Lincoln Data Center

Network Services
March, 2019

Rate
Monthly, per Rack Unit: $50.00
Monthly, per full Cabinet: $1,500.00

General Overview
The Office of the CIO's Data Center, located on the 1st floor of the 501 Building, follows BICSI best practices and strict industry standards.

Service Details
Charges for the Data Center are based upon a "Rack Hosting" fee of $50 per Rack Unit (RU) of cabinet space per month or $1,500 for a full cabinet. (A cabinet can accommodate 32-RU.) The RU charge will be incurred for any device in the data center and will more accurately reflect the costs for space, power and bandwidth than a per-device fee. Network Services staff will coordinate the movement of equipment into, and out of, the Data Center with IT contacts from the agencies. No charges will be incurred for Network Services support related to an initial equipment move into the Data Center.

The service includes:

- Secure access to the room, including badge readers, biometric scanners and cameras at all entrances, and down every row
- Initial install of hardware
- Physically separate PDUs with battery/diesel backup, tested quarterly
- Network Services Technology/Device Connection fee
- The **Chatsworth F-Series TeraFrame™ Cabinet System**, including:
    - CISCO switch
    - Redundant metered power
    - Temperature sensors and web-based monitoring
    - Secondary authentication to cabinet that is independent of secure access to the room
    - Gigabit link to the State of Nebraska backbone

The service does not include:

- Troubleshooting server issues
- Power requirements other than standard ones listed above

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Roles and Responsibilities

The Office of the CIO will be responsible for maintaining a clean and secure data center. The client will be responsible for following the Data Center Policies.

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

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