

Load Balancer

Network Services – Open Systems
March, 2019

Rate

Monthly, billed per URL: \$13.84

General Overview

A load balancer is a device that acts as a reverse proxy and distributes network or application traffic across a number of servers. Load balancers are used to increase capacity (concurrent users) and reliability of applications.

Service Details

This service includes configuration of the load balancing hardware for basic website/application functionality.

The service includes:

- Initial configuration (subsequent changes may be billable)
- Support and troubleshooting of the load balancer configuration
- Advanced configurations including content switching, redirection, and authentication
- SSL offloading

The service does not include:

- Troubleshooting backend application issues or configurations
 - Troubleshooting application issues not related to the load balancer configuration may be billable
- Custom SSL certificates (non-wildcard ne.gov or Nebraska.gov certificates)

Roles and Responsibilities

The hosting hardware and resident load balancers will be managed and monitored by the OCIO.

The backend application or web service is the responsibility of the customer. The customer is responsible for submitting all firewall rule requests to the network compliance review board.

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Requesting Service

Requests are made using the Service Desk Ticketing system. Contact the OCIO Service Desk at 402-471-4636 or by email at cio.help@nebraska.gov. Or Submit a Service Request via the Service Portal Service Catalog: <https://serviceportal.ne.gov>)

The following information will be needed when ordering the service:

- Requesting Agency
- Account Name
- Email Address
- Job Code and Work Order Number

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