**COMMONWEALTH OF MASSACHUSETTS**

EXECUTIVE OFFICE OF ADMINISTRATION AND FINANCE

MASSACHUSETTS OFFICE OF INFORMATION TECHNOLOGY

MassIT Services Definition

Commonwealth Information Warehouse

(CIW)



Table of Contents

[1. Introduction 3](#_Toc423011316)

[1.1 Purpose & Scope 3](#_Toc423011317)

[1.2 Document Ownership 3](#_Toc423011318)

[2. Service Offerings 4](#_Toc423011319)

[2.1 Description of Service 4](#_Toc423011320)

[2.2 Service Targets 4](#_Toc423011321)

[2.3 Service Reporting 5](#_Toc423011322)

[2.4 Service Requests 5](#_Toc423011323)

[2.5 Metrics Reporting 5](#_Toc423011324)

[3. Customer vs. MassIT Responsibilities 6](#_Toc423011325)

[3.1 Summary Customer Responsibilities 6](#_Toc423011326)

[4. Detail Customer VS. MassIT Responsibilities 6](#_Toc423011327)

[4.1.1 CIW Production Support 6](#_Toc423011328)

[4.1.2 Customer Outreach 7](#_Toc423011329)

[4.1.3 CIW End Users 7](#_Toc423011330)

[4.1.4 Departmental Security Officer 8](#_Toc423011331)

[4.1.5 Information Security Unit 8](#_Toc423011332)

[5. Chargeback Rate Information 8](#_Toc423011333)

# Introduction

## Purpose & Scope

The purpose of this document is to describe MassIT’s Service offerings for the Commonwealth Information Warehouse (CIW). It supports the IT policies and procedures that are already in place to meet service level agreements as well as reinforcing established policies for security, data, and license compliance.

## Document Ownership

This document is owned by the Service Delivery Manager for the CIW:

Kevin McGrath  
[kevin.mcgrath@massmail.state.ma.us](file:///E:/Elaine.gallant@massmail.state.ma.us)

Manager of Commonwealth Information Warehouse

This document is reviewed and approved by the Line of Business Director for Enterprise System Services:

Madhavi Donepudi

[madhavi.donepudi@state.ma.us](mailto:madhavi.donepudi@state.ma.us)

Director of Enterprise Applications

# Service Offerings

## Description of Service

The Commonwealth Information Warehouse (CIW) brings together a subset of the financial, budgetary, human resource, payroll and time reporting information maintained in dedicated and separate systems by individual agencies.  CIW provides access to integrated, common data that supports timely, well informed business decisions to authorized users through a centralized and integrated repository.

**This service includes:**

* Design, development and implementation of new and/or modified CIW objects (e.g., fields, tables, views, etc.)
* Assessment of requested data for integration into the CIW
* Data mapping
* Development and/or enhancement of enterprise-wide data quality principles and standards
* Management and administration of the data warehouse
* End-user outreach activities
* Supported infrastructure that allows participants to effectively collect, process, share and distribute related information
* A secure CIW intranet (<http://www.iw.state.ma.us/>) providing both a central CIW communication platform and a users’ forum to ask questions, share information and best practices, and to submit suggestions

## Service Targets

MassIT provides first level of service:

|  |  |
| --- | --- |
| **Service Requirement** | **Description** |
| Service Availability | Service is available Monday through Friday 9:00 AM (or earlier) to 11:00 PM.  Please note: HRCMS, MMARS, and LCM data available at 9:00 AM is from previous 1 day cycle. |
| Planned Maintenance | Ad-hoc maintenance requiring service interruption will be scheduled for Sunday through change control and customers will be notified in advance as part of the change control process. |
| Incident Management\* | MassIT Service Management Office has standard processes for managing incidents, requests and changes. After normal business hours emergency requests, approved by authorized customer contacts, must be opened as incidents to ensure they are acted on. |
| Request Fulfillment | Monday through Friday 8:00 AM to 5:00 PM. |

