

Enterprise Log Aggregation

Network Services-Open Systems
July, 2019

Rate

Monthly charge: \$150 Per Log Source; \$0.0000169 Per Event

Plus storage billed at the current Enterprise Storage rate: (https://cio.nebraska.gov/financial/serv-rates/open-sys/enterprise-storage/docs/SD-Network_Services_Open_Sytems-Enterprise_Storage.pdf)

General Overview

This service provides log aggregation, event correlation and audit capabilities for enterprise and agency devices to meet State and Federal guidelines. Provides a central source to search and view logs on demand. Parses the log and normalizes the data. Default and custom reporting with per event capabilities. Integration with other log aggregators and devices.

Service Details

The service includes:

- Access to the Enterprise SIEM
- Event correlation across the network
- Address State and Federal compliance guidelines
- Data obfuscation for securely sharing information

The service does not include:

- Storage
- Initial agency onboarding
- Building custom alerts and reports
- Troubleshooting customer servers

Roles and Responsibilities

The OCIO is responsible for maintaining and controlling access to the SIEM, and protecting and insuring the integrity of agency data. The customer is responsible for the log source and configuration of audit policy, and approving users who get access.

Log Aggregation

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>

Service Expectations, Hours, Availability and Reliability

Support is available next business day by calling the Office of the CIO Service Desk (402- 471-4636). During regular office hours (7 AM – 6 PM) the Service Desk will route the call to 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