

Enterprise Storage Services

Network Services – Open Systems
March 2019

Rate

Monthly, per GB: \$0.20/\$0.26

General Overview

The Enterprise Storage Service (ESS) is State of Nebraska managed, data center class storage. It is maintained by the OCIO and the Network Services Enterprise Storage Service team. Currently, there are three tiers of application-aligned storage. Each has their own costs, service level minimums and maximums, and workload types.

- Value is designed for file services. Such as agency network file shares - \$0.20
- Performance is designed for virtual machines, databases, and applications - \$0.20
- Extreme is designed for all data types that require the highest performance - \$0.26

All storage tiers include non-stop availability and durability, non-disruptive data movement, and seamless upgrades.

Service Details

The ESS Service includes:

- Storage that is flexible both in performance and capacity
- Storage level protection and resiliency
- System monitoring
- Disaster recovery schedules per agency requirements.

The ESS Service does NOT include:

- Records retention
- Archiving
- Resolving permission issues caused by the customer

Roles and Responsibilities

The Office of the CIO will be responsible for ESS operation and all connecting network components. The client will be responsible for server side hardware and software.

Requesting Service

To order the service, or make changes to existing service, please use the OCIO Service Portal. Or, contact the Office of the CIO Service Desk (402- 471-4636 or CIO.Help@nebraska.gov).

<https://serviceportal.ne.gov>

Service Expectations, Hours, Availability and Reliability

The Office of the CIO ESS appliances are mission critical devices run on a 24 x 7 basis. Any scheduled maintenance will be arranged well in advance via OCIO approved Change Management.

Cost and Billing Information

The Office of the CIO uses a system of Billing Accounts, Job Codes and Work Orders for authorizing work and tracking costs for specific projects. The customer may designate which job code and work order to use or request a new job code and work order. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the agency.

Customer Support and escalation

Support is available 24 x 7 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 (7am – 6pm) 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.

**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