

## BTS Service Catalog – Enterprise Business Solution DRAFT

<b>Service Name</b>	SAP Maintenance and Support
<b>BTS Service Owner</b>	Enterprise Business Solution
<b>Service Description</b>	Maintain and support SAP as the city’s enterprise solution for core business operations such as financials, human capital management, procurement, asset management, reporting, etc. These solutions enable effective and efficient key business processes in support of bureau services. Included in base services are third party solutions such as NeoGov, Caseware, WinShuttle, etc., that support core citywide business operations. Enterprise business solutions are maintained and supported by a corporate rate.
<b>Included Service Features</b> (included in the standard cost)	<ol style="list-style-type: none"> <li><b>1. Support and Enhance the Use of SAP</b> <ul style="list-style-type: none"> <li>• Maintain availability and operating reliability of SAP to meet core business needs of the bureaus.</li> <li>• Resolve incident tickets created by customers</li> <li>• Develop and implement a comprehensive training program which provides education on integrated business processes that are enabled by SAP and improves user proficiencies in transactional and reporting functions.</li> <li>• Develop and implement comprehensive reporting solutions for customers</li> <li>• Enhance and expand the use of SAP through delivery of changes, new functionality and expanded use as prioritized by the executive and advisory boards for enterprise use.</li> </ul> </li> <li><b>2. Improve Operational Excellence and Service Delivery Models</b> <ul style="list-style-type: none"> <li>• Partner with Business Process Owners to provide analysis, change management and implementation support for streamlining business processes.</li> <li>• Develop and implement standard internal processes to drive consistent operational execution</li> <li>• Define and implement standard tools to effectively support business processes</li> </ul> </li> <li><b>3. Service Development Consultation and Support</b> <ul style="list-style-type: none"> <li>• Participation in user groups, as requested.</li> <li>• Consultation with, and support of discussions involving additional SAP functionality</li> </ul> </li> </ol>

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	<p><b>4. Enterprise Project Management and New Functionality</b></p> <ul style="list-style-type: none"> <li>• Project management for new SAP functionality and system change requests.</li> <li>• Business process analysis</li> <li>• Requirements analysis and documentation</li> <li>• Business process reengineering</li> <li>• Design solutions to meet requirements</li> <li>• Configure system changes in SAP to align to best and industry standard practices</li> <li>• Develop end-user reports</li> <li>• Provide guidance on system use, business processes and methods for correcting errors or problems</li> <li>• Training and Change Management</li> </ul>
<p><b>Billable Service Features</b> (not included in the standard cost)</p>	<p><b>Includes, but is not limited to:</b></p> <p>Based on customer demand, Enterprise Business Solution can provide bureau-specific SAP support services at standard BTS billable rates. This includes interfacing third party applications and services to SAP, customer report development, dash-boarding, etc. Enterprise Business Solution may also partner with external service providers to provide the appropriate level of service to meet the demand if in-house resources are not readily available. Please note the cost of any external services will be the responsibility of the requesting Bureau.</p>
<p><b>Customer Responsibilities</b></p>	<p>Abide by City Admin rules, specifically <a href="#">HR 4.09 Use of City Resources</a>. Participate in project scoping and business process discussions.</p>
<p><b>Service Hours, Support and Scope</b></p>	<p>Standard support available during business hours 8:00am – 5:00pm M-F.</p>
<p><b>Service Level Targets</b></p>	<p>Average Help Desk customer satisfaction ratings of 4 or higher (Scale of 1-5)</p>
<p><b>Service Initiation</b></p>	<p>To initiate service, you can do either:</p> <ol style="list-style-type: none"> <li>1. Enter a service ticket at : <a href="http://helpdesk.city">//helpdesk.city</a></li> <li>2. Send an email to <a href="mailto:ebssupport@portlandoregon.gov">ebssupport@portlandoregon.gov</a></li> <li>3. Call the BTS HelpDesk between 7:00am – 4:30pm M-F at: 503-823-5199</li> </ol>