

Secure File Transfer

Network Services-Open Systems

April, 2019

Rate

Monthly, up to 100 Users: \$3.00

Monthly, over 100 Users: \$2.00

General Overview

File Transfer Service provides a single access point for moving data from outside the State Network to locations inside the State Network.

Service Details

- Uses transfer protocols for SFTP, SCP, HTTPS
- The solution resides in a DMZ, so external users do not directly access internal assets or files before authentication
- Authentication is to the State Active Directory forest
- Management of users is delegated through A.D. Organizational Units

The service includes:

- Infrastructure, file transfer servers, and management
- Detailed audit capability for transfers including email notification when a file is transferred
- Integrated management of certificates used in secured transfers
- Use of security groups to enable/disable file transfer accounts
- No limits on number of transfers
- No limits on size of transfers (frequent large transfers will be reviewed and may be limited)

The service does not include:

- Consultation and the configuration of individual transfers. A Time & Materials rate will apply for setup and file transfer job creation
- Troubleshooting of transfers will be billed Time & Materials
- One time transfers (account creation, home drive creation, user correspondence) will be billed Time & Materials

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Roles and Responsibilities

OCIO staff will maintain and support the infrastructure. Customer will be responsible for providing information about transfer source and destination, user account requirements, and other customer-specific details.

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.

**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