

Service Description

EDI/Application Integration service is a combination of Application Integration, Data Exchange and Electronic Data Interchange (EDI) functionality. This service provides application to application connectivity to support interoperable communication, data transformation, and business process orchestration amongst applications on the same or different computing platforms. Business process orchestration between many data formats may be supported including Web Services, XML, People-Soft, FTP, HTTP, MSMQ, SQL, Oracle, Flat File, SAP, DB2, CICS, EDI, HIPAA, HL7, Rosetta Net, etc.

The Data Exchange component allows unattended delivery of any electronic data format to a customer agency via encrypted files over public FTP, FTPS, SFTP, VPN.

Application Integration services are offered via:

- **End Points** – also referred to as a mailbox, this is a connectivity point to facilitate the movement or transaction of data between two or more entities.
- **KBs** – represents the size in kilobytes of a message that is transformed or processed. This typically refers to a document or file conversion or a format change.
- **Messages** – a discrete unit of data that is moved or transacted between two or more entities. A message typically represents a business document or a file.

An EDI/Application Integration customer might also be interested in these OIT services:

- Service Desk Tool
- Shared Web Hosting
- SharePoint

Customer Benefits

- **Cost-savings** – The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Security**- This service offers protected (i.e. encrypted) exchanges of information to block unauthorized access.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Data files delivered to customers and/or customer trading partners
- Data files formatted to customer application requirements and EDI standards
- Incident resolution services via Customer Service Center
- Routine maintenance
- Service monitoring to detect problems
- Service provisioning and implementation

Maintenance Schedule

Scheduled maintenance occurs on selected Wednesdays from 6:00 p.m. to midnight and selected Tuesday mornings from 3:00 a.m. to 6:00 a.m. Outages are minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are established at the beginning of the year, and typically run from 6:00 a.m. to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, EDI/Application Integration support staff is available 24 x 7 for both incident reporting and resolution. EDI/Application Integration staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Note: The customer is responsible for providing end-user support for this service.

Service Objectives

Category	Evaluation Criteria	Target
Availability	EDI/Application Integration uptime	99%
Incident Responsiveness	EDI/Application Integration support staff responds to the customer (i.e. acknowledge and confirm receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	EDI/Application Integration support staff resolves incident within 4 hours.	75%

Customer Requirements

- Business process escalation schedules
- EDI to business format maps and implementation guides
- Information about partners and file transfer requirements
- Ohio One Network*
- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Provide DAS OIT with a valid billing number
- Place service order via the OIT Enterprise Service Catalog

***Service must be obtained from OIT for an additional charge.**

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at <http://itenterprise.ohio.gov>. Rate information for this service can be found on the [DAS OIT IT Business Office](#) site.