

**ESC SSP Menu of Services 08 10 07  
Service Offerings**

Date Prepared: May 30 2007					
<b>Shared Service Provider:</b> Enterprise Services Center - US DOT	<b>Offering Based on Certified Software</b>				
<b>Oracle Federal Financials (Delphi)</b>	<b>Delphi</b>				
<b>Technology Hosting and Administration</b>					
<b>Financial Management Application Software Supported</b>					
This section details the type of application software, data management and other products that support or extend the capabilities of Financial Management System					
<b>Core Financial Mgmt Software Modules - includes baseline Software Modules offered by the SSP</b>					
General Ledger	X				
Purchasing	X				
Accounts Recievable	X				
Accounts Payable	X				
Fixed Assets	X				
Federal Administrator	X				
Budget Execution	X				
<b>Additional Software Modules offered by the SSP</b>					
This section includes additional financial system or related modules available to agencies that are a part of the software package or are additional independent or integrated modules an agency may wish to include in their financial system					
Enterprise Budgeting and Planning	X				
Project Accounting	X				
Custom Interfaces	X				
PRISM Procurement System	X				

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<b>Standard Government-wide Systems Interfaces offered by SSP</b>						
<b>This section includes automated government-wide applications and feeder systems for which the SSP has built and maintains and operates on behalf of client agencies</b>						
eTravel			X			
ePayroll			X			
SmartPay			X			
Treasury Disbursements			X			
Vendor Registration (CCR)			X			
Interagency Collections (IPAC)			X			
PRISM Procurement SOA Interfacing	X					
<b>Application support software available with or in addition to the financial management package including report generation, data warehouse and imaging and other capabilities that can be used to enhance user access capability</b>						
Report Generation Software packages (integrated)			X			
Developing custom reports			X			
Database support and management			X			
Data Warehouse software (integrated)			X			
Invoice Imaging			X			
Online invoicing and collections			X			
Discoverer Ad-Hoc Report Generator			X			
<b>IT Hosting</b>						
<b>This section details the IT Hosting services including operating system, network, and other hardware and to host applications and provide the necessary personnel to operate a secure a secure environment</b>						

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<b>IT System Environment Setup and Support Services</b> <b>This section details the ongoing operations support capabilities provided for maintenance and monitoring of the financial system configuration</b>					
Infrastructure software (operating system)	UNIX	LINUX			
Hardware monitoring	X	X			
Network software and monitoring	X	X			
Server systems administration and tuning	X	X			
Data Base administration and performance tuning	X	X			
Data Base Backups/restoration	X	X			
Disaster Recovery Services, to include mirroring	X	X			
Data replication	X	X			
Continuity of Operations Plan (COOP)	X	X			
Application and server administration	X	X			
Power backup/redundancy	X	X			
<b>Customer Service</b> <b>This section provides the support services available to financial system users to help process requests for special operations and/or reports, report problems, and emergency issues.</b>					
On-line System Availability (Kintana)	24/7 M-Sa				
Help Desk Tier 1 (hours/days)	24/7				
Help Desk Tiers 2 & 3	6am-8pm CST				
Tech Support (hours/days)	Mon-Sat				
	24/7				
	nightly				
Backups (period)	incremental,				
Call logging	weekly full				
Incident Management	X				
Tier 1 (and 2 and 3) Support	X				
	All Tiers				

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<b>Application Management Services</b>					
This section includes services for running and managing access to business software applications					
<b>System Administration Services</b>					
This section includes services for managing the software configuration, software releases, upgrades and other financial management package support services					
Change request management	X				
Configuration management	X				
Release management	X				
Installation of Software upgrades/patches	X				
<b>Application Software Management Services</b>					
This section includes the SSP capabilities and services to maintain, enhance, extend and manage business software. Includes the design and testing and implementation of standard and customer reports, interfaces to agency feeder systems and third party software applications and other Lines of Business Applications					
Application System Administration	X				
Design new application software	X				
Build enhancements/fix bugs	X				
Testing and documentation	X				
Implementation and training	X				
<b>Application Security</b>					
This section includes support services and capabilities for administering application security and serving as a security administrator for user access to the business application.					
Security setup and maintenance	X				
Intrusion Detection	X				

