

# ShareFile Service

**Network Services-Open Systems**  
**September 2023**

Description	Rate FY24	Debit Code
ShareFile Account	\$7.00/user/month	190
Public Cloud (File Services Storage)	\$0.20/GB/month	193

All OCIO rates can be found at: [Office of the CIO Rates and Fees PUBLISHED.xlsx \(nebraska.gov\)](#)

## General Overview

The ShareFile Service allows for secure file sharing. It is intended for users to share files easily and securely either inside or outside of the state network. The files 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 in the Private Cloud will be deleted after 30 days. Files required to be kept longer than 30 days must be stored in the Public Cloud and will incur the monthly Public Cloud storage rate. This service should not be used for storing the original or single copy of any files. 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

## **ShareFile Service**

### **The service does not include:**

- Content Collaboration
- Advanced Customizations
- Data backups
- HIPAA Compliance

### **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**

Submit a Service Request via the Service Portal: [ShareFile Service](#) or contact the Office of the CIO Service Desk by phone: 402-471-4636.

### **Service Expectations, Hours, Availability and Reliability**

The 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. 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**

<https://serviceportal.ne.gov>

**402.471.4636 or 800.982.2468**