

IBM Secured Environment

*OCIO Project Office
Effective July 1, 2020*

Rate

**Debit Code 406
\$107.00 Monthly per Server**

General Overview

The IBM Secured Environment provides the Architecture and Reporting to meet the State's IBM ESSO Contract requirements for all IBM PVU based software that runs either in a virtual server environment or partitioned physical server environment.

Service Details

The IBM Secured Environment is an isolated Virtual Server Environment where the IBM ILMT auditing Software runs. Each of the agency servers that run IBM PVU based software must run in that environment as well.

The service includes:

- Use of the ILMT auditing software provided by IBM as part of the IBM Contract
- IBM ILMT Server Patch management schedules established by the OCIO
- Quarterly ILMT Software review of the IBM ILMT Server completed by a 3rd party vendor
- Quarterly ILMT Software Agent review of the Agency IBM Servers completed by a 3rd party vendor
- ILMT Software updates to the IBM ILMT Server completed by a 3rd party vendor if the software is not a current release
- ILMT Software Agent updates to the Agency IBM Servers completed by a 3rd party vendor if the software is not a current release
- Quarterly audit reports of each Agency's usage of their IBM PVU based software that identifies if their usage is over, under or equal to the quantity of licenses
- Setting up new agencies in this environment

The service does not include:

- Agency server patches in the secured IBM Environment
- Agency Software updates in the secured IBM Environment other than the ILMLT agents

Roles and Responsibilities

IBM Secured Environment

Responsibilities of the Office of the CIO:

- Managing and Maintaining the IBM Secured Environment IBM ILMT Server and agents running on agency servers
- Providing quarterly usage reports

Responsibilities of the Customer:

- Customer is solely responsible to ensure their compliance with IBM PVU based software licenses
- Notifying the OCIO of any changes or new IBM PVU based software

Joint Responsibilities of the Office of the CIO and the Customer:

- Purchasing licenses to meet license compliance
- Agency Server changes to meet license compliance
- Coordinate discussions with IBM
- Coordinate discussions with ILMT 3rd party vendor
- Setting up new agencies in the IBM Secured Environment

Service Expectations, Hours, Availability and Reliability

Customers may contact the help desk 24X7. Help can be obtained by calling 402-471- 4636 or opening a service request at <https://serviceportal.ne.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. The customer may designate which job code and work order to use or request a new job code and work order. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of your organization.

Customer Support and escalation

Severity and Escalation Procedures can be found at <https://serviceportal.ne.gov/KnowledgeBase/View/109#>

**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