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Monitoring of apps, database, network, OS	X				
User IDs and Password management	X				
Certifications and Accreditations	X				
NIST, SAS-70, and ITIL adherence and processes	X				
<b>System Implementation Services</b>					
This section includes providing consulting services to support an agency through the migration of their current financial management operations to a new environment					
<b>Project Management support</b>					
This section details the project management support services provided during migration of client agency financial management system to SSP including any third party support					
Program charter	X				
Master work plan	X				
Project schedule, work plan and milestones	X				
Project oversight/Steering committee meeting	X				
Risk management plan and tracking	X				
Change Management planning	X				
EVM Analysis and Reporting	X				
Status reporting	X				
IV&V services	X				
<b>Requirements analysis</b>					
This section includes providing requirements analysis services to support an agency through the migration of their current financial management operations to a new environment					
Accounting structure / Accounting Flex Field	X				
Roles and Responsibilities	X				
Data Validation Rules	X				
Spending Controls	X				

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Technical	X				
FM detailed functional requirements development	X				
<b>General Implementation support</b>					
<b>This section details the support provided to prepare the financial management software application and the hosting environment including data conversion and migration, interface setups, security planning and other installation specific setups to prepare for full system operations and support</b>					
Procure, test and install hardware	X				
Systems Design and Analysis	X				
System Deployment	X				
System Configuration	X				
Data Conversion	X				
Transition Planning	X				
Data Migration	X				
Report Mapping and Gap Analysis	X				
Capacity planning	X				
<b>Testing</b>					
<b>This section defines the types and levels of testing provided during the course of the implementation process</b>					
Test scenario development	X				
System performance testing	X				
Conversion Testing	X				
Production cutover testing	X				
User Acceptance Testing	X				
Certification and Accreditation Testing	X				
<b>Training Services</b>					
<b>This section includes any training courses that relate to any of the software or services you offer</b>					

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<b>"ESC University" - functional module training and accounting process training for Federal Financial Management</b>	X				
<b>Procurement System (PRISM) training</b>	X				
<b>Federal Financial Management Reporting</b>	X				
<b>"Year-End" workshops to prepare customers for annual closing</b>	X				
<b>Custom Training Sessions (on request)</b>	X				
<b>Business Process Services</b>					
This section is for related services ranging from transaction processing to financial management services, training, and other any value added services the SSP is prepared to offer the client agencies.					
<b>Transaction Processing - Core Financial Management</b>					
This section details services associated with the entry of data and processing of core financial management transactions/reports for all financial processes					
General Ledger	X				
Monthly Closing	X				
Annual Closing	X				
Budget document processing	X				
Funds Control	X				
Payments	X				
Receivables	X				
Activity Based Costing / Project Accounting	X				
Funds Balance with Treasury	X				
Fixed Assets	X				
Commercial vendor invoice processing	X				
Reports processing	X				
FM transaction entry	X				
Vendor Registration (CCR)	X				

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Interagency Collections (IPAC)	X				
<b>Reporting and Accounting Services</b>					
<b>This section contains services associated with managing major functional areas of financial management process</b>					
Financial statement preparation and analysis	X				
Monthly Reports Package Preparation	X				
Regulatory financial reporting preparation and analysis	X				
SF-132 FMS 224 Preparation	X				
Analysis to support OMB/congressional inquiries	X				
Establish Budget Projections	X				
Establish Initial Operating Plans (Fund/BOC allocations)	X				
GL Reconciliation	X				
Certifying Funds Availability	X				
Cost Negotiation and Contract Cost Review	X				
Cost management	X				
Business process re-engineering	X				
Audit support	X				
<b>Internal Reviews and Audits</b>					
<b>This section includes independent services for performing internal reviews and audits of an agency function and could be performed by staff within the SSP organization or a third party engaged to perform independent reviews and audits</b>					
Internal audit	X				
Enhancement Document review	X				
Testing review	X				
<b>Additional Services</b>					