

Remote Application Service

Network Services-Open Systems
July 2021

Debit Code:

Rate: FY22/FY23 \$13.00/account/month

Description	Rate FY22/FY23	Debit Code
Remote Application Service RDS	\$13.00/account/month	47

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

General Overview

This service provides Remote Application Service to agencies needing applications published externally to users outside the state. This service provides a consistent installation that does not rely on external users' computers. The application security and access requirements will dictate whether you need RDS/Remote Application Service.

Service Details

The service includes:

- 24x7 access to remote applications through a website
- Secure environment for your application
- Controlled location for sensitive data
- Troubleshooting of application on the server
- Instructions for connecting users to RDS

The service does not include:

- Troubleshooting of the remote workstation
- Initial installation and upgrades of the application on the RDS servers, this would be a time and material charge
- Additional licenses that are required for the application to work (i.e., Adobe Acrobat, MS Office, etc)

Remote Application Service

Roles and Responsibilities

The OCIO is responsible for the backend infrastructure, securing data, and troubleshooting of the application. The customer is responsible for providing the application, licenses, and the list of users needing access.

Requesting Service

Requests are made using the Service Desk Ticketing system. Contact the OCIO Service Desk at 402-471-4636. 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
- List of software that the user needs access to

Service 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 (7:00 AM – 5:00 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>
402.471.4636 or 800.982.2468**