

Door Panel Access Service

*Open Systems
November 2022*

| Description | Rate FY23/FY24 | Debit Code |
|------------------------------|-------------------|------------|
| Door Panel (Johnson Control) | \$3.40/each/month | 212 |

All OCIO rates can be found at: [RPT5_WEB_RATES_PUBLISHED.pdf \(nebraska.gov\)](#)

General Overview

This service provides the infrastructure only for the door panel system supported by the OCIO.

Service Details

This service offering includes the servers and network required for the door panel application to run on.

The service includes:

- Application and database servers
- Application software and licenses
- Personnel to support servers
- Installation and upgrades of OS software
- Installation and upgrades of application software

The service does not include:

- Badges, to include everything that goes into creating a badge
- Data migration
- Management of access authority, to include the addition and removal of users
- Upgrades to panels
- Maintenance of panels
- Management of application software
- Troubleshooting of customer usage of application software
- Badge reader

Door Panel Access Service

Roles and Responsibilities

The OCIO is responsible for supporting the Door Panel Access infrastructure including servers, storage, and networking. The OCIO assists with setting up and troubleshooting panels at new or existing locations.

The customer is responsible for submitting service requests through the OCIO Service Portal if any compliance review is required for appropriate network access.

Requesting Service

Agency management should contact the OCIO Service Desk to schedule a meeting to discuss details. An estimated number of badge readers they need, would accelerate implementation.

Service Expectations, Hours, Availability and Reliability

Service is available 24x7. Server support is available 24x7 by calling the Office of the CIO Service Desk at 402-471-4636. Access support is available Monday through Friday, 8:00am to 5:00pm by calling the Office of the CIO Service Desk at 402-471-4636.

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>

402.471.4636 or 800.982.2468