

Enterprise Systems Fee

Contents

About Enterprise Systems	1
A. System Services	3
When are the systems available for use?	3
What kind of support services are available for systems?	3
How quickly can I expect assistance when I contact the Solutions Center?	4
What kind of system training is available?	5
What does DES do to protect the data in its systems?	6
What are DES's plans to restore systems in the event of a disaster?	6
B. Communication	7
How do I sign up to be notified about system events?	7
How will agencies learn about planned system changes/updates?	8
How will agencies be notified about unplanned downtime or emergency updates?	8
Should agencies alert DES to special agency activities that may affect DES systems?	8
How can agencies propose system changes and how are those ideas prioritized?	9
C. System Rates	9
What are the charges for using DES supported systems?	9
D. Other Information – Customer Commitments	10
How can agencies help DES provide services more efficiently and effectively?	10
Contact information	10

About Enterprise Systems

The Department of Enterprise Services (DES) Enterprise Technology Solutions (ETS) team provides systems, and related services, which support enterprise financial, budget, policy, procurement, reporting and administrative management processes.

Financial systems:

- State's general ledger accounting system (AFRS)
- Accounts Receivable (AR)
- Capital Asset Management System (CAMS)
- Cost Allocation System (CAS)
- Financial Tool Box
- Statewide Vendor Table and Payee Services (SWV)
- Time Management System (TMS)
- Travel Expense Management System (TEMS)

Human Resource, Labor Relations and Payroll systems:

- Human Resource Management System (HRMS)
- Performance Development System (future)
- Employee Self Service & Leave Management (ESS)
- NeoGov (recruitment System)
- Learning Management System (LMS)
- Compensation Impact Model (CIM, CIM/AI)

Enterprise Reporting and Data Services

- Standard Reports
- Web Intelligence (WebI)

Enterprise Integration Services

- Websphere MQ (MQ)

Budget-related systems:

- Budget Development System (BDS)
- Bill Analysis Tracking (BATS)
- Capital Budget System (CBS)
- Salary Projections System (SPS)
- The Allotment System (TALS)
- Fiscal Note System

Systems supporting other processes:

- Constituent Relationship Management (IQ)
- Legislation Monitoring/Analysis (LegMon/LegTrack)
- Results through Performance Management (RPM)
- Risk Management (IVOS)
- Technology Business Management (Apptio)

Contract and Procurement Systems:

- Client Service Contracts Database (CSCD)
- Enterprise Contract Management System (ECMS)
- Sole Source Contract Database (SSCD)
- Washington Electronic Business Solution (WEBS)

Other Services:

- System Security Support
- DES usability lab use

For more detailed service descriptions, visit the DES Web site:

<http://des.wa.gov/services/IT/SystemSupport/Pages/AccessToSystems.aspx>

The costs for maintaining and operating these systems are recovered through the Enterprise System Fee—a cost allocation to agencies based on FTEs. This document describes the services that DES commits to provide in return.

A. System Services

When are the systems available for use?

Systems	When systems are available	Scheduled downtime for system maintenance
AFRS Capital Asset Management (CAMS) Cost Allocation System (CAS) Time Management (TMS)	Monday – Friday 6:30 am to 7:30 pm Saturday 7:00 am to 7:30 pm Sunday 7:00 am to 1:00 pm	Maintenance is scheduled when the systems are not available to users
Human Resource and Payroll Systems:	Monday – Sunday 6:00 am to 8:00 pm except for day 4 payroll processing and for scheduled downtime.	Target the 4th Sunday of every month from 8:00 am to noon. During this time, the systems will not be available.
HRMS Enterprise Portal and Business Explorer (BEx):	Monday – Friday 6:00 am to 6:00 pm Saturday 6:00 am to 6:00 pm	Maintenance is scheduled when the systems are not available to users
All other DES supported systems*	Daily 6:30 am to 9:30 pm	Maintenance is scheduled when the systems are not available to users

If there are changes or additions to this scheduled maintenance window, DES will send advance notification to agencies by email and/or by posting a message on the system logon page at least 24 hours in advance.

Extended hours are available during special business cycles (legislative session, allotment periods, fiscal year close, etc.) with prior arrangements and negotiation.

What kind of support services are available for systems?

