

Application Collaboration Services

*Microsoft Teams and SharePoint Online
Administration and Support
April 2022*

Rates

Rates for Teams and SharePoint Online Development, Storage, and Licensing		
Teams Site Development	<ul style="list-style-type: none"> The rates to develop and/or enhance Teams sites is identified in the Applications Development Service Offering. Click Here 	
SharePoint Online Site Development	<ul style="list-style-type: none"> The rates to develop and/or enhance SharePoint Online sites is identified in the Applications Development Service Offering. Click Here 	
Storage	<ul style="list-style-type: none"> \$0.05/GB/month 	Debit Code 725
Power BI Pro License	<ul style="list-style-type: none"> Additional costs required To purchase, submit a OCIO Service/Software/Cloud Purchase Service Request Click Here 	
Power BI Premium License	<ul style="list-style-type: none"> Additional costs required To purchase, submit a OCIO Service/Software/Cloud Purchase Service Request Click Here 	
Power BI Premium Capacity	<ul style="list-style-type: none"> Additional costs required Capacity-based offering that includes the flexibility to publish reports broadly across an enterprise, without requiring recipients to be licensed individually per user. Requires a Power BI Pro license or Power BI Premium license for publishing the content. Reach out to the OCIO SharePoint Team to discuss this license. 	

General Overview

The Microsoft Office 365 product suite includes Teams and SharePoint Online services. These services enable Teammates to collaborate, organize work, share information, and work together through a consistent experience.

Teams and SharePoint Online is a cloud-based service which allows Teammates to access these services anytime and anywhere. Teams enables collaboration with internal and external team members, easily and securely. The Guest Access feature of Teams is enabled to facilitate external team members who are a part of a project team. By using these services collectively, State Teammates can work efficiently and productively.

- **Teams** is a hub for teamwork and collaboration across all of Microsoft 365. It gives a central place to connect with Teammates working on similar goals, access files, sites, applications and content

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relevant to those goals, and helps enable workforce modernization. It is highly flexible and can be quickly configured to adapt to an individual, as well as, small or large groups.

- Teams will automatically generate a **SharePoint Team Collaboration site**. Team documents can be stored, retained, and versioned in SharePoint Team Collaboration site.
- Would you like an introduction to Microsoft Teams? [Click Here](#)

➤ **SharePoint Online** is a document management and collaboration platform that uses a collection of web-based technologies to easily store, share, manage workflows, documents, reports, archiving and versioning, and other essential content.

- **Customized** SharePoint Online sites should be developed and managed by the OCIO SharePoint Team, unless agreed by the OCIO where the Agency is provided authorized permissions to develop their own customized SharePoint Online sites.
- Any SharePoint sites which need to be public facing will reside On-Premises. These sites will need to be converted to SharePoint 2019.

NOTE: This Service Offering is an enterprise solution extended across all Agencies on the same cloud-based platform.

Service Details

The Service Details of Enterprise Teams and SharePoint Online includes:

- Teams and SharePoint Online 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:

- The standard features of power apps and power automate are included. The ability to publish any Power Platform items requires a Power BI Pro or Power BI Premium licenses at additional cost.
- Storage usage includes, storing files, documents (PDF, Word, Excel, VISIO, etc.), video recordings, pictures, Teams chat conversations, etc.
- OCIO SharePoint Applications Developers can provide SharePoint Online design and development, along with customized SharePoint Online applications and workflows. Bill rates can be found in the OCIO Service Catalog within Application Development. Reference the Service Portal to obtain this service. [OCIO SharePoint Site Development](#)
- Power BI Pro and Power BI Premium is offered through a monthly charge, per user license. Reference the Service Portal to purchase this offering. [Procurement Purchase Request](#)
- Custom development can be requested at the hourly developer rates listed at the top of this document.

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This service does not include:

- Items already included in the Microsoft Enterprise Cloud Suite Service Offering (listed below).
- Public facing SharePoint Online sites is not supported and is not permitted. Any SharePoint sites which require to be public facing will reside On-Premises. These sites will need developed in SharePoint 2019.
- User equipment such as personal computers or mobile devices and internet services
- Cameras and microphones

Already Included in the Microsoft Enterprise Cloud Suite Service Offering	
Teams License	<ul style="list-style-type: none">• The license for Teams is included within the Microsoft Enterprise Cloud Suite Service Offering.
SharePoint Online License	<ul style="list-style-type: none">• The license for SharePoint Online is included within the Microsoft Enterprise Cloud Suite Service Offering.
SharePoint Online Power BI	<ul style="list-style-type: none">• A standard Power BI license for SharePoint Online is included with the Microsoft Enterprise Cloud Suite Service Offering.• This is useful for end user learning to create or test dashboards and reports. This license does not have publishing capabilities.

Roles and Responsibilities

The Office of the CIO is responsible for:

- Providing staff to design and develop custom Teams and SharePoint Online sites.
- Providing administration and technical support of Teams and SharePoint Online.

The Agency is responsible for:

- Ensuring the security of their account. Sharing account credentials is prohibited by the State Acceptable Use Policy.

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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