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FACILITIES CONSTRUCTION AND MANAGEMENT – PROJECTWISE

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ProjectWise is a complete document management application with all of the key features necessary to support the division's daily document storage, retrieval, and management needs. This Oracle database application is an enterprise solution that is feature rich and provides the construction, maintenance, real estate, accounting, administration and employees the ability to management all documents associated with projects and/or their job responsibilities. ProjectWise provides a familiar folder structure, user interface with the top-level folder structure set and organized to meet the division's needs. All top-level folders are managed by the system administrator; the basic structure has a top-level folder for each of the 29 counties and then a folder for each facility located in that county using their "risk management number" as the folder names. This application also, provides a full client desktop interface and a web-based browser interface, allowing for complete application accessibility.

DFCM's implementation of ProjectWise incorporates this broad array of functionality, including managing any kind of document or file like Word, Excel, Access, PowerPoint, Visio, Publisher, AutoCAD, Adobe PDF, emails, Image files, TIF, Scan files, Report files, Picture files, Video files, Audio files, and etc. These files can be part of any project or work product for the Finance/Accounting group, Labor Tracking (Timecards) reports for H/R, Scanned or PDF Property Descriptions and Lease Management Contracts, Construction Management Drawings, Contracts, Reports, Change Orders, and Purchase Orders.

The hours of support required for ProjectWise are listed below.

Application	Support Hours	Days of Week

ProjectWise	Business Hours	Monday - Friday

Product Features and Descriptions

Feature	Description
Oracle Database	The purpose of the database is to create an attribute environment that is used to store searchable characteristic about each document placed in this document management application. Managed & supported by the DFCM DTS IT group.
Folder Environments	The folder environment is used to create the unique database attribute templates which can be associated to any folder or group of folders. These environments are setup and maintained by DFCM's DTS IT group.
User Interface	The user interface provides a familiar, easy to use folder structure that allows users to quickly organize their projects and work products.
Security	Overall system security is setup, managed and maintained by DFCM's DTS IT group. Flexible user security allows users to establish needed access levels for their folders and documents.

Features Not Included

Feature	Explanation
All items not included in the design	Functionality that is not included in the vendor's design of the ProjectWise system or explicitly required and agreed upon as an enhancement is not included

Rates and Billing

Feature	Description	Base Rate
Rates for Support	The update and maintenance of this system will be at the DTS approved rate for application development support.	See DTS Approved Rate

Ordering and Provisioning

Application enhancement and updates may be requested by contacting the DFCM DTS IT support group in person, by email, or by telephone. An initial discussion of scope will be conducted, appropriate resources identified and reviewed and a project initiated upon approval by DFCM

DTS Responsibilities

DTS is responsible for:

- Database support
- Desktop support
- Website backend support
- Operating/Physical system support
- Sunrise report and status

Agency Responsibilities

The Agency is responsible for:

- Enhancements and Maintenance
- Provide system administration and user training
- Providing direction and guidance for the scope of the project
- Following change processes if the scope of the project changes
- Providing access to needed business resources for information gathering, testing, and sign off

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
ProjectWise System Availability	The system will be available 10 x 7 x 365. It will be supported by DTS during DFCM regular business hours Monday through Friday. We are striving for 99% availability during the supported hours. This will allow for unplanned downtime due to unforeseen events and scheduled down times.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
First Contact Resolution	**65% of all incidents reported resolved on initial contact**

Customer Satisfaction Surveys and Reporting:
All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied