

Application Collaboration Services

*Microsoft OneDrive Administration and Support
April 2022*

Rates

Rates for Microsoft OneDrive Administration and Support			
Storage	Designed for individual user network file shares	Debit Code 726	\$0.05/GB/month

General Overview

The Microsoft OneDrive allows users to easily store, access, and share their work files in their personal online storage space in the cloud. It is provisioned on a per user basis and is designed to serve the needs of the individual users.

Storage of data other than an individual's personal work files, including system back-ups and departmental and organizational level data, is not supported, nor is the assignment of a per user license to a bot, department, or other entity. SharePoint is the best solution for more advanced content management and collaboration, including storing and managing files, communications, and intranet sites across a team or organization.

Service Details

The Service Details of Enterprise Teams and SharePoint Online includes:

- Microsoft OneDrive is available 24x7x365.
- Compliance with industry standards; including security standards and controls.
- Teams chat messages will be retained by the Office of the CIO according to the State of Nebraska Records Retention Schedule 124-33.

The service includes:

- Cloud storage accessible across multiple devices.
- Storage usage includes, storing files, documents (PDF, Word, Excel, VISIO, etc.), video recordings, pictures, Teams chat conversations, etc.
- Storage protection and resiliency
- Storage system monitoring

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This service does **not** include:

- OneDrive License
 - The license for OneDrive is included within the Microsoft Enterprise Cloud Suite Service Offering.
- Records retention
- Migration of personal network drives to OneDrive
 - This service would be offered at the standard Application Developer Rates found [HERE](#)
- E-Discovery Services
 - This service would be offered on a time and material basis with rates found [HERE](#)

Roles and Responsibilities

The Office of the CIO is responsible for administration and support of Microsoft OneDrive.

Requesting Service

Contact the OCIO Help Desk (402-471-4636 or cio.help@nebraska.gov) with any request.

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.

Customer Support and escalation

- OCIO assistance is available during normal work hours (i.e., 8:00 a.m. to 5:00 p.m.).
 - Please submit a service request at <https://serviceportal.ne.gov>
- OCIO provides on-call support staff by contacting the OCIO Help Desk at 402-471-4636.
- Severity and Escalation Procedures can be found at <https://serviceportal.ne.gov/KnowledgeBase/View/109#>

**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