

Multi-Factor Authentication

Open Systems
August 2022

User	Rate FY23/FY24	Debit Code
Multi-Factor Authentication (MFA)-Soft Token	\$0	NA
Multi-Factor Authentication (MFA)-Hard Token	Varies	NA

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

General Overview

Multi-factor authentication (MFA) provides a much higher level of security to meet compliance and security standards for systems that require greater security than simple passwords.

MFA is a method of computer and network access control that involves at least two of three categories:

- Knowledge factors ("things only the user knows"), such as passwords
- Possession factors ("things only the user has"), such as tokens or fobs
- Inherence factors ("things only the user is"), such as biometrics

The MFA Service allows a choice of either a hardware token or software token. The hardware token is a separate device that the user keeps in possession. The cost of the hardware token is a separate charge. A software token is a software-based security token that generates a single-use login PIN. A smartphone soft token app performs the same task as a hardware-based security token.

Service Details

On a system protected by the MFA Service, the login request is coordinated with the Multi-Factor Authentication service for validation from the user's additional factor.

The service includes:

- MFA server and software management
- Setup and deletion of users/groups
- Setup Instructions

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The service does not include:

- The hardware token (available at a separate cost)
- Support (which is available as a separate service and billed as time and materials)

Roles and Responsibilities

The OCIO is responsible for:

- Management of the Multi-Factor Authentication (MFA) Service

Customer is responsible for:

- Classification of applications and data to determine whether MFA is justified
- Compliance with NITC Security Standards (<http://www.nitc.nebraska.gov/standards/>), including those pertaining to data, passwords, and authentication and authorization in general
- Maintenance of hardware token and/or mobile application

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: [Multi-Factor](#)

Service Expectations, Hours, Availability and Reliability

Support is available Monday through Friday from 8:00am to 5:00pm by calling the Office of the CIO Service Desk at 402-471-4636, or submitting a ticket: <https://serviceportal.ne.gov>

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>

402.471.4636 or 800.982.2468