

Microsoft Enterprise Cloud Suite

Network Services – Open Systems

May 22, 2019

Rate

Monthly, per User: \$28.00

General Overview

The Microsoft Enterprise Cloud Suite provides the State of Nebraska with services through the OCIO's centrally managed Microsoft Government Cloud tenant. The OCIO service provides integrated enterprise-class functionality for delivering, licensing, auditing, and supporting features of the service. As the OCIO evaluates application and feature offerings with the State of Nebraska, the OCIO will make the client aware of new implementations. The Microsoft Enterprise Cloud Suite service provides for both cloud and on-premises licensing.

Service Details

The service includes:

- Azure Active Directory
 - This service provides the advanced features needed to provide cloud-based single-sign on (SSO) with an unlimited number of cloud-based services and applications. It also provides the features needed to provide a cloud-based self-service password reset and account management portal (<https://passwordreset.microsoftonline.com>). It also provides reporting and auditing capabilities for the State of Nebraska's on-premises directory and cloud-based counterparts.
- Mobile Device Management (Intune)
 - This service provides the advanced features required to manage mobile devices by providing a securely delivered and monitored solution, where compliance can be enforced and applications can be delivered centrally.
- Microsoft Office Professional Desktop
 - This service provides the most current software.
- Exchange
 - This service provides email capabilities on premises and in the cloud.

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The service does not include:

- Azure Multi-Factor Authentication
 - This service can provide the advanced features required to secure on-premises and cloud-based applications (e.g., Cisco AnyConnect VPN, Windows RemoteApp) with an added layer of protection by requiring an additional factor beyond username and password. This is achieved through text messaging, phone call, mobile device application, or an OAUTH token. Please see the OCIO Multi-Factor Authentication service description for more information.
- This service does not provide Microsoft Azure Infrastructure-as-a-Service (IAAS) or Platform-as-a-Service (PAAS) offerings.

Roles and Responsibilities

Responsibilities of the Office of the CIO include:

- Provide user named account to customer
- Provide synchronization and federation services of the State of Nebraska's on-premises Active Directory environment
- Manage licenses on Azure Active Directory accounts
- Coordinate rollout of new services to clients
- Serve as an interface between the client and Microsoft using the OCIO's Premier and Enterprise support agreements to resolve issues
- Provide documentation for how to consume the services

Responsibilities of the customer include:

- Educate users through OCIO and Microsoft service documentation and video, as well as empower them to utilize cloud-based productivity tools
- To understand their Agency policies regarding classification of their data and what is and is not appropriate for this service

Requesting Service

Requests are made using the Service Desk Ticketing system. Contact the OCIO Service Desk at 402-471-4636 or by email at cio.help@nebraska.gov. Or Submit a Service Request via the Service Portal: <https://serviceportal.ne.gov>

The following information will be needed when ordering the service:

- Requesting Agency
- Account Name
- Email Address
- Job Code and Work Order Number

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Service Expectations, Hours, Availability and Reliability

Support is available 24x7 by calling the Office of the CIO Service Desk (402- 471-4636). The on-call staff will identify the problem and the appropriate people necessary to address the issue. During regular office hours (7 AM – 6 PM) the Service Desk will route the call to the appropriate technical team. During off hours the call will go to the Office of the CIO Operations personnel who will log the call and contact on-call members of the appropriate technical team.

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. The customer 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>

cio.help@nebraska.gov

402-471-4636 or 800-982-2468