Service Description

Health and Human Services: Ohio Benefits
Ohio Benefits provides a comprehensive and effective platform for planning, designing, development, deployment, hosting and ongoing maintenance of all State of Ohio Health and Human Services (HHS) Public Assistance Services and Programs.

Ohio Benefits provides superior eligibility services including citizen self-service, efficient workflow management and coordination, an agile and easily manageable rules engine, improved data quality and decision support capabilities. Ohio Benefits supports improvement in state and county productivity, capability and accessibility of benefits to Ohioans through a robust enterprise system.

The Ohio Benefits platform provides four distinct technology domains:
- **Common Enterprise Portal** – User Interface and User Experience Management, Access Control, Collaboration, Communications and Document Search capability
- **Enterprise Information Exchange** – Discovery Services (Application and Data Integration, Master Data Management (MDM) Master Person Index and Record Locator Service), Business Process Management, Consent Management, Master Provider Index and Security Management
- **Analytics and Business Intelligence** – Integration and delivery of analytics through alerts, notifications & reports.
- **Integrated Eligibility** – A common Enterprise Application framework and Rules Engine to determine eligibility and benefits for Ohio Public Benefit Programs.

Privacy and security are the foundational blocks of the platform which is compliant with all state and federal standards.

Additional Support Services
- **EDMS** – Provide a centralized Document Management capability along with capabilities for counties to manage agen lobby traffic & in person client appointments.
- **IVR** – Leverage the State of Ohio Cloud-Based Enterprise Contact Center to provide an Integrated Voice Response system for customer self-service inquiry, basic inputs into the eligibility system, Computer Telephony Integration (CTI of customer information on county worker's computer and allow capture of audio signatures.

Customer Benefits

- **Public Impact –** Ohio citizens can now access a self-serve portal to identify, apply for and manage all available public assistance programs.
- **Public Good –** Application and eligibility determinations are made via a single point-of-entry for public assistance.
- **Efficiency** – Delivery of this service requires significantly fewer resources to operate, integrate and maintain than legacy applications in place across HHS agencies.
- **Availability and Monitoring** –Increased accessibility within this highly scalable environment, leverages the enhanced automated infrastructure, security and application operations and monitoring.
- **Privacy and Security Compliance** – The latest privacy and security regulations are incorporated, including HIPAA and Family Education Rights and Privacy Act (FERPA). The system is designed and operated to ensure citizen data is protected to the highest degree possible.
- **Operational Reporting** – This service provides standard reports, trend data, operational performance data and ad-hoc reporting to support the day-to-day operations.

OIT Provides

- Software Licenses and Integration Services
- Highly Scalable and Secure Production and non-production environments
- Incident Resolution Services
- Operations and Maintenance
- Service Provisioning and Implementation
- System Training at State and County Level

Maintenance Schedule

Guaranteed Hours of Operation:
Ohio Benefits System (Worker Portal) – 6 am. to 8 pm.
Ohio Benefits Self-Service Portal (Citizen Portal) – 24 hours a day, 7 days a week, Year-round

Scheduled Maintenance Windows:
Tuesdays and Thursdays – 9 p.m. to 6 am.
Every 3rd Sunday – Midnight to 6 am.

Incident Response & Resolution

Service Level Agreements (SLAs) based on severity of issue:
- **Priority 1 (P1) –** Resolved or workaround within 4 hours
- **Priority 2 (P2) –** Resolved or workaround within 8 hours
- **Priority 3 (P3)** – Resolved or workaround within 5 business days

Service Objectives

Category	Evaluation Criteria	Target
Availability	Application uptime	99%
Incident Responsiveness	Customer Helpdesk responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) • phone within 30 seconds • email within 4 hours	90%
Incident Resolution	Ohio Benefits support staff resolves P1 (business critical system/service unavailable) incidents within 4 hours.	99%
	Ohio Benefits support staff resolves P2 incidents within 8 hours.	99%
	Ohio Benefits support staff resolves P3 incidents within 5 business days.	99%

Customer Requirements

- Maintain agency and service contact lists via the IT Enterprise Services Portal at: http://itenterprise.ohio.gov.
- Ohio One Network*
- Place service order via the OIT Enterprise Service Catalog.
- Provide DAS OIT with a valid billing number.

   ***Service must be obtained from OIT for an additional charge.**

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.