Multi-Factor Authentication

NEBRASKA
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OFFICE OF THE CIO

Network Services-Open Systems
May, 2019

Rate
Monthly, Per User: $4.00

General Overview
Multi-factor authentication (MFA) provides a much higher level of security to meet compliance and security standards for systems that require greater security than simple passwords.

MFA is a method of computer and network access control that involves at least two of three categories:
- Knowledge factors ("things only the user knows"), such as passwords
- Possession factors ("things only the user has"), such as tokens or fobs
- Inherence factors ("things only the user is"), such as biometrics

The MFA Service allows a choice of either a hardware token or software token. The hardware token is a separate device that the user keeps in possession. The cost of the hardware token is a separate charge. A software token is a software-based security token that generates a single-use login PIN. A smartphone soft token app performs the same task as a hardware-based security token.

Service Details
On a system protected by the MFA Service, the login request is coordinated with the Multi-Factor Authentication service for validation from the user's additional factor.

The service includes:

- MFA server and software management
- Setup and deletion of users/groups
- Initial Device Setup

The service does not include:
- The hardware token (available at a separate cost)
- On-site support (which is available as a separate service and billed as time and materials)

Roles and Responsibilities
The OCIO is responsible for:

- Management of the Multi-Factor Authentication (MFA) Service

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- Documentation for initial implementation and use of the service in an agency

Customer is responsible for:

- Classification of applications and data to determine whether MFA is justified
- Compliance with NITC Security Standards (http://www.nitc.nebraska.gov/standards/), including those pertaining to data, passwords, and authentication and authorization in general
- Maintenance of hardware token and/or mobile application

Requesting Service

Requests are made using the Service Desk Ticketing system. Contact the OCIO Service Desk at 402-471-4636 or by email at cio.help@nebraska.gov. Or Submit a Service Request via the Service Portal Service Catalog: https://serviceportal.ne.gov)

The following information will be needed when ordering the service:

- Requesting Agency
- Account Name
- Email Address
- Job Code and Work Order Number

Service Expectations, Hours, Availability and Reliability

Support is available 24x7 by calling the Office of the CIO Service Desk (402- 471-4636). The on-call staff will identify the problem and the appropriate people necessary to address the issue. During regular office hours (7 AM – 6 PM) the Service Desk will route the call to the appropriate technical team. During off hours the call will go to the Office of the CIO Operations personnel who will log the call and contact on-call members of the appropriate technical team.

Cost and Billing Information

The Office of the CIO uses 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. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the organization.

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For further information, please contact:

The Office of the CIO Service Desk

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