NEBRASKA
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OFFICE OF THE CIO

Statewide Mail Distribution

December 15, 2014

Last updated: December 15, 2014

1. Rate
$100 per message

2. General Overview:

The Statewide Mail Distribution service allows agencies to have notifications sent to all state employees. The service also includes assistance to ensure that the messages are well-constructed and well-edited, that any hyperlinks work properly, and that all elements of the message are Section 508 compliant. Once a request has been submitted the Office of the CIO Help Desk or the CIO reviews and approves it. Only people in leadership positions within a state agency may request this service. Only messages that have high importance, are necessary for state business, and affect all state employees will be considered. The Statewide Mail Distribution is not intended for emergency communications. (Please refer to the Automated Notification Service for that functionality.)

3. Service Description:

The service will include:
- Working with the agency to ensure the messages are structured to be easily read
- Distributing the message to all who have a state email address with instructions to print copies for staff without email accounts
- Redirecting responses to the agency if required

The service will **NOT** include:
- Composing an original communication
- Distributing messages to people who do not have a state email address
- Sending frequently repeated emails or emails that are not of value to a large portion of state employees

4. Roles and Responsibilities:

The OCIO Help Desk will assist the user to ensure that messages are well-constructed and well-edited, that any hyperlinks work properly, and that all elements of the message are Section 508 compliant. The user is responsible for composing and providing the necessary information in the message, and getting it to the OCIO in a timely fashion.

5. Requesting Service

To discuss using State Distribution for your project needs, contact the OCIO Help Desk at 402-471-4636 or by email at cio.help@nebraska.gov.

6. 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. The customer may designate which job code and work order to use or request a new job code and work order. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the agency.

7. Service Hours, Response Times and Escalation:

The State Distribution service is available from 7:00AM-3:30PM Monday through Friday. It is available to state agencies that need to distribute information relevant to state employees.

For further information, please contact:

Office of the CIO Help Desk
cio.help@nebraska.gov
402-471-4636 or 800-982-2468