

Business to Business

Network Services-Open Systems
July 2021

Debit Code: 626

Rate: \$0.50/user/application/month

Description	Rate FY22	Rate FY23	Debit Code
Business to Business (B2B)	\$0.50/user/application/month	\$0.50/user/application/month	626

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

General Overview

This business-to-business (B2B) collaboration service lets you securely share your agency's applications and services with guest users from any other organization, while maintaining control over your own agency data. Work safely and securely with external partners, large or small, even if they don't have a @Nebraska.gov account. A simple invitation and redemption process lets partners use their own credentials to access your agency's resources.

Roles and Responsibilities

The OCIO is responsible for:

- Providing synchronization and federation services of the State of Nebraska's on-premises Active Directory environment
- Managing licenses on Azure Active Directory accounts
- Coordinating rollout of new services to clients
- Providing documentation regarding how to consume the service offering

The customer is responsible for:

- Coordination between application owner and guest user
- Support of client (end user) devices.
- Coordination between Application owner and guest user
- Application(s) or any associated work with the application(s)

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Requesting Service

To order the service, contact the Office of the CIO Service Desk (402- 471-4636) or 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
- Customer Name
- Customer Email Address
- Job Code and Work Order Number

Service Expectations, Hours, Availability and Reliability

Support is available 24x7 by calling the Office of the CIO Service Desk (402- 471-4636). During regular office hours (7:00 a.m. – 6:00 p.m.) 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>

402-471-4636 or 800-982-2468