The Solutions Center is a “single point of contact” to provide assistance to our customers. The role of the Solutions Center is to answer questions and to assist customers in how to use system features and in troubleshooting system problems. The Solutions Center is not staffed to answer policy questions about accounting, budget, human resources, procurement or other business processes. Agencies should contact the appropriate OFM or DES business units (Accounting, Budget, Contracts/Procurement, Forecasting, Human Resources/Labor Relations, etc.) with those questions.

Contact Information

Solutions Center (360) 407-9100

solutionscenter@des.wa.gov

Solutions Center hours are Monday through Friday, 7:00 am to 5:30 pm.

Extended hours are available during special business cycles (legislative session, allotment periods, fiscal year close, etc.) with prior arrangement and negotiation. Requests for extended hours require 48 hours of advance notification.

How quickly can I expect assistance when I contact the Solutions Center?

The Solutions Center is a single point of contact to provide assistance to users of DES-supported enterprise systems. If the Solutions Center cannot answer a technical question or complete the assistance to the user at the time of the call or callback, the Solutions Center will refer the request to a tier 2 response team and provide an estimated time that they should expect contact from that team.

Passwords are used for authentication of users to gain access to specific systems or resources. The Solutions Center assists users on resetting passwords for multiple DES supported systems Passwords will only be reset for the owner of the "login." Access is verified after the reset. Typically, password issues are resolved at the first point of contact.

Requests for proposed system changes and/or enhancements can also be directed to the Solutions Center. For more information on how to submit a request please see "How to propose system changes and prioritization". These requests do not follow the System Priority and Response Times.

Our service level objectives for resolving system failures and service incidents are detailed below:

System Priority and Response Times			
Priority	Criteria	Response Time Target*	Customer Resolution Communication Time Target**
Urgent	<p>No workarounds available and (1) affects more than five individuals; or (2) is mission critical and causes a work stoppage. Also identified as critical production.</p> <p>System Priority Examples:</p> <ul style="list-style-type: none"> • Service is down or unavailable. • A critical part of the infrastructure is unavailable or inaccessible, resulting in total disruption of work or critical business impact. • Service crashes or hangs indefinitely causing unacceptable or indefinite delays for resources or response. • Data corrupted or lost and must restore from backup. • A critical documented feature / function is not available. 	Less than 15 Minutes	30 Minutes

High	<p>No workarounds available and affects up to, but no more than five individuals. Also identified as critical production.</p> <p>System Priority Examples:</p> <ul style="list-style-type: none"> • Service is operational but highly degraded performance to the point of major impact on usage. • Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion. 	Less than 1 Hour	Within 4 Hours
Medium	<p>Affects less than five individuals, work around is available.</p> <p>System Priority Examples:</p> <ul style="list-style-type: none"> • Service is operational but partially degraded for some or all customers, and an acceptable workaround or solution exists. • Problem with non-critical feature or functionality. 	4 Business Hours	Within 8 Business Hours
Low	<p>No immediate effect on production</p> <p>System Priority Examples:</p> <ul style="list-style-type: none"> • Inquiry regarding a routine technical issue. • Information requested on system capabilities, navigation, installation or configuration. • Bug affecting a small number of users. 	1 Business Day	Within 3 Business Days

* Response Time Target is defined as the time between when the customer makes initial contact with the Solutions Center and an ETS team member begins working on the problem.

** Customer Resolution Communication Time Target is defined as the time between when the customer makes initial contact with the Solutions Center and an ETS team member communicates action on the issue. This includes updating them on notifications/escalations to other team members, work-arounds and anticipated resolution date/time, if available.

What kind of system training is available?

DES provides hands-on classroom training for DES supported systems at no additional cost.

To view class schedules and to register for training, go to:

<http://www.des.wa.gov/services/IT/SystemSupport/Training/Pages/default.aspx>

Training for Enterprise systems and registration through the Learning Management System (LMS) is available at:

<http://www.des.wa.gov/services/IT/SystemSupport/Training/Pages/default.aspx>

You can find our course catalog at: [Current DES Course Catalog](#)

We ask that registrants provide the DES training center Traininginfo@des.wa.gov with advance notice when canceling or rescheduling their enrollment. This will allow us to provide the space to another registrant on the waiting list and avoid any agency incurred cancellation fees.

