

Firewall

Data Communications

April 20, 2020

Rate

\$150.00 for each firewall per month

General Overview

A firewall is a network security system that controls the incoming and outgoing network traffic based on an applied set of rules. A firewall provides a barrier between a trusted, secure internal network and another network (e.g., the Internet) assumed not to be secure and trusted.

The Office of the CIO maintains centralized firewalls that protect the State's network from external attacks and stops any traffic originating within the network that violates rules or would disrupt state business. In addition, some agencies have unique requirements that require separate firewalls protecting their sub-networks. The OCIO firewall service provides an economical solution to meet those needs.

Service Details

Firewalls are a critical element in an entity's overall security profile and network management. A firewall guards against intruders by allowing authorized users to access the network, according to the security policies defined. It also optimizes access by identifying internal network components and allowing more direct communication between these components, if necessary. Firewalls protect confidential information by restricting access to information based on certain levels of trustworthiness. Other benefits include:

- Preventing Denial of Service (DoS) attacks, as much as possible
- Controlling access to the network
- Detecting possible fraudulent use
- Controlling access to privileged services

However, simply installing a firewall does not provide protection on all levels. Below are some of the functions a firewall cannot carry out:

- It does not prevent all viruses, worms or Trojans from entering
- It does not detect intruders. (This is a function of IDS)
- It does not monitor network traffic

The firewall service includes:

- Provision of the firewall hardware and software
- Redundancy of the firewall system and routing
- Port filtering, web filtering, and scanning for botnets

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The service does not include:

- Training
- Resolving firewall-related problems on the agency's subnetwork that are not visible from the State's network
- Advanced Services where time and materials apply, please see "Advanced Services Fee"
- Maintenance or cost of broadband circuits
- Firewalls which provide Public Access to the Internet

Roles and Responsibilities

Responsibilities of the Office of the CIO include:

- Firewall Hardware and software updates
- Firewall Configuration, maintenance and installation
- Maintaining service contracts for OCIO managed equipment only
- Providing initial assistance with diagnosing and resolving firewall issues

Responsibilities of the customer include:

- Designating who within an agency is authorized to request service and make decisions regarding management, billing and changes to the firewall
- Adhering to NITC security standards (<http://www.nitc.nebraska.gov/standards/>)
- Compliance with any other security requirements that are unique to the agency
- Determining the security requirements that will govern the firewall's rules
- Working in collaboration with the Office of the CIO for installation or resolve firewall issues
- Firewalls which provide Public Access to the Internet

Requesting Service

Contact the OCIO Help Desk at 402-471-4636 or by email at cio.help@nebraska.gov or submit a Service Request via the Service Portal: <https://serviceportal.ne.gov>.

Service Expectations, Hours, Availability and Reliability

The firewall service operates 24 x 7 with a high level of availability.

Cost and Billing Information

The Network Services Support Team uses two billing systems:

- IMS uses a combination of Billing Accounts, Job Codes and Work Order numbers for authorizing work and tracking costs for specific projects. The customer may designate which job code and work order number to use or request a new job code and work order number.
- 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.

Firewall

Please contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of your organization.

Customer Support and escalation

Customers may contact the help desk 24x7. Help may be obtained by calling 402-471-4636 or, for less urgent problems, directing an e-mail to cio.help@nebraska.gov . Customers may also open tickets by visiting <https://serviceportal.ne.gov> .

**For further information, please contact:
The Office of the CIO Service Desk**

Request this Service: <https://serviceportal.ne.gov>

cio.help@nebraska.gov

402-471-4636 or 800-982-2468