Ohio | **Department of Administrative Services**

Enterprise Hosted Document Management

Service Description

The Enterprise Hosted Document Management is a standardized, integrated solution for document and content management. The core components of the solution include:

- **Document Management** core capabilities such as: secure check-in / check-out, version control, and index services for business documents, audio / video files, and Environmental Systems Research Institute (ESRI) / Geographic Information Systems (GIS) maps.
- **Image Processing** for capturing, transforming and managing images of paper documents via scanning and / or intelligent character recognition technologies such as Optical Character Recognition.
- **Workflow / Business Process Management (BPM)** for supporting business processes, routing content, assigning work tasks and creating audit trails.
- **Records Management** for long-term retention of content through automation and policy, ensuring legal, regulatory and industry compliance.
- **Web Content Management (WCM)** for controlling content including content creation functions, such as templating, workflow and change management and content deployment functions that deliver content to Web servers.
- **Extended Components** can include one or more of the following: Digital Asset Management (DAM), Document Composition, eForms, search, content and analytics, e-mail and information archiving.

Customer Benefits

- **Availability** - The Enterprise Hosted Document Management is available 24 x 7 x 365
- **Cost-savings** - The customer saves money by not having to incur additional expenses for Agency personnel, operating system licensing, operating and records retention costs and equipment 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 as well as leverages Enterprise Licensing to lower overall cost.
- **Scalability** -The service is configured according to current operational needs 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, backup, recovery, discovery, maintenance, and troubleshooting.

OIT Provides

- Management of vendor contract and the relationship with the Vendor and their partners
- Management of Hardware and software to include upgrades, patches, etc.
- Routine maintenance
- Backup, recovery and discovery capabilities
- Incident resolution via the OIT Customer Service Center
- Service provisioning, implementation, monitoring and alerting
- Active Directory account integration

Maintenance Schedule

Scheduled maintenance occurs on selected Wednesdays from 6:00 PM to midnight and selected Tuesday mornings from 3:00 AM to 6:00 AM. 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 calendar year and typically run from 6:00 AM to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 PM to 9:00 PM.

Incident Response & Resolution

The Enterprise Hosted Document Management 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.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Enterprise Hosted Document Management Solution uptime.	99%
Incident Responsiveness	Enterprise Hosted Document Management Solution staff responds to the customer (i.e. acknowledges and confirms receipt of Incident Ticket) within 30 minutes.	100%
Incident Resolution	Enterprise Hosted Document Management Solution support staff resolves incident within 4 hours.	75%

Customer Requirements

- Customer to appoint System Administration contact to communicate support issues
- Customer provides all service and support to printers and scanners used for the Document Management Service
- 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: http://itenterprise.ohio.gov
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number
- Customer provides connectivity to the Ohio One Network

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.