.

This service does not include:

- Training;
- Support for the Data2-U or GasBoy systems;
- End-user support for other agencies.

The Office of the CIO also developed, supports, and hosts a web application for NDOR that assists with managing the Voyager Fleet Fuel Card application and interfaces with the State Gas Usage Tracking System. That application is not part of this service description.

4. Roles and Responsibilities:

Responsibilities of the Office of the CIO:

- Provide programming, support, and problem resolution for the State Gas Usage Tracking System;
- Host the State Gas Usage Tracking System;

Responsibilities of NDOR:

- Serve as the sponsor for the State Gas Usage Tracking System, including tasks typically performed by a business analyst in understanding the functionality of a system;
- Coordinate with DCS and TSB regarding changes to the System;
- Authorize changes to the System;
- Provide testing of any changes before migrating those changes to production;
- Support for the Data2-U and GasBoy systems, with assistance from third party vendors;
- Manage the process for generating IBTs to agencies for fuel usage on behalf of NDOR, DCS, and TSB.

5. Requesting Service

All requests for support relating to the State Gas Usage Tracking System should be routed through the NDOR business analyst (currently, Kevin Briggs 479-3756, kevin.briggs@nebraska.gov) to either the OCIO Help Desk (cio.help@nebraska.gov or 402-471-4636) or the OCIO technical team)

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 your organization.

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7. Service Hours, Response Times and Escalation:

The State Gas Usage Tracking System is operational 24 x 7.

Customers may contact the OCIO Help Desk 24 x 7 by calling 402-471-4636 or sending email to cio.help@nebraska.gov. Email should be used for less urgent problems. Customers may also open tickets by visiting <https://ciohelpdesk.nebraska.gov/user>. The help desk website is http://www.cio.nebraska.gov/tech_ser/help_desk.

For further information, please contact:

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