

Network Services – Open Systems

October 2023

Description	Rate FY24	Debit Code
Microsoft Ent Cloud Suite	\$47.00/license/month	200
Microsoft Ent Cloud Suite	\$564.00/license/ANNUAL	206

All OCIO rates can be found at: [Office of the CIO Rates and Fees PUBLISHED.xlsx \(nebraska.gov\)](#)

General Overview

The Microsoft Enterprise Cloud Suite provides the State of Nebraska with services through the OCIO’s centrally managed infrastructure and Microsoft’s Cloud environments. The OCIO service provides integrated enterprise-class functionality for delivering, licensing, auditing, and supporting features of the service. As the OCIO evaluates application and feature offerings with the State of Nebraska, the OCIO will make the client aware of new implementations. The Microsoft Enterprise Cloud Suite service provides for both cloud and on-premises licensing.

Service Details

The service includes:

- Azure Active Directory
 - This service provides the advanced features needed to provide cloud-based single-sign on (SSO) with an unlimited number of cloud-based services and applications. It also provides the features needed to provide a cloud-based self-service password reset and account management portal (<https://passwordreset.microsoftonline.com>). It also provides reporting and auditing capabilities for the State of Nebraska’s on-premises directory and cloud-based counterparts.
- Mobile Device Management (Intune)
 - This service provides the advanced features required to manage mobile devices by providing a securely delivered and monitored solution, where compliance can be enforced, and applications can be delivered centrally.
- Microsoft Office Professional Desktop
 - This service provides the most current software
- Managed Domain Service
 - User, service, and computer account, and group creation, deletion, and modification
 - Group Policy management
 - Standardized user and computer account setting

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The service includes (continued):

- Exchange
 - This service provides email capabilities on premises and in the cloud
- Agency Home and User Shares
 - Resilient, redundant, geographically separated
 - Includes backup and restore of home and user share data
 - Designed for documents
 - Additional storage may be purchased at our published rate and will be provisioned as appropriate for the data
- Workstation Patch Management and Application 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)
 - 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
- Managed Anti-Virus service
 - 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 **not** include:

- Azure Multi-Factor Authentication
 - This service can provide the advanced features required to secure on-premises and cloud-based applications (e.g., Cisco AnyConnect VPN, Windows RemoteApp) with an added layer of protection by requiring an additional factor beyond username and password. This is achieved through text messaging, phone call, mobile device application, or an OAUTH token. Please see the OCIO Multi-Factor Authentication service description for more information.
- This service does not provide Microsoft Azure Infrastructure-as-a-Service (IAAS) or Platform-as-a-Service (PAAS) offerings
- Power platform, power apps, or any licensing
- Visual Studio, Visio, or Project
- File storage of database files, backup dumps, installer packages and other system application data
- Installation of updates for non-standard applications is at our published Time & Materials rate
- Manual removal of previous non-standard antivirus software
- Mitigation of infected devices
- Reconfiguration of software due to customer modifications
- Public and other application directory forests

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Roles and Responsibilities

Responsibilities of the Office of the CIO include:

- Provide user named account to customer
- Provide synchronization and federation services of the State of Nebraska's on-premises Active Directory environment
- Manage licenses on Azure Active Directory accounts
- Coordinate rollout of new services to clients
- Serve as an interface between the client and Microsoft using the OCIO's Premier and Enterprise support agreements to resolve issues
- Provide documentation for how to consume the services

Responsibilities of the customer include:

- Educate users through OCIO and Microsoft service documentation and video, as well as empower them to utilize cloud-based productivity tools
- To understand their Agency policies regarding classification of their data and what is and is not appropriate for this service

Requesting Service

Contact the OCIO Help Desk at 402-471-4636, 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).

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