

Technology Fee

Data Communications, Service Desk & Security

April 20, 2020

Rate

The monthly rate for the Technology Fee is \$24.63, based upon Full Time Equivalent employees (FTE) + Covendis contractors as published annually in the State Personnel Almanac. The Technology Fee is billed as follows:

- Debit Code 196-Base Technology Fee: \$20.11
- Debit Code 197-Service Desk: \$2.95
- Debit Code 198-Security: \$1.57

(Per Employee per Month)

General Overview

Base Technology Fee:

The purpose of the technology fee is to recover the costs of the shared infrastructure and support 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.

Service Desk:

Included in the technology fee are base charges for agencies to use the OCIOs Enterprise ITSM tool, Service Portal. Service Portal is a single point of contact for all State of Nebraska employees needing assistance with services or support provided by the Office of the CIO. This is done by utilizing a web portal available at <https://serviceportal.ne.gov>, which allows for an efficient and effective flow of information from requestor to provider. Support staff processes these requests using industry best practices and standards.

Security:

Also included in the Technology Fee is base security, which ensures a safe and secure environment to the citizens of Nebraska by safeguarding our information systems using SIEM tools and incident manager to reduce our vulnerability to cyber-attacks and increase our responsiveness to cyber threat.

Service Details

Base Technology Fee:

The primary benefit of the Technology Fee 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.

Technology Fee

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

The service includes:

- Access to the state's network and enterprise resources.
- Trouble-shooting and resolution of network problems, however does not include Advanced Services where time and materials apply
- All switches, wireless access points and controllers for state business purposes

The service does not include:

- Data outlets or cabling
- Labor for new sites or site moves
- Advanced Services where time and materials apply, please see "Advanced Services Fee"
- Non OCIO managed network devices in an office area, if installed by agency or Agency Contractors
- Trouble-shooting of PCs and other equipment connected to the state's network
- Wireless Access Points and Controllers for Public use
- UPS purchase, maintenance and installation
- Any domain names that are not Nebraska.gov or NE.gov

Service Desk:

Provide initial point of contact for individuals needing services or support from the Office of the CIO.

Security:

Please refer to <http://www.cio.nebraska.gov/cyber-sec/index.html> for updates on State of Nebraska Cyber Security or contact Chris Hobbs at 402.471.3677, chris.hobbs@nebraska.gov for more information.

Service Expectations, Hours, Availability and Reliability

Base Technology Fee:

The state's core data network is available 24 x 7.

Service Desk:

The Service Portal is available to all @nebraska.gov users and is located at <https://serviceportal.ne.gov>. You may also contact the Service Desk by calling them directly at 402.471.4636 or 800.982.2468.

Security:

Security features on the State's network are available 24 x 7.

Roles and Responsibilities

Base Technology Fee:

Responsibilities of the Office of the CIO:

- All infrastructure and support necessary for the state's data network
- Problem diagnosis and resolution stemming from the state's data network

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- Initial assistance with diagnosing network connectivity problems to determine whether the state's data network is the issue
- Installing, monitoring and maintain OCIO managed network devices

Responsibilities of the Customer:

- 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
- Informing the OCIO of issues in a timely manner
- Providing access to network devices when requested

Service Desk:

- Provide a single point of contact for all OCIO Service Customers
- Provide Level 1 and 2 Service Desk support/triage to incident requests
- Provide Level 1 and 2 Service Desk support to service requests
- Provide Service Portal Metrics
- Provide User Training for Service Portal
- Coordinate support calls with 3rd party vendor support staff
- Facilitate escalation of unresolved requests with appropriate support groups
- Facilitate State Mail Distribution
- Facilitate Employee Onboarding requests
- Facilitate OCIO Building Access requests
- Facilitate Change Management
- Facilitate service interruption notifications for OCIO services
- Facilitate Service Portal knowledge base
- Facilitate Service Manager/portal governance/configuration/availability

Security:

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Cost and Billing Information

The Office of the CIO uses a system of Billing Accounts, Job Codes and Work Orders for authorizing work and tracking costs for specific projects. Customers may designate which job code and work order to use or request a new job code and work order if necessary. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the agency.

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:

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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