What does DES do to protect the data in its systems?

DES provides meaningful and effective security measures to protect our customers and their assets. We follow the standards and guidelines for IT security in the OCIO IT Security Standards and utilize industry best practices where they apply. The appropriate data security measures are applied based on the categories defined in the OCIO IT Security Standards and are based on the sensitivity of the information the system maintains:

- Category 1 – Public information does not need protection from unauthorized disclosure
- Category 2 – Sensitive information is generally not released to the public unless specifically requested
- Category 3 – Confidential information is personal information about individuals, employee personnel records, and information regarding IT infrastructure and security of computer systems.
- Category 4 – Confidential information that requires special handling required by statutes, regulations, or agreements

Securing the information in DES systems requires extra effort on the part of both DES and the agencies that use the information to conduct business. DES secures the information in transit and at rest but each agency manages who has access to the information and how it is used. Agencies should never put confidential information in a system that is only intended to contain category 1 or 2 information since it would not have the appropriate security measures applied and could put the data at a higher risk of exposure as a result.

The information contained in DES systems is backed up on a regular schedule that aligns with industry best practices.

What are DES's plans to restore systems in the event of a disaster?

As part of the state's continuity of operations planning, certain systems that DES provides to customers have been identified as essential. The definitions below provide the basis for prioritizing the recovery of essential systems.

Essential System Definitions:

- Tier 1 Are systems that require high availability and have very low Recovery Point Objectives (RPO) and Recovery Time Objective (RTO) thresholds, typically less than 24 hours for both. These are systems where DES ETS may be required to

implement resilient infrastructure or have the capacity for rapid recovery. These systems will most likely need resources in the DES or State recovery site.

Tier 2 Are systems that require priority recovery. The typical RTO is 72 hours with an RPO of 24 hours or less. Once Tier 1 systems are operational available recovery resources will focus on Tier 2 systems. There should be available capacity maintained at the DES or State recovery site to bring up these systems as soon as practical.

Tier 3 Are all other systems. They will be recovered based on technical and operational realities at the time of recovery. They have an undetermined RTO. Available recovery resources will not focus on Tier 3 systems until all Tier 1 and 2 systems are operational.

The table below identifies the essential systems and the tiers defined above:

Essential System Tier	Essential Functions	Essential Systems required to support the essential function
2	AFRS and related systems can continue to support statewide payment process.	AFRS Payments (All related systems, support services and interaces that generate payments from AFRS. This includes HRMS 3rd party vendor payments, ProviderOne, FamLink, and other agency interfaces) Enterprise Reporting, MQ Services and Data Services.
3	Personnel/Payroll systems supporting the ability to meet state payroll obligations.	HRMS – The current plan is to run the previous month’s payroll in order to meet payroll obligations while HRMS is being recovered.
3	Recovery of remaining systems supported by DES based on the business cycle and the technical and operational realities at the time of recovery.	All remaining systems supported by the Enterprise Service Fees

*NOTE: DES will make every effort to recover the essential systems within the recovery time objectives. However, in the case of a major disaster and the unpredictable loss of the critical infrastructure, the recovery time for these systems could take much longer.

B. Communication

How do I sign up to be notified about system events?

DES uses the established listserv for each system or system group for communicating with everyone interested in system changes or events. You can sign up and register to receive

system messages/listserv(s) at

<http://www.des.wa.gov/services/IT/SystemSupport/Pages/default.aspx>

When conducting major system enhancement or new development projects, DES will work with business partners to establish additional forums for agency involvement and distributing project news.

How will agencies learn about planned system changes/updates?

DES will inform and/or consult with agencies via various communication formats of any planned changes/enhancements to the DES systems and/or services to agencies. This will be done where appropriate and as early as possible so agencies can assess the potential impact and plan accordingly. More detailed information about DES supported systems and services offered by ETS is available on the DES/ETS website at (<http://www.des.wa.gov/services/IT/Pages/default.aspx>) This site provides additional information:

- Access to systems
- System support and contact list
- Get training on enterprise systems
- Manuals and documentation
- System Tutorials

How will agencies be notified about unplanned downtime or emergency updates?

