

OHIO ADMINISTRATIVE KNOWLEDGE SYSTEM

Service Description

The Ohio Administrative Knowledge System (OAKS) is the State's Enterprise Resource Planning (ERP) system which provides central administrative business services such as Financial Management, Human Capital Management, Content Management, Enterprise Learning Management and Customer Relationship Management.

Core system capabilities include:

Content Management (myohio.gov)

- Centralized Communications to State Employees and State Contractors
- OAKS alerts, job aids and news
- Statewide News
- Password Reset for Active Directory

Customer Relationship Management (CRM)

- Contact / Call Center Management

Enterprise Business Intelligence

- Key Financial and Human Resources Data, Trends and Analysis
- Cognos driven reporting
- Targeted Business Intelligence
- Tableau Analytics and Visualtion

Enterprise Learning Management (ELM)

- Training Curriculum Development
- Training Content Delivery
- Training Status Tracking and Reporting

Financial Management (FIN)

- Accounts Payable
- Accounts Receivable
- Asset Management
- Billing
- eSourcing
- Financial Reporting
- General Ledger
- Planning and Budgeting
- Procurement
- Travel & Expense

Human Capital Management (HCM)

- Benefits Administration
- eBenefits
- ePerformance
- Kronos
- Payroll
- Position Management
- Time and Labor
- Workforce Administration

Customer Benefits

- Standardized administrative business practices for Finance and HR / Payroll Transaction Processing.
- Single source for "Doing Business within the State".
- Secure financial and employee data.
- Single sign-on capabilities for OAKS applications and source of Identity for Enterprise Applications.
- Statewide communications and content.
- Self-service capabilities for employees and contractors

OIT Provides

- Infrastructure
- Application Administration and Configuration
- Infrastructure and Associated Support
- OAKS Software Licensing
- Incident Resolution Services via the OAKS Help Desk, HRD Help Desk or OSS Help Desk
- Routine Maintenance

- Batch Processing (e.g., payroll, public assistance processing, disbursements)
- Service Monitoring and Alerting
- Disaster Recovery

Maintenance Schedule

Maintenance is performed on Sundays from 7:00 PM until 11:00 PM. For additional outages, announcements will be posted via <https://myOhio.gov/>.

Incident Response & Resolution

OAKS support staff is available from 7:00 AM until 5:00 PM, Monday through Friday. Customers may report issues to, or request assistance via the Customer Service Center at csc@ohio.gov or the OAKS helpdesk at OAKS.Helpdesk@oaks.state.oh.us.

Service Objectives

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

Customer Requirements

- Internet Access
- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Place service order via the OIT Enterprise Service Catalog.
- Provide DAS OIT with a valid billing number.

Additional Information

For more information on this service or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

Visit us on the web at: <http://das.ohio.gov/Divisions/InformationTechnology.aspx>.