## Service Reporting

The following reporting information is provided to customers as part of this service:

|  |  |  |
| --- | --- | --- |
| **Report** | **Description** | **Reporting Interval** |
| CIW Monthly Update | A monthly report and review with the CIW Executive Board summarizing the project status, post-production support and customer outreach activities. | Monthly |

## Service Requests

|  |  |  |
| --- | --- | --- |
| **COMiT Request** | **Description** | **Lead Time (Days)** |
| CIW Connectivity Support | Request assistance for connecting to CIW. | 2 Days (may be longer depending upon installation requirements) |
| CIW Data Query | Request query assistance. | 7 Days |
| CIW General Support | Request general support. | 2 Days |
| CIW Modification to production for HRCMS/MMARS | Add new data to the HRCMS and MMARS components of CIW. | Up to 14 Days depending on complexity of request\* |
| Other System Data | Support for other system data including UMass, Legacy MMARS, PMIS, CAPS, etc. within CIW. | Up to 14 Days depending on complexity of request\* |

🞸 MassIT teams will work with customers to determine the necessary lead time to complete this request.

## Metrics Reporting

|  |  |  |
| --- | --- | --- |
| **Performance** | **Description** | **Measurements** |
| Query performance | Systematic query performance is measured periodically throughout the day and in the evening. Sample query times are measured and alerts are generated if the response time exceeds the threshold. | Query samples are taken three times per hour. Depending on persistence and conditions, CIW administrative intervention may occur to improve performance. |

|  |  |  |
| --- | --- | --- |
| **Availability** | **Description** | **Measurements** |
| Data availability | Automated routines are in place to ensure that the system is available during posted time periods. | Measure response status (and performance) periodically throughout the day and the evening to ensure the availability of the system. Automated alerts are sent to administrators for any availability issue. |

# Customer vs. MassIT Responsibilities

This section describes scope of responsibility for both customers and MassIT in relation to providing the defined service. This section will be included in a customer Service Level Objective (SLO).

## Summary Customer Responsibilities

Customer responsibilities include but are not limited to:

User must have a UAID password to access the Information Warehouse and must protect that password. It is the responsibility of the Departmental Security Officer to confirm the business need for the user’s request by checking with the user’s supervisor and to notify the Information Security Unit whenever a change in the user’s status affects the need for access.

# Detail Customer VS. MassIT Responsibilities

### CIW Production Support

CIW Production Support includes developers, database administrators, operational support personnel and business analysts. Together they are responsible for the practices and disciplines necessary to support the CIW Netezza platforms through analyzing and resolving reported technical incidents and/or issues.

|  |  |  |
| --- | --- | --- |
| **Responsibilities** | **Customer** | **MassIT** |
| Provide technical and administrative support for the Netezza appliance and the data load cycles. |  | X |
| Provide support and management of incidents and change orders related to the Netezza appliance and data load cycles. |  | X |
| Provide development and analysis of customer facing views and reporting tables. |  | X |
| Provide the customer front for the Commonwealth Information Warehouse for users and agencies. |  | X |
| Provide location, infrastructure, and operational support for the Netezza appliance. |  | X |
| Provide support for the nightly cycles performed to load data from the source systems to the Commonwealth Information Warehouse. |  | X |
| Provide vendor access to the Netezza appliance and stored replacement parts on site |  | X |
| Provide equipment and technical support for the Netezza appliance |  | X |
| Provide technical support for the development of customer facing views and reporting tables. |  | X |
| Implementation of proprietary applications required for the Netezza appliance**.** |  | X |

### Customer Outreach

CIW Customer Support is the liaison between the end-user and the CIW technical team and provides whatever assistance is necessary to help the end-user work with the technology. The Customer Outreach works closely with the end-users to understand the issue being reported. They identify what the user is trying to accomplish and understand the underlying problem before it is raised to the technical team.

