

Request for Leave

Application and Database Hosting

Overview of Service

Request for Leave (RFL) is an application for entering, submitting, and approving employee absences due to vacation, sick or 14 other types of leave.

Service Details

The service is for the submission and approval of leave requests for state employees. When 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 variety of views, reports and other special functions including integration with the Clarity timekeeping system. Currently the RFL does not exchange data with the state's accounting and payroll systems.

This service includes:

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

This service does not include:

- Enhancements to the system (billed separately)

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

Requests can be submitted on the [OCIO Service Portal \(serviceportal.ne.gov\)](https://serviceportal.ne.gov).

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Required Information

The following information is necessary to request a service:

- Requesting Agency
- Account Name
- Email Address
- Job Code and Work Order Number

Service Expectations, Hours, Availability, and Reliability

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.

Rate Information

Debit Code: 63

All Office of the CIO rate information is located on the [Rates and Fees](#) sheet on the OCIO website.

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

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 Service 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.

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If any of this information is incorrect or you have questions, please contact the Office of the CIO Service Desk or submit a Service Request.

Website: serviceportal.ne.gov
[Click Here to Submit a Service Request](#)
Email: cio.help@nebraska.gov
Phone: 402-471-4636 or 800-982-2468

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