



Mike DeWine, Governor  
Jon Husted, Lt. Governor

Matt Damschroder, Director

To: DAS State Agency Partners  
Cc:  
From: Jennifer Leymaster, Chief Financial Officer  
Date: April 2, 2020  
Re: Customer Dashboard

The Department of Administrative Services strives to provide high-quality service to our agency partners. Throughout the course of FY 2020 we have implemented a new costing and billing system (CABS). The goal has been to centralize those activities while providing more transparency and timely charges to customers.

Due to customers' immediate need to identify FY 2020 DAS charges and projected costs, the DAS Office of Finance is publishing a Tableau customer dashboard for agency customer use. The dashboard captures your agency's current charges and utilization for many DAS services. It also includes a projection of your charges through the end of FY 2020 based on your current usage. This is an effort to aid agency partners in planning for costs for the remainder of this fiscal year as well as projecting your FY 2021 costs.

Note that the customer dashboard projections are based on FY 2020 usage and FY 2020 approved rates. Any variance to consumption or revisions to established rate amounts will impact the projections.

The customer dashboard may be accessed by following this link: [Customer Dashboard](#). Attached to this memo is a FAQ that may assist you with dashboard navigation. You can also find this information and the Tableau customer dashboard link on our website by following this [link](#) or navigating to [DAS.ohio.gov/rates](#).

If you have questions or feedback for customer dashboard enhancement, contact [Elizabeth.Parker@das.ohio.gov](mailto:Elizabeth.Parker@das.ohio.gov) or [Kenneth.Henault@das.ohio.gov](mailto:Kenneth.Henault@das.ohio.gov).

If you have questions regarding an invoice you have received from DAS, please contact the DAS Customer Service Center at [csc@ohio.gov](mailto:csc@ohio.gov) or 887-644-6860 with your specific inquiry, including details about the invoice. Please request that the inquiry be assigned to the Office of Finance Billing and Cash Management team. Thank you for sharing this information with others in your agency who would find it useful.

Attachment:  
FAQ Tableau Customer Dashboard