

Site to Site VPN

Data Communications
August 2022

Rate: FY22/FY23 \$150.00/each/month

Description	Rate FY22/FY23	CSB Product Code
Site to Site VPN	\$150.00/each/month	0000V-01

All OCIO rates can be found at: [Rates & Fees](#)

General Overview

A site-to-site VPN allows agencies with multiple offices to establish secure connections between remote locations and the state's network using the internet. This also allows the multiple offices to communicate with each other without separate VPNs between each pair of sites. Site-to-site VPN is superior to remote-access VPN for large-scale computer systems. This eliminates the need for each computer to run VPN client software.

VPN technology protects data communications from public view by encapsulating and encrypting traffic, and sending it through a VPN tunnel over the Internet. Site-to-site VPN requires broadband Internet access with a static IP address. The level of broadband (capacity) impacts transmission speeds of connections.

Service Details

The service includes:

- Tunnel termination to and from remote offices to the State's network
- Assistance with problem diagnosis and resolution (assistance is limited by remote visibility to the agency's equipment)

The service does **not** include:

- Setup and Support for non-OCIO purchased circuits
 - to include VPN tunnels to NON-State Entities
- Support for the agency's network at the remote site, if the agency's network is configured to prevent remote visibility
- Troubleshooting of PCs and other equipment
- Cost of the Internet broadband connection
- Contacting the Service Provider when the Broadband Service drops due to provider issues

Roles and Responsibilities

Site to Site VPN

Responsibilities of the Office of the CIO include:

- Providing and supporting the equipment for site-to-site VPNs on the state side only
- Configuring site-to-site connections on state equipment only

Responsibilities of the customer include:

- All Service Provider issues for Broadband circuits
- Designating who within an agency is authorized to request service
- Adhering to standards for using site-to-site VPN service
- Providing information necessary for setup including Technical Contacts
- Assistance with problem diagnosis and resolution

Requesting Service

Contact the OCIO Help Desk at 402-471-4636 or submit a Service Request via the Service Portal: <https://serviceportal.ne.gov>

Service Expectations, Hours, Availability and Reliability

Setup and assistance with service is 8 to 5 M-F. **After-hours assistance is billed at time and materials.**

Cost and Billing Information

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

Customer Support and Escalation

Customers may contact 24x7 support by calling the Service Desk: 402-471-4636 or, for normal service times enter a request via *Service Portal* (<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