Omaha Data Center

NEBRASKA
Good Life. Great Vision.
OFFICE OF THE CIO

Network Services-Open Systems
August 2022

Description	Rate FY23	Rate FY24	Debit Code
Omaha Rack Hosting Fee - Device	$45.00/rack unit/month	$47.00/rack unit/month	225
Omaha Rack Hosting Fee - Cabinet	$1,350.00/Cabinet/month	$1,400.00/Cabinet/month	226

All OCIO rates can be found at: **Rates & Fees**

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

Service Details
Charges for the Data Center are based upon a "Rack Hosting" fee, per Rack Unit (RU) of cabinet space per month or a full cabinet. A cabinet can accommodate 36-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 badge readers, biometric scanners, and cameras at all entrances
- Physically separate PDUs with battery/diesel backup
- Network Services Technology/Device Connection fee
- The cabinets include 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 <u>not</u> include:
- Omaha Data Center Connection Fee (bandwidth)
- Installation of Agency equipment (server, etc.)
- Power requirements other than standard ones listed above

Roles and Responsibilities

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

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.

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 more information, please contact:
The Office of the CIO Service Desk

Request this Service: https://serviceportal.ne.gov

402.471.4636 or 800.982.2468