

Intergovernmental Data Services

State Agency Retainers for AS/400 Hosting Services July 2021

Debit Code: Agency Specific

Rate: Varies based on agency

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

General Overview

The Intergovernmental Data Services (IDS) Program of the Office of the CIO provides a statewide computer network linking county and state government (IDS System). 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 (See: "Third Party Hosted Applications".)

The primary objective of the IDS System is to provide a single reliable and efficient computing network to meet the statewide computing needs for the Supreme Court, DMV, and DHHS, thus avoiding the cost of duplicate systems.

Instead of the typical fee-for-service rates, the Office of the CIO recovers the costs for the IDS System through retainers paid by the users such as the Supreme Court, DMV, and DHHS. The retainers are calculated based on several factors that reflect the relative impact of the applications for these agencies. Retainers provide a known amount for budgeting by the user of the service and ensure sufficient revenue to fully recover the costs to provide the service.

Service Details

Pursuant to RRS Section 86-563, customers and the OCIO shall mutually agree on what applications are supported by the IDS System.

The service includes:

- Access to a computer network (IDS System) between county offices and state agencies with sufficient computing capacity to run the key applications, effectively. This shall include the cost of upgrades in CPU and disk storage of IBM i-Series (AS/400s) as necessary. The cost of upgrades and routine replacement of equipment shall be included in calculation of the retainer.

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- Operation and maintenance of the IDS System, which shall include updates to the server operating system, routine backups of data, recovery of data from backups, repairs to the Intergovernmental Data Services State Agency Retainers system, replacement of physical components of the system that fail, and any other actions necessary to providing a computer network capable of running applications in an effective manner during normal business hours and non-business hours, except there will be a 2- hour period from 3:00 a.m. to 5:00 a.m. each day for backups and system maintenance when the system will not be available for transactions.
- Initial installation and maintenance of cabling to connect peripheral devices (terminals, printers, laptops with docking stations, and thin client devices) to the IDS System at each county location.
- Installation, reinstallation, and installation of upgrades of applications on any or all AS/400 servers within the IDS System.
- Assistance with problem resolution pertaining to the use of applications on the IDS System. Such assistance shall be to determine whether the cause of the problem is with the IDS System, peripheral equipment, local or wide area network problems, or other cause.
- Use of the applications by state agencies and all counties without additional charges for processor time and disk storage relating to the agency's applications.
- Customer support, including the Service Desk to state agency staff and county employees authorized by customers to use the customer's applications on the IDS System

The service does not include:

- System changes or enhancements that are necessary because of substantial changes to the customer's applications unless there is mutual agreement to change the amount of the retainer.
- Making modifications or enhancements to the customer's applications.
- Costs for peripheral equipment and maintenance on peripheral equipment, including terminals, printers, laptops with docking stations, and thin client devices.
- Payment for software licenses that are specific to the development AS/400 server that the customer uses for developing, evaluating, and testing the customer's applications
- Payment for software licenses that are specific to the production AS/400 server that the customer is using to operate, maintain and support the customer's applications.
- Training of customer or county personnel in the use of the IDS System or customer's applications.
- Customer support for the customer's or county users of the customer's applications.
- Data communication charges for connecting satellite offices to the primary office in a county or from other customer premises to the IDS System servers.
- Repairs or replacement of equipment or cabling damaged or destroyed by the negligence of customer or county personnel.
- Any costs relating to a move, add or change of offices of those required to use customer's applications.
- Connection costs such as technology fee of all customers/users' peripheral devices such as PCs and printers, etc.

Benefits include:

- Cost benefits from a shared services environment
- A reliable and efficient system that's supported by specialized staffs
- Allow agencies to focus on their own applications, **not** the server
- High service availability due to the data center redundancy and power backup capabilities, etc.

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Roles and Responsibilities

Responsibilities of the Office of the CIO include:

- Provide robust and reliable network resources to support customers' applications. This would include the necessary software and hardware to support the current production of AS/400 servers
- Consult with customers regarding decisions pertaining to the future choice of technologies, architecture, capacity planning and upgrades.

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

Service Expectations, Hours, Availability and Reliability

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

Requesting Service

Submit a Service Request via the Service Portal: <https://serviceportal.ne.gov>

Cost and Billing Information

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

**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