Managed Domain Service

NEBRASKA
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OFFICE OF THE CIO

Network Services – Open System
March, 2019

Rate
Monthly, per User: $5.75

General Overview
The Office of the CIO (OCIO) Managed Domain Service is designed to help reduce infrastructure costs and staff resources for users within the State's Active Directory forest.

Service Details

File and Print Server Services

- **Agency Home and User Shares**

    o Resilient, redundant, geographically separated

    o Includes backup and restore of home and user share data

    o Designed for documents

    o Additional storage may be purchased at our published rate and will be provisioned as appropriate for the data

- **Print server support and management**

    o Printer assignments via group membership

    o Group policy troubleshooting

The service does not include:

    o File storage of database files, backup dumps, installer packages and other system application data

Workstation patch management and deployment

- Management and deployment of Microsoft security patches and updates are handled via Microsoft System Center Configuration Manager (SCCM) and Group Policy

- In addition to Operating System patches, service packs and updates, SCCM also allows for management of updates for the majority of Microsoft applications (i.e. Office suite and others)

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1

Managed Domain Service

      o Major updates, such as Service Packs and application changes, are installed to a select group of workstations and/or servers for testing, and deployment is coordinated with agency customers

- Patches and updates for other standard applications (i.e. Adobe Reader, Flash and Java) may also be managed through the SCCM infrastructure

The service does <u>not</u> include<u>:</u>

- Installation of updates for non-standard applications is at our published Time & Materials rate

<u>Managed Anti-Virus service</u>

- Provides cross-platform security and control for desktops and laptops, protecting against viruses, malware and unwanted applications
- Antivirus software deployment and configuration
- Centralized management of definitions, including manual update of definitions when needed
- Monitoring of infections and threats
- Removal of previous antivirus when automated through System Center

The service does <u>not</u> include<u>:</u>

- Manual removal of previous non-standard antivirus software
- Mitigation of infected devices
- Reconfiguration of software due to customer modifications

<u>Application deployment services</u>

- Includes management and configuration of agency computer collections and automated deployment of standard software (i.e. Microsoft Office, Adobe Reader, etc.)
- Deployment of final package to workstations

The service does <u>not</u> include<u>:</u>

- Development and testing of specialized packages will be billed at the published Server Support

<u>Directory Services</u>

- User, service, and computer account, and group creation, deletion, and modification
- Group Policy management
- Standardized user and computer account settings

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2

Managed Domain Service

- VPN for State Employees

The service does _not_ include:

- Application troubleshooting beyond authentication and initial configuration

- Changes not covered by Group Policy management

- Email support – covered by the Enterprise Email Service (http://cio.nebraska.gov/financial/serv-rates/email/exchange/docs/Enterprise_Email_System_Procedures_and_Limits.pdf)

- Public and other application directory forests

- Identity Federation services

- Multi-Factor Authentication service – covered by the Multi-Factor Authentication Service (http://cio.nebraska.gov/financial/serv-rates/data-comm/mfa/docs/Multi-Factor_Authentication_Service.pdf)

- VPN for contractors and vendors

Requesting Service

To order the service, contact the Office of the CIO Service Desk (402- 471-4636) or CIO.help@nebraska.gov).

Or, submit a Service Request via the Service Portal: 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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3

For further information, please contact:

The Office of the CIO Service Desk

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4