While DES's goal is to ensure systems are available at least 99.9% of the time that they are scheduled to be available, events such as an IT component failure, a regulatory event, or severe weather can lead to unanticipated downtime and system work. The DES Solutions Center will use the appropriate system listserv(s) and/or other distribution lists to notify agencies as quickly as possible about such events, the expected duration of the problem, the nature of the impact, and possible actions for agencies to take. Agencies will also be notified when the problem has been resolved and told whether they need to take any follow-up actions as a result of the event.

Should agencies alert DES to special agency activities that may affect DES systems?

Yes, please do. DES would greatly appreciate advance notice about any special business event, activity or agency system change that might impact systems supported by DES. Examples of these kinds of activities include: special jobs with a high volume of transactions, agency system upgrades, new system interfaces, etc. Advance notice is necessary for DES to provide the appropriate planning, resources, and coordination necessary to ensure your agency's success. Please notify the Solutions Center of these events.

How can agencies propose system changes and how are those ideas prioritized?

DES welcomes your ideas for system improvements. Please submit system improvement suggestions to the Solutions Center, after following your agency’s communication protocols. Please include the following information when making your suggestion:

1. The system or systems, if known, that would need to be changed
2. Describe the business problem the agency would like to solve
3. Describe the change that you think might solve this problem
4. Describe the benefit to the agency or state that would result from the change

These ideas will be shared with the business owner who is responsible for the system and will be prioritized by the appropriate governance body. When a systems improvement proposal has been approved for implementation, DES will schedule the work and communicate this information to the agency making this request.

Sometimes an agency requests a major change in DES systems because it is necessary to support a system or business change that the agency is required to make. In these cases, we recommend that the agency notify the Solutions Center and complete a more detailed intake form describing this need. This will aid the agency business owner in prioritization. Depending on the magnitude of the changes required, a separate service level agreement may need to be established to confirm expectations and cost recovery for the work.

C. System Rates

What are the charges for using DES supported systems?

DES recovers the costs for maintaining and operating these systems through charges to user agencies. The current rate structure:

Enterprise Systems Fee	Services Included
<p>The costs of the services listed to the right will be allocated to agencies based on the number of budgeted FTEs in each agency. For the 2013-15 biennium, the allocation is estimated to be about \$500 per FTE per year.</p>	<ul style="list-style-type: none"> • Unlimited access and support for the statewide financial, budget, contract, procurement, reporting, HR, payroll and other systems listed on page 2. • Secure ways to exchange data from one system into another • Includes help desk and systems training services • Use of the DES usability lab and services

Related rates for AFRS warrants:

Rate Type	Rate	Description
Warrant Fee	\$.46 per warrant	These rates cover the printing and consolidated mail services costs for processing and mailing warrants.
Inserted Warrant Fee	\$.55 per warrant	
CMS Flyer Insertion Fee	\$.005 per flyer	This is a pass through costs from Consolidated Mail Services when an agency sends flyers with their warrants.

D. Other Information – Customer Commitments

How can agencies help DES provide services more efficiently and effectively?

Here are some ideas that will help agencies reduce their costs in the use of DES systems and help DES operate as efficiently as possible:

- For questions on accounting or budget policy or procedures, contact the agency's assigned OFM accounting or budget analyst, instead of the Solutions Center.
- For questions of HR or Labor policy or procedures, contact the OFM Statewide HR and Labor Relations Office.
- For questions on procurement procedures, contact DES Contracting & Purchasing.
- Encourage staff to sign up for the appropriate DES System Communications Listserv and use them to stay informed of system changes and/or events at <http://www.des.wa.gov/services/IT/SystemSupport/Pages/default.aspx>
- Please provide DES training center Traininginfo@des.wa.gov advance notice when cancelling training.
- Help us keep the list of system users and administrators current; notify the Solutions Center with role changes for those systems where DES manages security.
- Only enter confidential data such as SSN, bank account information or other sensitive data to the fields that are intended for those purposes so they will be protected.
- Agencies are expected to keep DES apprised of any employee system role or access changes. Agencies should contact the Solutions Center when adding/deleting or changing employee access to systems.

Contact information

To let us know if you feel these service commitments are not being met, or if you have questions, concerns or praise, please contact:

Solutions Center: (360) 407-9100

solutionscenter@des.wa.gov