OnBase Implementation- Statement of Work

Nebraska Parole Board HR ECM Solution - #1124

Version Control

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Contents

Overview

Nebraska Parole Board (NBP) is requesting Department of Administrative Services – Human Resources (DAS) to assist in the provision of human resource (HR) services. DAS is requesting a new solution for the NBP to enable DAS to provide HR services to the NBP.

Objective

This document presents the project scope, roles and responsibilities, assumptions, and service estimates for the OCIO to create the NBP HR Solution to support multiple agencies.

Project Goals

This project will allow the Department of Administrative Services to support NBP's HR document management. NBP will control security by using active directory user groups. Viewing and updating will be controlled by ECM user groups.

Document types, foldering, and security will be done per instructions provided by Department of Administrative Services – Human Resources.

Scope

The scope of this project is limited to the following activities:

Activity	Description
Discovery	This project will be an enhancement to existing solution, modeled after other HR solutions.
User Group	Add User Groups for NBP HR to enable DAS HR to modify NBP HR personnel records. Add a read-only NBP Managers user group.
Document Types and standard interface configuration	Documents will be set up as instructed by DAS HR.
Workflow	No workflow will be set up at this time.
Foldering	Folders will be set up as instructed by DAS HR.
Scan Queues	Set up Scan and Sweep queues
Imports	N/A
Security	NBP User Groups will be added as instructed by DAS HR. NBP Managers will have read-only access to personnel records, and less access to Medical records for HIPAA. NBP ECM HR Admin will be given access to change security groups.
Custom Queries	A custom query will be set up to allow DAS HR to access NBP HR documents.
Testing	The OCIO will unit test the changes. Resources from DAS HR will be needed to verify the changes.
Demonstrations	Demonstrations will be held every 2 weeks showing the changes that have been made.
Training	Training will occur during the demonstrations and testing.

Testing

Unit testing will be conducted by the OCIO. However, Department of Administrative Services - Human Resources will be required to conduct user acceptance testing and provide authorization before the solution is made available in a production environment. The OCIO will provide Department of

Administrative Services - Human Resources, on request, a test plan template that can be used to create user test plans.

Solution Requirements

As Department of Administrative Services - Human Resources Staff

1. I need Doc Types set up as instructed by the DAS HR document spreadsheet. Keywords and document types will be modeled after the DAS HR Foldering solution. The SSN keyword will not be needed in NBP HR solution.
2. I need scan and sweep queues set up to import the new document types.
3. I need to have a keyword on all the document types to indicate if they are ACTV or TERM which will be controlled by the use of autofill keyword set (AFKS).
4. I need AFKS that will attach to each Doc Type. This will allow for the auto population of names, employment status of ACTV or TERM, and the termination date.
5. I need a filing cabinet set up as instructed by DAS HR. Folders will first be sorted by ACTV or TERM status, and then by name.
6. I need to be able to import all NBP and contracted Parole Board employees into the AFKS. Their records can be exported from Workday and imported into ECM via Autofill Keyword Importer. We will need to add the Agency and the ACTV / TERM indicator before importing into the AFKS.
7. I need a custom query created for all Doc Types as instructed by the DAS HR.

Training

Solution knowledge transfer will be conducted at the completion of the solution implementation. This knowledge transfer is conducted between the OCIO Application Developer and the Department of Administrative Services - Human Resources staff. The intent of the knowledge transfer is to provide the information essential for basic administration and maintenance of the specific configured solution.

Unless direct end-user training services are purchased, the OCIO Application Developer will utilize the "Train the Trainer" method of end user training. This allows Department of Administrative Services - Human Resources to better support the delivered solution. The target candidates for this training are key users that can facilitate the training of the rest of the user base.

