

# Internal Certificate Notification

*Network Services-Open Systems  
November 2022*

**Rate:** Time and Materials

Standard Rates	Rate FY22	Rate FY23	Debit Code
Analyst	\$78.50/hour	\$81.50/hour	Varies
Senior	\$87.00/hour	\$90.00/hour	Varies
Lead	\$99.00/hour	\$102.00/hour	Varies

All OCIO rates can be found at: [Office of the CIO Rates and Fees PUBLISHED.xlsx \(nebraska.gov\)](#)

## General Overview

This service offering will monitor your internal SSL certificates. An automatic alert will be set up to notify recipient via email at 30- and 90-day intervals prior to expiration.

## Service Details

### The service includes:

- Internal CA Certificates only (@stone.ne.gov)
- Alert and notification

### The service does not include:

- External CA Certificates (@nebraska.gov and @ne.gov)
- Discovery of Certificates

## Roles and Responsibilities

### Responsibilities of the Office of the CIO include:

- Notify customer at pre-determined dates of certificate expiration.

### Responsibilities of the customer include:

- Discovery of Certificates
- Server name
- Recipients of email alert notifications (single user/distribution list)

## ***Internal Certificate Notification***

### **Requesting Service**

Contact the OCIO Help Desk at 402-471-4636.

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 (7:00AM – 5:00 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.

### **Customer Support and Escalation**

Customers may contact the service desk 24x7. For assistance, please call 402-471-4636 or, for less urgent problems submit tickets by visiting <https://serviceportal.ne.gov> .

**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**