Ohio | **Department of Administrative Services**

Application Services

Service Description

Application Services provides standardized, integrated solutions for Application Development. The core components of the solution include:

- **Application Development Lifecycle Services** for creating new applications and systems.
- **Application Development Operations** for maintaining and enhancing existing applications and systems.
- **Website Lifecycle Services** for designing and creating new websites.
- **Website Operations** for maintaining and updating existing websites.
- **User Interface/User Experience Services** that work in connection with Application Development and Website work that define the "look and feel" of what users interacts with.

Supporting Technology Services which support the Applications, Systems and Websites developed. These services can include payment processing, application performance monitoring, and complex reporting/visualizations.

Customer Benefits

- **Availability** - The Applications are deployed in the State's Data Center which is available 24 x 7 x 365.
- **Cost-savings** - The customer realizes reduced cost by not having to incur additional expenses for Agency personnel, operating system licensing, and operating staff associated with 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. This is achieved by leveraging State's Enterprise Contracts, other existing State's Enterprise Services, and the State's Data Center to lower overall cost.
- **Scalability** -The service is configured according to customer requirements and may be easily modified as those needs evolve.
- **Support -** Service support is provided by OIT employees that are skilled and experienced in planning and provisioning, Application Development, maintenance, and troubleshooting.

OIT Provides

- Management of State staff and vendor contracts and the relationships with the Vendors and their partners
- Management of Applications to include upgrades, patches, etc.
- Routine maintenance
- Backup and recovery capabilities
- Incident resolution via the OIT Customer Service Center
- Service provisioning, implementation, monitoring and alerting
- Security account integration

Maintenance Schedule

Maintenance and upgrades are scheduled on a case-by-case basis with the customer whenever possible.
OIT schedules extended outages twice per year and effects the Application Services accordingly. The scheduled extended outage dates are established at the beginning of the calendar year and typically run from 6:00 AM to midnight during the work week.   If a longer outage window is required, then the outage may either be divided between multiple days, or weekend hours could be scheduled. If a shorter outage window is required, then the outage may be scheduled at an alternate time in accordance with the customers' business need.

Incident Response & Resolution

The Application Services support staff is available from 7:00 AM to 5:00 PM, Monday through Friday. Customers may report incidents to the OIT Customer Service Center (CSC) on a 24 x 7 basis. Incidents regarding this service are responded to during standard hours of operation. Customer involvement is essential to resolving issues, therefore; the customer will need to provide a system administration point of contact.

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

Customer Requirements

- Customer to appoint a Point of Contact to communicate support issues
- Customer will ensure all PC minimum requirements are met for service use
- Customer accepts all OIT IT security policies and standards
- Customer maintains Agency and Service Technical Contact lists via the IT Enterprise Services portal at: itenterprise.ohio.gov
- Provide DAS OIT with a valid billing number
- Customer provides connectivity to the Ohio One Network

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.