Out of Scope

This initiative will *not* include:

Activity	Description
Records Management	DAS HR is choosing not to address records management (record retention) at this time.
Custom Development	Standard OnBase interfaces will be leveraged for this project. Customized web front-ends, applications, scripts, interfaces or other development are not in scope and will require an approved change order.
Portals	Public-facing portals and/or websites for accessing inspection forms or information are not included in this project.
Custom Reporting	Where appropriate, this project utilizes standard OnBase reporting functionality. Customized reports that do not leverage this functionality are not included in this project.
Other activities not listed	Any activities not listed as in-scope are considered out-of-scope. Adding any activities not listed in the in-scope statement will require a change order.

Critical Success Factors

Successful completion of this project is dependent on many factors. The following Critical Success Factors are applicable to this specific project:

1. Executive Sponsors from both the State of Nebraska – OCIO, NBP and the Department of Administrative Services Human Resources are involved with the project in order to clear obstacles to project success.
2. Client team participation, especially participation by subject matter experts, is essential to meeting the project goals and objective.

Assumptions & Constraints

1. Department of Administrative Services - Human Resources is responsible to ensure the solution is compliant and in accordance with any current or future policy, statute, rule or regulation.
2. Department of Administrative Services - Human Resources is responsible for obtaining all required licenses for all third party hardware and software used in the solution.
3. Department of Administrative Services - Human Resources is responsible to ensure the solution complies with any legal requirements.

Roles and Responsibilities

Common roles and responsibilities are defined so every resource will understand what is expected of them on this project. Upon joining the project, a resource will be assigned one or more of the following roles. Resources that have been assigned multiple roles are expected to meet all the responsibilities for those roles.

OCIO Resources

OCIO Product Owner

Description	The OCIO Product Owner acts as the primary liaison between the customer and the ECM team. This individual is responsible for the discovery, clarification, and refinement of the business requirements from the client and conveying that information to the development team. This individual will assist with prioritization of tasks required to accomplish the customer's objectives and will manage the day-to-day communications between the customer and the development team for OCIO.

Responsibilities	• Interviewing stakeholders and members of the project team regarding current business processes, business requirements, desired functionality and desired benefits
	• Documenting requirements in the form of user stories
	  • Validating requirements with the Project Team
	  • Generating and distributing meeting notes
	  • Reporting status to client Project Manager
	  • Managing change requests
	  • Tracking incidents
	  • Assisting with both high level and detailed design

OCIO Scrum Master

Description	The OCIO Scrum Master supports the ECM team, helping to resolve any incidents, questions, and impediments that hinder the team's performance and completion of tasks. This individual will receive Incident reports from the Helpdesk and pass them on to the team. This individual will assist the team to identify/clarify impediments and will report progress toward removing impediments.
Responsibilities	• Following up on incidents • Clarifying, following up on, and resolving Impediments

OCIO Application/Developer

Description	The OCIO individual(s) responsible for the design, configuration, and installation of the OnBase solution for NBP to be used by the Department of Administrative Services - Human Resources
Responsibilities	• Refining/elaborating user stories
	• Validating/questioning requirements presented to the project team
	• Implementing detailed solution design, including the analysis, planning, design, configuration, testing, and migrating as described throughout this document
	• Identifying impediments

Department of Administrative Services - Human Resources

Client Project Sponsor/Champion

Description	The Client Project Sponsor/Champion provides high-level oversight and guidance for the project to ensure that the project solution meets overall schedule and cost objectives.
Responsibilities	• Reviewing milestones
	• Reviewing and resolving escalated issues
	• Performing risk review
	• Approving Change Requests

Client Subject Matter Experts

Description	Client Subject Matter Experts provide ongoing business expertise and insight on business processes, including input/feedback on current business processes.
Responsibilities	• Participating in Discovery Sessions and User Group Meetings to define the business process and requirements
	• Participating in Discovery Sessions that determine keywords, document types, document type groups, security, report processing and workflow
	• Defining functional requirements for solution to be implemented

Nebraska Parole Board

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Estimated Service Fees

OCIO Resources

Following is a summary of the installation services by project task.

