Ohio | **Department of Administrative Services**

ePayment Business Solutions

Service Description

OIT's ePayment Business Solution allows State agencies to accept electronic credit card and Automated Clearing House (ACH) payments from customers.

An ePayment Business Solutions customer might also be interested in these OIT services:
- SharePoint
- Shared Web Hosting
- Enterprise Business Intelligence and Reporting

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining 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.
- **Reduce Risk** - Eliminate the need to process and store sensitive banking information.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning.

OIT Provides

- Facilitation of service provisioning and implementation
- Hosted payment gateway
- Incident resolution services via the Customer Service Center

Maintenance Schedule

OIT schedules extended outages twice per year. The scheduled extended outage dates are established at the beginning of the year and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, ePayment Business Solutions support staff is available 24 x 7 for both incident reporting and resolution. ePayment Business Solutions staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

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

Service Objectives

Category	Evaluation Criteria	Target
Availability	ePayment Business Solutions uptime	99%
Incident Responsiveness	ePayment Business Solutions support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	ePayment Business Solutions support staff resolves incident within 4 hours.	75%

Customer Requirements

- Business application
- 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
- Provide ePayment Vendor with banking information
- Work with payment gateway vendor to integrate application
- Work with Treasurer's Office to set up merchant accounts

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.