

Site to Site VPN

Data Communications

April 20, 2020

Rate

\$150 per Monthly

General Overview

A site-to-site VPN allows agencies with multiple offices to establish secure connections between remote locations and the state's network using the internet. This also allows the multiple offices to communicate with each other without separate VPNs between each pair of sites. Site-to-site VPN is superior to remote-access VPN for individual computers, because it eliminates the need for each computer to run VPN client software.

VPN technology protects data communications from public view by encapsulating and encrypting traffic, sending it through a VPN tunnel over the Internet. Site-to-site VPN requires broadband Internet access with a static IP address. The level of broadband (capacity) impacts transmission speeds of connections.

Service Details

The service includes:

- Tunnel termination to and from remote offices to the State's network
- Assistance with problem diagnosis and resolution (assistance is limited by remote visibility to the agency's equipment)

The service does not include:

- Setup and Support for non OCIO purchased circuits
 - to include VPN tunnels to NON State Entities
- Support for the agency's network at the remote site, if the agency's network is configured to prevent remote visibility
- Trouble-shooting of PCs and other equipment
- Cost of the Internet broadband connection
- Contacting the Service Provider when the Broadband Service drops due to provider issues

Roles and Responsibilities

Responsibilities of the Office of the CIO include:

- Providing and supporting the equipment for site-to-site VPNs on the state side only
- Configuring site-to-site connections on state equipment only

Responsibilities of the customer include:

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- All Service Provider issues for Broadband circuits
- Designating who within an agency is authorized to request service
- Adhering to standards for using site-to-site VPN service
- Providing information necessary for setup including Technical Contacts
- Assistance with problem diagnosis and resolution

Requesting Service

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

Service Expectations, Hours, Availability and Reliability

Setup and assistance with service is 8x5 M-F. After hours assistance is billed at time and materials.

Cost and Billing Information

The Network Services Support Team uses two billing systems:

- 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.
- Billing for the site-to-site service currently processes 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.

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