

Core Transport Fee

Data Communications

March 25, 2019

Rate

Per circuit

\$192.00 per month

General Overview

The core transport network provides very high bandwidth and redundancy for multiple agencies and purposes. It covers the costs of core data circuits, Enterprise routers, software, and staffing. The Core Transport Management Fee also pays the cost of maintaining routers that connect data circuits to the Core Transport Network. It replaces the backbone recovery surcharge and related surcharges that had been included in the calculation of data circuit costs and re-billed to agencies as a pass through. It also substitutes for direct charges for router maintenance service contracts with providers.

WAN (Wide Area Network) services provide cost and personnel savings to customers. Cost savings are realized through economies of scale, centralized administration, and centralized purchasing. Customers realize personnel savings by eliminating the need for agency personnel to support the WAN. The Office of the CIO provides quick response with installation and outages due to long-term relationships and business volume with service providers. The service offers private traffic between Agency locations and State Infrastructure.

Service Details

The Core Transport Management Fee applies to all connections to the state's network, excluding public broadband. It pays the costs for providing and managing the state's network that allows easy, reliable and resilient data communications within state government.

The service includes:

- Circuit costs of the core transport network, including very large bandwidth connections between Lincoln, Omaha, Grand Island and Scottsbluff
- Redundant connections for the Core Transport Network
- Core router equipment
- Routers that connect data circuits to the core network
- Hardware maintenance
- Labor costs to repair or replace equipment
- Diagnosis and troubleshooting of core transport issues
- Network design, maintenance, and monitoring

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- Coordination of installation with communications service provider

The service does not include:

- Costs of data circuits connecting to the Core Transport Network
- Encryption and QoS (Quality of Service)
- Support for subnetworks beyond the demarcation of the state's core network.

Roles and Responsibilities

Responsibilities of the Office of the CIO:

- Manage the state's core network
- Contract with telecommunication providers
- Provide security to protect the core network from external attacks or internal problems

Responsibilities of the Customer:

- Report any problems and collaborate with the Office of the CIO in problem resolution in a timely manner
- Providing access to the sites
- Provide up to date POC information
- Comply with state acceptable use policy (<http://www.nitc.nebraska.gov/standards/7-101.html>)
- Comply with the NITC standards and polices (<http://www.nitc.nebraska.gov/standards/index.html>)

Requesting Service

Transport Service is requested through State of Nebraska Service Portal (<https://serviceportal.ne.gov>) offering "OCIO WAN Circuit Bid Service".

Service Expectations, Hours, Availability and Reliability

The wide area network is available 24x7. The Weekly Availability Report tracks downtime.

Cost and Billing Information

The Network Services Support Team uses two billing systems:

- IMS uses a combination of 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.
- CSB uses a combination of accounts, Job Codes and Billing Numbers for authorizing work and tracking costs for specific activities. The customer may designate which job code and billing number to use.

Please contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of your organization.

Customer Support and escalation

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Customers may contact the help desk 24x7. For immediate assistance call 402-471-4636 or, for less urgent problems, e-mail cio.help@nebraska.gov . Customers may also open tickets by visiting <https://serviceportal.ne.gov>.

**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