Endpoint Security

Network Services-Open Systems
June, 2020

Rate
Monthly, per device: $2.50

General Overview
The Endpoint Security Service protects endpoints against known and unknown threats using enterprise anti-virus / anti malware products.

Service Details
Endpoint Security Service provides alerts and proactively hunts for signs of compromise. When a sign of compromise is detected, the infected file is immediately quarantined, and OCIO notified. Based on the type of compromise, the OCIO can make an informed decision on how to respond to each incident.

The service includes:

- Installation of endpoint software
- Regular client and signature updates
- Monitoring and acting on alerts
- Review requests for exclusions to include in white list

The service does not include:

- Client software troubleshooting

Roles and Responsibilities
The service is managed and monitored by the Office of the CIO.

Requesting Service
To order the service, contact the Office of the CIO Service Desk (402- 471-4636) or CIO.help@nebraska.gov).

Or, submit a Service Request via the Service Portal: https://serviceportal.ne.gov)

The following information will be needed when ordering the service:

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

Service Expectations, Hours, Availability and Reliability

The Endpoint Security Service infrastructure is available 24 X 7. OCIO support personnel are on call 24x7 to diagnose and correct system problems related to the infrastructure.

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. The customer 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.

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