

# Request for Leave (RFL)

*Application and Database Hosting*  
*July 2021*

**Debit Code:** 63

**Rate:** FY22/FY23 \$1.20 per user/Month

User	Rate FY22/FY23	Debit Code
Request for Leave (RFL)	\$1.20/month/user	63

All OCIO rates can be found at: [Rates & Fees](#)

## General Overview

Request for Leave (RFL) is an application for entering, submitting and approving employee absences due to vacation leave, sick leave or 10 other types of leave.

## Service Details

After an employee submits a request for leave, it automatically routes to the employee's supervisor for approval. An interface with the calendaring function of Outlook allows the employee and manager to post the leave on each one's personal calendar and a group calendar. The application offers a large number of views, reports and other special functions. Currently the RFL does not exchange data with the state's accounting and payroll systems.

### The service includes:

- Service Desk support
- Uninterrupted power supply
- Reliable system failover and redundancy
- Full system backups
- Security facility to house the system
- Routine maintenance

### The service does not include:

- Enhancements to the system (billed separately)

# **Request for Leave (RFL)**

## **Roles and Responsibilities**

The Office of the CIO is responsible for application maintenance and system support. Agencies that choose to use the application are responsible for end-user training, although the Office of the CIO will assist with training sessions during initial implementation.

## **Requesting Service**

To request use of the RFL system please 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 24 x 7 at 402- 471-4636. The on-call staff will identify the problem and the appropriate people necessary to address the issue. During regular hours (7am – 6pm) a support call will be routed by the Help Desk to the appropriate team. During off hours the call will go to OCIO Operations personnel, it will be logged, and on-call members of the OCIO will be notified.

This service includes Service Desk support, uninterruptable power supply, reliable system failover and redundancy, 24x7 support, full system backups, and routine system maintenance. The system is housed in a secure facility. This environment is running on multiple production web servers for high availability and on-call staff are available 24x7 to provide any support needed should problems arise.

## **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. Customers 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](mailto:cio.help@nebraska.gov)**

**402-471-4636 or 800-982-2468**