

# Storage as a Service

*Network Services-Open Systems*

*April, 2019*

## Rate

Monthly, per GB: \$0.12

## General Overview

This service provides data storage with reduced agency infrastructure overhead. Data is stored primarily in a third party datacenter. Data is transferred over State private connection.

## Service Details

### The service can include:

- Initial migration to OCIO managed storage
- Setup and configuration of storage, volumes, and shares
- Data protection and backup services, including data replication and snapshots
- Permissions security and management

### The service does not include:

- Content management
- Data restructuring
- Records retention
- Resolving permission issues caused by the customer

## Roles and Responsibilities

OCIO is responsible for managing the storage infrastructure and permissions management.

Customer is responsible for providing desired file and folder access, and managing the file and folder structure.

## *Storage as a Service*

### **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](mailto:cio.help@nebraska.gov). Or Submit a Service Request via the Service Portal:

<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

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

Support is available 24x7 by calling the Office of the CIO Service Desk (402- 471-4636). The on-call staff will identify the problem and the appropriate people necessary to address the issue. During regular office hours (7 AM – 6 PM) the Service Desk will route the call to the appropriate technical team. During off hours the call will go to the Office of the CIO Operations personnel who will log the call and contact on-call members of 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**