

# Advanced Network Support

*Data Communications*

*March 25, 2019*

## Rate

Time and Materials

## General Overview

The Office of the CIO has extensive expertise in network management with the systems and tools in place to achieve optimum network performance and security. In addition to managing the state's core network, the Network Support Team of the Office of the CIO is available to advise and assist agencies with the architecture and management of their subnetworks. This assistance benefits both parties by insuring compliance with state standards per appropriate NITC Policies and compatibility with the state's core network.

## Service Details

Assistance can range from quick informal discussions to extensive assistance in designing and implementing network components.

No charges apply for activities that fall under the category of coordination and advice regarding compliance with state network standards and compatibility with the state's core network. Charges apply for Non OCIO PMO lead Projects or problem resolution with an agency's subnetwork which requires OCIO staff involvement of sixteen (16) man hours or two days, whichever is greater may be billable.

## Roles and Responsibilities

### Responsibilities of the Office of the CIO include:

- Providing expertise and assistance in a timely manner

### Responsibilities of the customer include:

- Designating who within an agency is authorized to request service, make decisions and authorize billing regarding the agency's subnetwork
- Complying with state network standards and NITC network architecture and security policies
- Working with the OCIO in resolving network issues

## Requesting Service

Contact the OCIO Help Desk at 402-471-4636 or by email at [cio.help@nebraska.gov](mailto:cio.help@nebraska.gov) or submit a Service Request via the Service Portal: <https://serviceportal.ne.gov>

## *Advanced Network Support*

### **Service Expectations, Hours, Availability and Reliability**

Advanced Network Support is provided as needed.

### **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**

Customers may contact the service desk 24x7. For assistance please call 402-471-4636 or, for less urgent problems e-mail to [cio.help@nebraska.gov](mailto: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](mailto:cio.help@nebraska.gov)**

**402-471-4636 or 800-982-2468**