

Mass Notification Service (MNS)

Mass Notification Service (MNS) *July 2021*

Debit Codes: 17, 18, 19 and 20

Rate: Rate consists of a base rate per agency or group and a rate per individual person or contact enrolled.

Mass Notification Service	Rate FY22	Rate FY23	Debit Code
Base rate per agency or group	\$60.00/month	\$60.00/month	17
Rate per individual person or enrolled contact in an agency/group database; with telephony	\$0.09/month	\$0.09/month	18
Rate per individual person or enrolled contact in an agency/group database; without telephony	\$0.07/month	\$0.07/month	19
Service Base Fee/Subscriber	\$165.00/month	\$165.00/month	20

All OCIO rates can be found at: <https://cio.nebraska.gov/financial/serv-rates.html>

General Overview

The State of Nebraska Mass Notification Service (MNS) is available to all state, county, and local agencies including educational groups such as school districts, colleges and state universities. The MNS is a cloud-based Software-as-a-Service (SaaS) service that affords a level of flexibility for both internal agency mass communication and external large groups such as public health departments or school districts. The system can be accessed and activated from any internet-enabled computer or mobile device. MNS is used to send notifications in case of emergencies such as severe weather events, natural disasters, power outages, cyberattacks, pandemics, and active shooters, etc. With the MNS service, businesses and government agencies can take a proactive approach to keeping employees, residents, and families safe and informed.

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Service Details

The MNS service is used to provide agencies and counties the ability to quickly and efficiently notify their staff as well as the public of time-sensitive information. The system's multi-mode communications capability connects enrolled recipients whose contact data is in the system in one of several ways, including phone, mobile, SMS, email, IPAWS, social media, etc.

The service includes:

- Unlimited use of the service
- Unlimited notifications
- Unlimited service support

The service does not include:

- End user access equipment or internet connectivity
- Maintaining user contact database
- Notification activation

Roles and Responsibilities

The using agency is responsible for maintaining its database of contacts information and insuring its accuracy. The Office of the CIO, in working with the vendor, will assist in setting up initial entries and with training of administration and system users.

Requesting Service

Submit a Service Request via the Service Portal: <https://serviceportal.ne.gov>

The following information will be needed when ordering the service:

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

Service Expectations, Hours, Availability and Reliability

The MNS service is available 24x7. Messages can be activated and sent from any internet-enabled location or device, including smart phones. If the Internet is unavailable, authorized users can call the MNS vendor's 24/7/365 Help Desk to distribute a message. The system is always available and ready for use, from any location. The MNS vendor provides redundant sites for outbound message delivery and reliability.

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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 by calling the Office of the CIO Service Desk (402) 471-4636 or (800) 982-2468.

OnSolve CodeRED main number is (866) 939-0911 from 8am-7pm eastern. The emergency after-hours technical support number is (800) 336-3410.

**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