

# Technology Fee (Network Connected Device Fee)

January 27, 2015

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\$13 per Device

## 1. Rate

## 2. General Overview:

The purpose of the technology fee is to recover the costs of the shared infrastructure and support costs for the state's core data network. The state's data network provides connectivity of computers to applications, printers, file servers, storage devices, and backup systems. It gives access to the Internet and shared systems such as EnterpriseOne and email.

The Technology Fee applies to any device that is connected to the state's network. This includes PCs, laptops (which must connect to the network for software updates, antivirus updates and other purposes), printers, servers, equipment for video conferencing or video surveillance, time-clocks, HVAC and other building control systems, security systems, and similar equipment.

## 3. Service Description:

Agencies may request to add locations. The Office of the CIO will work with the agency to determine economic and technical feasibility.

Costs covered by the Technology Fee include the equipment used for DNS (domain name system) management, switches, routers, wireless access points, VPN, core internet firewalls, and URL redirects. The Technology Fee also pays for network vulnerability scanning and staff support.

This service includes:

- Access to the state's network and all of the benefits that provides;
- Trouble-shooting and resolution of network problems;
- All switches and routers (standardization of this equipment reduces support costs and improves reliability);
- Wireless Access Points and Controllers for State business purposes.

This service does not include:

- Data outlets or cabling;
- Local area networks in an office area, if the agency has created one;
- Trouble-shooting of PCs and other equipment connected to the state's network
- Wireless Access Points and Controllers for Public use

The primary benefit of the Technology is connecting all of the state's facilities and allowing easy and secure data communications. Other benefits include Internet access, spam protection and management, web filtering and connectivity to enterprise applications such as the Budget Request System, Enterprise Exchange Email and EnterpriseOne, as well as agency-owned applications.

## 4. Roles and Responsibilities

The Office of the CIO is responsible for:

- All infrastructure and support necessary for the state's core data network;
- Problem diagnosis and resolution stemming from the state's data network;
- Initial assistance with diagnosing network connectivity problems to determine whether the state's data network is the source;
- Conducting an annual survey of devices connected to the state's data network;

The customer is responsible for:

- Providing an accurate report of network-connected devices;
- Informing the Office of the CIO of major additions or deletions in the number of network-connected devices;
- Assistance with initial diagnosis of network connectivity problems to determine the source;

## 5. Requesting Service

Contact the OCIO Help Desk (402-471-4636 or [cio.help@nebraska.gov](mailto:cio.help@nebraska.gov)) to order service.

## 6. Billing Information:

Billing for the Technology Fee is processed through CSB (Communications System Billing). CSB uses a combination of accounts, job codes and billing numbers for authorizing work and tracking costs for specific activities. The customer may designate which job code and billing number to use. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of your organization.

## 7. Service Hours, Response Times and Escalation:

The state's core data network is available 24 x 7. Report problems to the OCIO Help Desk by calling 402-471-4636 or, for less urgent problems, directing e-mail to [cio.help@nebraska.gov](mailto:cio.help@nebraska.gov).

**For further information, please contact:**

**Office of the CIO Help Desk**

**[cio.help@nebraska.gov](mailto:cio.help@nebraska.gov)**

**402-471-4636 or 800-982-2468**