

Third Party Hosted Applications

December 30, 2014

Last updated: December 30, 2013

1. Rate: Contact the Office of the CIO for a quote for hosting specific applications

2. General Overview:

The Intergovernmental Data Services (IDS) Program of the Office of the CIO (OCIO) provides a statewide computer network or System, linking county and state government. It serves as the computing platform for statewide applications used by the Supreme Court, Department of Motor Vehicles (DMV), and the Department of Health and Human Services (DHHS).

In addition, most county offices also use the IDS System to host their third party applications for conducting essential business functions. These include, but are not limited to: budgeting, accounting, levy system, payroll, tax distribution and collection, and voter registration, etc.

3. Service Description:

The service includes:

- All the hardware and software necessary for hosting the application(s) on the state's server
- Distribution of application updates/changes provided by the customers for each application
- Automatic data backup and protection
- All the necessary software licenses required for the server
- Ongoing support and maintenance of the server
- Server refresh and upgrades

The service does **NOT** include:

- Support and maintenance of customer applications, including modifications, training, etc.;
- Network connectivity to gain access to the state server
- Windows emulator software such as IBM Personal Communications (PCOMM) or equivalent necessary to access the application

Benefits include:

- Cost benefits from a shared services environment
- A more reliable service and more efficient system that's supported by the OCIO staffs and data center power backup capabilities
- Allow counties to focus on their core business; not the server

4. Roles and Responsibilities:

Responsibilities of the Office of the CIO include:

- Provide robust and reliable network resources to support customers' applications
- Furnish all the hardware and software necessary to host the application, including software licenses
- Provide the ongoing support and maintenance of the hosting server, including the routine backup of customer data
- Administer the user account pool per the customer direction

Responsibilities of the customer include:

- Cooperate with the OCIO in providing support and troubleshooting problems relating to the use of the IDS System
- Maintain and support of own applications
- Develop and promote of own application changes and enhancements
- Authorize users who can have access applications

5. Requesting Service

To order any services please contact the OCIO Help Desk at (402)471-4636 or toll free at (800) 982-2468 or via email at cio.help@nebraska.gov.

6. 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 the agency.

7. Service Hours, Response Times and Escalation:

The service is supported by our internal IT specialists. Customer support is generally available during our regular business hours from 7:30am – 5:30pm Central time by calling the OCIO Help Desk at (402) 471-4636 or (800) 982-2468 or via email at cio.help@nebraska.gov. The service is available 24x7, 365 days a year, except during the normal scheduled daily maintenance window from 3am to 5am.

Calls received during the non-business hours shall be routed to the OCIO Operations personnel. Calls will be logged and on-call members of the OCIO will be notified and respond accordingly.

For further information, please contact:

*Intergovernmental
Data Services*

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Office of the CIO Help Desk
cio.help@nebraska.gov
402-471-4636 or 800-982-2468