

# Personal File Share Service

## *Network Services-Open Systems*

*April, 2019*

### Rate

Monthly, per User: \$5.00

Monthly, Public Cloud Storage per GB: \$0.10

### General Overview

The Personal File Share Service delivers secure file-sync document sharing. It is intended to allow State ShareFile users to easily and securely share files within or outside the state network. This data can be accessed from most devices including tablets and smartphones. This service is not the same as Secure File Transfer Protocol (SFTP).

### Service Details

Files shared with this service will be stored temporarily in the private cloud, unless otherwise specified. Files will be deleted after 30 days. Documents required to be kept longer than 30 days, such as a Disaster Recovery Plan, will be stored in the Public Cloud and will incur the monthly public cloud storage rate. This should not be the original or single copy of any data. This is not a file storage service.

#### The service includes:

- ShareFile User Account
- Access to two storage locations, Public and Private cloud
- File Encryption
- Desktop and Outlook Plugins
- Android and IOS apps
- Audit trail upon request

#### The service does not include:

- Content Collaboration
- Advanced Customizations
- Data backups

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## **Roles and Responsibilities**

This service is managed and monitored by the Office of the CIO.

### Responsibilities of the Office of the CIO:

- Ensuring service is available, patched, and secure

### Responsibilities of the Customer:

- Create Service Request in OCIO Service Manager to request this service
- To understand their Agency policies regarding classification of their data and what is and is not appropriate for this service
- Maintenance of their Public Cloud folder

## **Requesting Service**

To order the service, contact the Office of the CIO Service Desk (402- 471-4636) or [CIO.help@nebraska.gov](mailto:CIO.help@nebraska.gov).

Or, submit a Service Request via the Service Portal Request Offering: [Request Offering](#)

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**

Service is available 24x7. Support is available Monday-Friday, 8:00am to 5:00pm, by calling the Office of the CIO Service Desk (402- 471-4636). 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](mailto:cio.help@nebraska.gov)**

**402-471-4636 or 800-982-2468**