|  |  |  |
| --- | --- | --- |
| **Responsibilities** | **Customer** | **MassIT** |
| Be the primary business contact for customers |  | X |
| Manage the overall and ongoing business relationship |  | X |
| Maintain a proactive, open, responsive and collaborative relationship |  | X |
| Provide integration, system and pre-UAT testing |  | X |
| Partner as needed with CIW Production support to address customer issues |  | X |

### CIW End Users

All access to warehouse or to the data it contains is subject to the rules and standards set forth in the [Administration and Finance Policy on the Use of Information Technology](http://www.mass.gov/anf/research-and-tech/policies-legal-and-technical-guidance/it-policies-standards-and-procedures/other-policies/acceptable-use-policy.html). In addition, all CIW users must have proper authorization before being provided access to the system. Once authorized, they should only access the information necessary to do their job and are entrusted to use this information with care. Any private information that is queried may only is shared with others when that exchange is compatible with the original purpose for which the data was collected and that the data is to be used for legal, audit, state operational or management purposes. All CIW users have a responsibility to protect the confidentiality of private, controlled protected records.

|  |  |  |
| --- | --- | --- |
| **Responsibilities** | **Customer** | **MassIT** |
| Users must have a valid UAID before requesting CIW access. | X | X |
| Users are responsible for protecting their UAID / Password. | X |  |
| Users requesting access to CIW must apply through their Departmental Security Officer. | X | X |
| Users should request access to only that data which is necessary to his or her job function. | X | X |
| Users are responsible for protecting the results of any queries against misuse or unauthorized access. | X |  |

### Departmental Security Officer

The Departmental Security Officer is responsible for the completeness of the CIW access request and should return incomplete forms back to the requestor to be finished. All CIW requests must be signed by a Departmental Security Officer and submitted to the MassIT Information Security Unit in Chelsea.

|  |  |  |
| --- | --- | --- |
| **Responsibilities** | **Customer** | **MassIT** |
| It is the responsibility of the Departmental Security Officer to confirm the business need for the user’s request by checking with the user’s supervisor. | X | X |
| It is the responsibility of the Departmental Security Officer to notify the MassIT Information Security Unit whenever a change in a user’s status affects the need for access (e.g.; a change of business role). | X |  |
| If a request is for access to data other than from the user’s department, the Departmental Security Officer must obtain approval from the Security Officers of the other Departments. | X |  |
| If a request is for Secretariat access there must be approval from the office of the Secretariat. | X | X |
| If the request is for access to data outside of the user’s secretariat, it must be referred to the other secretariat for approval. | X | X |
| Any requests for access to data outside of the executive branch must be referred to the Warehouse Board of Directors for approval. | X | X |

### 

### Information Security Unit

It is the responsibility of the MassIT Information Security Unit to apply the CIW security requests and to notify the Departmental Security Officers of the appropriate departments when the request has been fulfilled.

|  |  |  |
| --- | --- | --- |
| **Responsibilities** | **Customer** | **MassIT** |
| It is the responsibility of the Information Security Unit to review CIW-generated security-request reports on a periodic basis. | X | X |
| Reports will be generated to show the current security status of all users in the department. |  | X |
| Reports will be generated to highlight users with access to data for departments outside of their own. |  | X |
| These reports will be distributed to the Departmental Security Officers, Secretariat offices and the Warehouse Board as appropriate. | X | X |
| It is the responsibility of Information Security Unit to confirm any statewide requests for intercepts, etc. before granting. The Security Request Form should also be signed and approved by the appropriate entity (CTR/HRD). | X | X |

# 

# Chargeback Rate Information

For information on FY15 chargeback rates and cost detail costs please visit. For more information on Chargeback, including an overview of the program as well as current and previous fiscal year rates, please visit our [Chargeback Services](http://www.mass.gov/anf/research-and-tech/it-finance-and-procurement/chargeback-serv/) webpage.

##### Rates pertaining to this service offering are billed through MMARS and HRCMS rates.