

Omaha Data Center

Network Services

March, 2019

Rate

Monthly, per Rack Unit: \$45.00

Monthly, per full Cabinet: \$1,350.00

General Overview

The Office of the CIO's Data Center, located in Omaha, at the DOTComm Building, follows BICSI best practices and strict industry standards.

Service Details

Charges for the Data Center are based upon a "Rack Hosting" fee of \$45 per Rack Unit (RU) of cabinet space per month or \$1,350 for a full cabinet. A cabinet can accommodate 30-RU. The RU charge will be incurred for any device in the data center. Network Services staff will coordinate the movement of equipment into, and out of, the Data Center with IT contacts from the agencies.

The service includes:

- Secure access to the building and room, including card readers, biometric scanners and cameras at all entrances
- Physically separate PDUs with battery/diesel backup
- Network Services Technology/Device fee
- The cabinets includes enterprise network switch, redundant metered power strips, secondary authentication to cabinet
- Installation of the cabinet
- Five hours annual maintenance
- Building is staffed 24 x 7
- (2) 125V L5-30P Power outlets

The service does not include:

- Omaha Data Center Connection Fee (bandwidth)
- Installation of Agency equipment (server, etc.)
- Power requirements other than standard ones listed above

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Roles and Responsibilities

The Office of the CIO will be responsible for maintaining a clean and secure data center. The client will be responsible for following the Data Center Policies.

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>

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