

Enterprise Business Intelligence

Service Description

The State of Ohio Enterprise Business Intelligence (BI) service provides reporting, data visualization, enterprise data warehousing, business and predictive analytics, and decision support solutions to users from all **120+** state agencies, boards and commissions, and institutions of higher education. With tools such as **Cognos** and **Tableau**, the Enterprise BI team can help turn raw data into usable information and powerful visualizations, in turn helping users analyze policies and programs, evaluate operations and drive decisions.

Enterprise BI Solutions — Standardized reporting solutions to benefit all State Agencies.

- **Financial Information Cost-and Spend Management** – State Agencies can gain valuable insights into planned, actual, and forecasted spending based on historical information as well as planned expenditures, budgets, and actual results.
- **Workforce and Human Resources** – State Agencies can gain valuable insights into position management, workforce composition, pay, leave and benefits, and more.
- **Targeted Solutions** – The BI Team currently provides data visualization solutions to State agencies and custom reporting solutions to 50+ agencies, with availability for additional options ranging from consultations through turn-key content delivery.

BI Core Reporting Services include:

Financial Information

- Enterprise Financial Dashboards
- General Ledger
- Budget and Planning (BPM)
- Travel and Expense
- Procure to Pay
- Accounts Receivable
- Asset Management
- Value Management
- Trends and Forecasts
- Statewide Cost Allocation Plan (SWCAP)
- MBE/EDGE and Equal Opportunity
- State of Ohio Payroll Projection Systems (SOPPS)

Workforce and Human Resources

- Enterprise HR Dashboards
- Workforce Profile
- Compensation
- ePerformance/ePAR
- Enterprise Learning Management

50+ Targeted Solutions: Like

- Interactive Budget OBM
- Higher Education OHDE
- JFS dashboards
- State Health Facts
- BWC Core Reporting

Customer Benefits

- **Cost-and Spend Management** – State Agencies can gain valuable insights into planned, actual, and forecasted spending based on historical information as well as planned expenditures, budgets, and actual results.
- **Efficiency** – Business Intelligence delivers standardized reports, dashboards, and data to support consistent views of Statewide Finance and Human Resources data; agencies do not need to expend resources building their own reports. Additionally, centralized hardware such as Enterprise Tableau Servers means agencies do not have to purchase and license their own systems. This results in millions in costs savings and continuous improvement in efficiencies.
- **Availability** – Enterprise Business Intelligence supports Agency analyses in a high-availability environment with contemporary data.
- **Data Integration** – Enterprise Business Intelligence offers agencies data integration services to support analysis of data from multiple data sources.
- **Standard and Governance** – BI provides standard reports, meta-data management, model management, continuous enhancement process and data governance solutions to customers.
- **Training** – Enterprise Business Intelligence offers a regularly scheduled online and instructor led training curriculum and support for a variety of audiences.
- **Reporting and Migration Consultation** – Users requiring specialist interpretation or development of BI reports will receive one on one support from the BI Team.
- **Data Accuracy/Validation** – Data in the BI environment is validated to source system data daily to ensure accuracy and the BI dashboard provides users an accurate and real-time view of batch processes and data updates.

OIT Provides

- Production and Non-Production Environments
- Cognos Based Analysis Tools
- Enterprise Tableau Servers
- Incident Resolution Services
- Routine Maintenance
- Periodic System Upgrades
- Service Provisioning and Implementation
- Scheduled Training
- Analysis Support and Consultation

Maintenance Schedule

Maintenance and data refresh windows for current Cognos data marts occur weekdays after 5:00 PM. In addition, weekends are frequently used for change maintenance windows. Maintenance for the Tableau servers is as required, with a bi-annual system upgrade. Data refresh is per the customer requested schedule.

Incident Response & Resolution

Enterprise Business Intelligence and Reporting support staff is available from 7:00 AM until 5:00 PM, Monday through Friday. On-call team member always available after hours and weekends.

Customers may report incidents to the OAKS Helpdesk at (614)-644-6625 or (888)-644-6625, or email them at OAKS.HelpDesk@das.ohio.gov.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Application uptime	99%
Incident Responsiveness	Enterprise Business Intelligence and Reporting support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Enterprise Business Intelligence and Reporting support staff resolves critical, production-stopping incidents within 4 hours.	75%

Customer Requirements

- Source system access, e.g. State User ID, OAKS security role(s), etc.
- 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 contact the **Customer Service Center** at CSC@ohio.gov or visit MyOhio.gov Business Intelligence About Us page 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.