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AGENCY CONTACT MEMORANDUM #2015-0902

To: Agency IT Leadership, Technical Contacts

From: James M. Fowler,
Chief Information Officer

Date: September 14, 2015

Subject: FileNet Statement of System Management

The Commonwealth Office of Technology has announced guidelines for the support and long-term maintenance of the FileNet document management systems.

Client Support and Installation

The FileNet client is the primary responsibility of COT's Division of Field Services. In cases where the FileNet client has been customized, the field services team will collaborate with agency or vendor support personnel.

In the event of a significant FileNet customization, outdated server software, or other non-standard issues that prevent rapid installation, please be advised that agencies may incur COT hourly support charges in addition to those charges for rated services.

Server Application Support

The FileNet software support and patching will be managed by the COTS team. Additionally this team will maintain and update the base FileNet software package, but may require vendor or agency support depending on the level of customization deployed in specific instances.

Server Support

The support of the server or servers will be the responsibility of COT OIS teams responsible for servers and operating systems.

Future Implementations

If requirements are identified for new implementations of FileNet or similar document management services, the Division of Enterprise Architecture should be engaged to ensure all implementations are compatible with the Kentucky Information Technology Standards (KITS) and are in alignment with the strategic plan for COT and the Commonwealth of Kentucky.

If you have any questions, please contact your [COT Business Relationship Manager](#).