

Remote Application Service

Network Services-Open Systems

June, 2019

Rate

Monthly, Per State User: \$17.00 (\$13 for RDS, \$4 for MFA)

Monthly, Per External User: \$20.41 (\$13 for RDS, \$7.41 for STN account and MFA)

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.

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)

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.

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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
- 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 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