Electronic Content Management (ECM) and Engineering Software Support - Service Level Agreement

The NDOT Electronic Content Management (ECM) service provides technical infrastructure and support for all NDOT ECM solutions. Currently multiple divisions, districts and consultants utilize ECM to store content and utilize workflows.

The Engineering Software Support provided technical assistance and support related to engineering software for divisions, district and consultants.

Customers may contact the BTSD Help Desk by calling 402-479-4644, or open an Incident ticket by visiting the State of Nebraska Service Portal.

The following defines the response time service level commitment of the BTSD ECM and Engineering Software support Teams. This is not necessarily the time to resolve the problem, but the maximum amount of time to contact the requestor to notify the problem is being addressed with an estimated time for resolution.

Expectations for new Incident tickets, this would be determined by the support staff:
   a. Emergency – all or most locations are unable to perform their work. When this happens there is an immediate response.
   b. High – Frequent, chronic problems, and multiple Divisions or Districts are unable to perform their work. Respond within 2 hours.
   c. Medium – Service is degraded or restricted, and a single location or workgroup is unable to perform their work. Respond within 4 hours.
   d. Low – no actual functionality lost, it is a low priority, and/or informational. Respond within 24 hours.

Expectations for Incident tickets identified as application enhancement request:
   a. Review Incident ticket and discuss with Customer within 24 hours a. Create a User Story in the Backlog
   b. Close Incident Ticket and reference User Story in the resolution
   c. Determine level of effort and prioritize
   d. Notify customer on timeframe