

Personal File Share Service

*Network Services-Open Systems
 July 2021*

Debit Code: 190 & 193

Rate: \$5.00/user/month & \$0.20/GB/month

Description	Rate FY22	Rate FY23	Debit Code
Personal File Share Service	\$5.00/user/month	\$5.00/user/month	190
File Services	\$0.20/GB/month	\$0.20/GB/month	193

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

General Overview

The Personal File Share Service delivers secure file-sync document sharing. It is intended to allow 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.

Service Details

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

The service includes:

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

Personal File Share Service

The service does not include:

- Content Collaboration
- Advanced Customizations
- Data backups Power requirements other than standard ones listed above

Roles and Responsibilities

The Office of the CIO is responsible for ensuring the service is available, patched, and secure.

The customer is responsible for understanding their Agency's policies regarding classification of data appropriate for this service and maintaining the data in their Public Cloud folder.

Requesting Service

To order the service, contact the Office of the CIO Service Desk by phone: 402.471.4636.

Or, submit a Service Request via the Service Portal: <https://serviceportal.ne.gov>

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).

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 more information, please contact:
The Office of the CIO Service
Desk**

Request this Service: <https://serviceportal.ne.gov>

402.471.4636 or 800.982.2468