

# Enterprise Storage

*Network Services – Open Systems  
July 2021*

## Rate & Debit Codes:

Type of Storage	Workload Types	Debit Code	Rate
<b>File Services Storage</b>	Designed for agency network file shares	193	\$0.20
<b>MetroCluster Storage</b>	Designed for data types that require the highest performance and resiliency	194	\$0.26
<b>Cloud Storage</b>	Designed for object storage, archive, and backup data	215	\$0.05
<b>SAN Storage</b>	Designed for virtual machine, databases, and applications	246	\$0.20

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

## General Overview

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

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
- Storage system monitoring
- Disaster recovery schedules per agency requirements

# Enterprise Storage Services

## The ESS Service does NOT include:

- Records retention
- Resolving permission issues caused by the customer

## Roles and Responsibilities

The Office of the CIO will be responsible for ESS operations and all connecting storage network components.

## Requesting Service

To order the service, or make changes to existing service, please use the OCIO Service Portal, <https://serviceportal.ne.gov>. Or, contact the Office of the CIO Service Desk by phone at 402.471.4636.

## 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.

Support is available 24 x 7 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 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.

**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**