Ohio DAS Service · Support · Solutions | Office of Information Technology

Frequently Asked Questions

Q: Will you meet one on one with agencies?

A: The OIT Business Office will be available to meet with individual agencies if the communication provided does not meet their needs.

Q: How will historical usage be used to predict quarterly invoices?

A: OIT/Business Office will query the billing system (Service Usage Management System or SUMS) usage for 12 months prior at Job Number level. Invoices for the following year would be based on an average consumption over that time period, adjusted for significant changes in usage. The Business Office will review each agency invoice in detail prior to the implementation.

Q: Why do I need to review Job Numbers?

A: Agencies should insure that Job Numbers are consistent with current programs and clearly match to funding source(s). Currently, frequent corrections requested are due to incorrect Job Numbers.

Q: Why do I need to review usage in SUMS monthly?

A: Agencies should review actual usage uploaded to SUMS monthly to determine that usage is accurate and to enable the agency to manage usage in the future. Any errors in usage should be addressed immediately.

Q: How do I view my quarterly invoice and monthly usage statement?

A: Agencies can access their quarterly invoice in SUMS by selecting specific "Reports" menu options. Each agency will have a quarterly invoice for each of the IT services they are being billed.

Agencies can access their monthly usage statement and drill into details in SUMS by selecting specific "Reports" menu options. Each agency will have a usage statement for each of the IT services they are being billed.

Reporting guidelines on how agencies can view their quarterly bill and monthly usage statements can be found on the SUMS Resource Page. The guidelines will provide the user with a step-by-step process on how to run these reports for their agency.

Q: How do I obtain access to the SUMS system?

A: To gain access to SUMS, users must be authorized and complete a SUMS Security Request Form found on the SUMS Resource Page. Once completed, the form should be submitted to their agency authorized Access Manager who will forward the information to the OIT Business Office for processing. Once access is granted, users will be notified via email.

Q: Where can I login to the SUMS system and find more information?

A: To login or learn more about SUMS, Agencies can refer to the SUMS Resource Page. There you will find links to login to the SUMS system as well as training and reference material, forms and other SUMS related information.

Q: How do we notify you of concerns including billing or password issues?

A: Contact the Customer Service Center at csc@ohio.gov or call 614-644-6860\877-644-6860. Agencies are expected to notify OIT Business Office of any usage disputes within 30 days of the statistics being published in SUMS. All discrepancies will be analyzed by the Business Office staff and/or the Service Manager to determine action required.

Q: Will agency staff need training to interpret the new methodology reports?

A: The SUMS Resource Page found on the Business Office page of the OIT website includes training materials for users. There, users can find a training schedule that lists class dates that agency representatives can sign up to attend. Additionally, the OIT Business Office staff will be available to work one on one with staff as questions or issues arise.

Q: What are the advantages of quarterly invoice billing?

A: Consumer agencies have communicated a desire for more cost consistency and predictability of billing for IT services. This method allows agencies to operate a "budget plan" similar to those used by utility companies. Additionally, because there are fewer invoices work load is diminished. The new methodology will provide DAS with working cash, thereby eliminating the need to include this as part of service rates.

Q: Are any other invoices issued and paid for scheduled and/or anticipated services?

A: Yes, DAS invoices at the beginning of the quarter for Risk Management, Fleet Management, Rent, and MARCS and the Department of Mental Health and Addiction Services (DMH) bills similarly for Central Pharmacy Services.

Q: Why is cash now a concern?

A: The current rate/cost recovery structure spreads cost to the agencies over the course of the year but OIT incurs cost for those commitments early in the fiscal year. IT Optimization has centralized many expenses that were previously agency disbursements.

Q: How will billing change?

A: For each quarterly bill, the usage estimate would be multiplied by the rate for the new time period to be invoiced for three months of usage. This is the amount that would be invoiced for each quarter. If the total billable is less than $2.00 the usage will be excluded from anticipated billing.

Anticipated usage will be loaded to SUMS including Job Number detail (no other supporting usage data will be loaded with the anticipated usage) and invoiced at the customer ID level to OAKS. Actual units supporting usage data will also be loaded monthly to SUMS and available by referencing the period that the anticipated usage is based or as actual usage occurs in SUMS.

Q: Will these quarterly invoices cover all IT services?

A: No, only rated services provided by the Infrastructure Services Division (ISD) of the Office of Information Technology. Several new services provided by ISD will begin in FY15 and will be included in this quarterly invoice process.

Q: How will reconciliation work?

A: Agency actual use of units of service will be compared to the expected usage. Credits will be applied at least annually or a supplemental amount required to pay for service used will be added to a future bill. Reconciliation for Q1 activity will be included on the Q3 invoices. Reconciliation for Q2 and Q3 activity will be included on the Q4 invoice. Reconciliation of the Q4 activity will be included on the Q2 invoice of the following FY. When reconciliations are calculated and reflected on a quarterly invoice a quarterly Estimated to Actual Usage report will be provided to Agency CIOs and CFOs.

Q: What is a significant change in service?

A: The first year of implementing this process we will evaluate deviations from expected usage on a case by case basis. Significant variations would, upon identification, be integrated into the next quarterly invoice. It is likely that the first variances would be adjusted on the Q3 invoices, and on each subsequent invoice issued. With normal usage it would be anticipated that any under/overage from a prior period would be insignificant.