

Technology Fee

Data Communications, Service Desk & Security
July 2021

Debit Codes: 196, 197 and 198
Rate: FY22/FY23 \$38.00/each/month

The monthly Technology Fee rate is \$38.00, based upon Full Time Equivalent employees (FTE) + Covendis contractors as published annually in the State Personnel Almanac. The Technology Fee is billed as follows:

Description	Rate FY22/FY23	Debit Code
Base Technology Fee	\$30.00/FTE or Contractor/month	196
Service Desk	\$ 5.00/FTE or Contractor/month	197
Security	\$ 3.00/FTE or Contractor/month	198
Total Per Employee Per Month	\$38.00/FTE or Contractor/month	NA

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

General Overview

Base Technology Fee:

The purpose of the technology fee is to recover the costs of the shared infrastructure and support for the State’s core data network. The State’s data network provides connectivity of computers to applications, printers, file servers, storage devices, backup systems and provides access to the Internet and shared systems such as EnterpriseOne and email.

Service Desk:

The technology fee covers the basic support services and resources available to agencies through the Office of the CIO’s (OCIO), including the OCIO Service Desk and the enterprise IT service management tool, Service Portal. Service Portal is a single point of contact for teammates needing assistance with technology services, or support from the Office of the CIO. Teammates may access the web-based portal at <https://serviceportal.ne.gov> to enter a request. Service Portal allows for an efficient and effective flow of information from requestor to provider. Support staff process requests using industry best practices and standards.

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Security:

Security is included in the Technology Fee. By providing enterprise security, the State ensures a safe and secure data environment for the citizens of Nebraska. These basic services safeguard government information systems by using SIEM tools and Incident Manager to reduce vulnerability to cyber-attacks and increase responsiveness to cyber threats.

Service Details

Base Technology Fee:

The primary benefit of the Technology Fee is connecting all of the State's facilities and allowing easy and secure data communications. Other benefits include Internet access, spam protection and management, web filtering and connectivity to enterprise applications such as the Budget Request System, Enterprise Exchange Email and EnterpriseOne, as well as agency-owned applications.

Costs covered by the Technology Fee include the equipment used for DNS (domain name system) management, switches, routers, wireless access points and controllers, VPN, core internet firewalls, and URL redirects. The Technology Fee also pays for network vulnerability scanning and staff support.

The service includes:

- Access to the State's network and enterprise resources.
- Trouble-shooting and resolution of network problems, however does not include Advanced Services where time and materials apply
- All switches, wireless access points and controllers for State business purposes

The service does **not** include:

- Data outlets or cabling
- Labor for new sites or site moves
- Advanced Services where time and materials apply, please see "Advanced Services Fee"
- Non-OCIO managed network devices in an office area, if installed by agency or Agency Contractors
- Trouble-shooting of PCs and other equipment connected to the state's network
- Wireless Access Points and Controllers for Public use
- UPS purchase, maintenance and installation
- Any domain names that are not Nebraska.gov or NE.gov

Service Desk:

Provide initial point of contact for individuals needing services or support from the Office of the CIO.

Security:

Refer to <http://www.cio.nebraska.gov/cyber-sec/index.html> for updates.

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Service Expectations, Hours, Availability and Reliability

Base Technology Fee /Service Desk/ Security:

The *Service Portal* is accessible to all @nebraska.gov mail-enabled users, located at <https://serviceportal.ne.gov>. The Service Desk is open Monday to Friday from 8:00 a.m. to 5:30 p.m., except holidays. Outside of business hours, support calls will be routed to 24x7 Operations.

Phone: 402.471.4636 or 800.982.2468.

Roles and Responsibilities

Base Technology Fee:

Responsibilities of the Office of the CIO:

- All infrastructure and support necessary for the State's data network
- Problem diagnosis and resolution stemming from the State's data network
- Initial assistance with diagnosing network connectivity problems to determine whether the State's data network is the issue
- Install, monitor and maintain OCIO-managed network devices

Responsibilities of the Customer:

- Inform the Office of the CIO of major additions or deletions in the number of network-connected devices
- Assist with initial diagnosis of network connectivity problems to determine the source
- Inform the Office of the CIO of issues in a timely manner
- Provide access to network devices when requested

Service Desk:

- Provide a single point of contact for all Office of the CIO services/customers
- Provide Level 1 and 2 Service Desk support/triage to incident requests
- Provide Level 1 and 2 Service Desk support to service requests
- Provide *Service Portal* Metrics
- Provide User Training for *Service Portal*
- Coordinate support calls with 3rd party vendor support staff
- Facilitate escalation of unresolved requests with appropriate support groups
- Facilitate State Mail Distribution
- Facilitate Employee Onboarding requests
- Facilitate Office of the CIO Building Access requests
- Facilitate Change Management
- Facilitate service interruption notifications for Office of the CIO services
- Facilitate *Service Portal* knowledge base
- Facilitate Service Manager/portal governance/configuration/availability

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Security:

Refer to <https://cio.nebraska.gov/cyber-sec/index.html> for updates.

Contact the Risk Mitigation and Compliance team at OCIO.ITRMC@nebraska.gov for more information, or to contact the State Information Security Office, email siso@nebraska.gov.

Cost and Billing Information

The Office of the CIO uses a system of Billing Accounts, Job Codes and Work Orders for authorizing work and tracking costs for specific projects. Customers may designate which job code and work order to use or request a new job code and work order if necessary. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the agency.

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