

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, Talent 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 Visualization

Ohio Learn

- Training Curriculum Development
- Training Content Delivery
- Training Status Tracking and Reporting
- **NEW:** Ability to extend Training Content to External Learners

Ohio Recruit

- 24x7 Recruiting, Reporting and Analytics
- Applicant Tracking and Compliance

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, HR / Payroll Transaction Processing, and Talent Management.
- 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 activities for OAKS FIN and HCM 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% |

- 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 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.