INTRODUCTION

The Enterprise Document Management via OnBase service offering helps agencies manage business documents from the beginning to the end of their lifecycles. Physical and electronic documents can be processed into OnBase individually or in batches. Access to documents can be restricted by type or group of documents. OnBase offers flexible access to content. It also minimizes risk and improves compliance by securely storing, protecting, and destroying information in accordance with state regulations. The service is in a secured State of Wisconsin-owned and -operated data center, which provides a customizable solution to meet the needs of multiple state agencies with varying business requirements.

WHAT IS INCLUDED

- Base package includes three environments, DEV (Development), UAT (User Acceptance Testing), and PROD (Production), and the following functionality:
  - Scanning and verification
  - Capture
  - Document revision and versioning
  - Workflows
  - Custom Forms
  - Retention Management Policies
  - Optical Character Recognition

- Limited encryption; if agencies have unique requirements for encryption or security, this can be assessed with DET consulting services and provided at an additional cost and availability.

- Technical support and troubleshooting as defined in the OnBase Roles and Responsibility document

WHAT IS NOT INCLUDED

- Add-on modules not included in Base Package (Additional modules can be purchased per agency requirement and will be the fiscal responsibility of the agency)

- Non-OnBase software licensing

- Any maintenance, administration, and training for scanning or scanning devices

- Customization of customer applications

- End-user business requirement gathering (It is the responsibility of the agency OnBase administrator to collect business requirements from their end-users)
• Estimation of usage and volume expectations

• Customer application administrator support. Consulting services may be available at an additional cost depending on skill set required (Contracts may be in place to procure support or if DET has appropriate skill set, these can be procured via DET consulting services)

• Application retention and purging policies

• Customer staff training

• User access administration (this will be provided via delegated administration per the security model)

• User licensing

**BENEFITS**

• Increases productivity by providing instant access to content and processes from remote locations

• Eliminates the cost of printing, shipping, and storing hard copy by electronically capturing content

• More efficient ability to share and search documents and data quicker

• Allows for establishment of business rules to provide consistency of processes

• Reduces office space requirements Speeds processes by automating predictable decisions and providing useful tools to manage all surrounding tasks and activities

• Provides a shared infrastructure reducing hardware and support costs to the State of Wisconsin

• Allows easy enforcement of security policies, controls access, and tracks activities

• Facilitates reporting and auditing of required and missing information

• Provides secured content storage

**SERVICE OFFERING REVIEW**

The SOD, RnR and Rate will be reviewed annually to determine if any modifications are required.

**ROLES AND RESPONSIBILITIES**

Roles and Responsibilities for the Enterprise Document Management via OnBase service can be found [here](#).
BUSINESS CONTINUITY

The OnBase Content Management System will allow permanent storage of content and legal records into a system that has built-in disaster recovery. This eliminates the worry about fire, flood, or document aging issues.

The OnBase Content Management System databases are backed up on a schedule optimized for recovery purposes. These backups are done at the system level. In case of disaster, the OnBase Content Management System can be recovered to the point of the last backup.

OnBase Content Management System servers are hosted in the DET virtual server environment. This allows high availability support, which, during an unexpected outage, automatically restarts a Virtual Machine (VM) onto another host in the VM cluster during an unexpected outage.

In addition, the environment is architected in an active/active configuration between the primary and secondary data centers.

PERFORMANCE METRICS (MONITORING/ALERTING/REPORTING)

Monitoring: For the OnBase Content Management System servers are monitored by DET’s Enterprise Monitoring product for items such as server disk space, CPU and memory usage, checking logs for certain errors, and application monitoring at a base level.

Alerting: For system issues, DET’s Enterprise Monitoring product sends alerts if any of the conditions being monitored are met. Various OnBase user interfaces have built-in notification services to alert users for certain conditions at a business level.

Reporting: Reporting will be available for customer use.
HOW SERVICES ARE CHARGED

Please see the DOA IT Services Rate Sheet for rate information.

Document Revision History

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<th>Date</th>
<th>Version</th>
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<th>Notes</th>
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<tr>
<td>02/24/2017</td>
<td>1.0</td>
<td>DET OnBase Team</td>
<td>Initial version</td>
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<tr>
<td>04/27/2017</td>
<td>1.1</td>
<td>R. Haile</td>
<td>Removed specific locations from data center reference. Updated link to RnR. Edited text for clarity.</td>
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