One-Time Fees

High Level Project Tasks	Description	Est. Hours	Est. Cost
Requirements Discovery	Discovery sessions, requirements gathering and analysis, high level process documentation	4	$280
Configuration	Create new user groups, keywords, scan queues, custom queries, document types, and foldering structure.	12	$840
Documentation and Training	End user documentation, first time ECM onboarding (Unity, Thin, and Mobile)	8	$560
Go-Live Support	Production issue resolution (only what is used will be billed)	16	$1120
Project Management	Project documentation; status, issue, and task tracking; budget tracking; meeting planning	2	$150
Total:		42	$2,950

*Note: Estimate only, based on OCIO's current understanding of requirements. All estimates of fees or time required to complete the project are provided for convenience only and are approximations of the anticipated amount of time needed to complete the project. Customer will be invoiced based on the amount of time actually required to complete the project and the applicable hourly fees. **This Statement of Work is not to be considered a Fixed Cost contract. These costs are estimates based on the current understanding of the project needs.** It is important to note that scope can change throughout the lifecycle of a project, requiring the use of change order process. Client should plan on some degree of scope change for internal budget planning purposes.*

Annual Anticipated Recurring Fees

The OCIO utilizes job codes and work orders for billing development time, storage for documents, and ECM User fees. The same combination can be used for all 3 charges if they are to appear on the OCIO IBT in one amount. If you would like them separated, a different combination would need to be provided.

Below is a list of the recurring fees. These fees are currently being charged for the DAS HR solution. The only additional fees will be for additional storage needed to add each agency.

Charge Description	Cost	Job Code	Work Order	Cost
Disk Storage for Documents	$200/Gigabyte/year (only what is used will be billed)			$200
ECM User Fees	$36/month/user			$0
Annual Anticipated Recurring Fees Total				$200

The above charges will be on the OCIO IBT, and will be charged monthly. ECM User Fees are not applicable since DAS HR is already paying user fees for the DAS HR ECM Solution. The Disk Storage Fees will appear when your project begins Client Acceptance Testing (CAT).

Job Code and Work Order for One-Time Fees

Charge Description	Job Code	Work Order
Development Fees		
Scanning License	N/A	N/A

DAS HR will utilize their existing scanning license.

The above charges will be on the OCIO IBT. All additional development fees, outside the scope of this SOW, shall be approved by NBP before work is done. Such approved expenses will then be billed to the Nebraska Parole Board.

Project Term

Activity	Description
Term Start	10/23/2017
Term End	6/30/2018

Target Dates

Activity	Description
Start Date	10/23/2017
Completion Date	12/31/2017

The Target Dates listed above are approximations only and were made when this SOW was created. The project's actual start date will be determined once the SOW has been approved by all parties. While every effort will be made to complete the project by the customer's target completion date, such a date cannot be guaranteed.

Change Control Procedure

Throughout this Statement of Work every effort has been made by the State of Nebraska – OCIO, Department of Administrative Services - Human Resources and the Nebraska Parole Board to anticipate the most likely situations that could be encountered. When work is requested that is outside of the stated scope of work and/or responsibilities of both parties as stated above, a Change Order will be executed that will reflect the additional work, along with an associated price, plus or minus. When additional work is requested on an open-ended basis, it will be priced at the previously stated hourly rates. In addition, any expenses incurred for this Change Order shall be approved by Nebraska Parole Board before such expenses are incurred. Such approved expenses will then be billed to the Nebraska Parole Board.

State of Nebraska – OCIO, Department of Administrative Services - Human Resources, and Nebraska Parole Board employee(s) authorized to approve change orders:
- OCIO: Ed Toner
- Nebraska Parole Board: Julie Micek

Agreement

This Agreement and all its provisions are accepted by:

State of Nebraska – OCIO Ed Toner

State of Nebraska – Nebraska Parole Board Julie Micek

_____
Company Name ("OCIO Ed Toner")

_____
Company Name ("Agency")

_____
By (Signature)

_____
By (Signature)

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Printed Name and Title

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Printed Name and Title

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