Virtual Desktop Infrastructure (VDI)

Network Services-Open Systems
October 2022

NEBRASKA
Good Life. Great Vision.
OFFICE OF THE CIO

Description	Rate FY23/FY24	Debit Code
Virtual Desktop Infrastructure (VDI) Up to 16GB RAM, 4CPU	$47.00/month/user	231

All OCIO rates can be found at: **Rates & Fees**

General Overview

This service provides a virtual desktop or virtual applications to the end user. This benefits the user by increasing flexibility, security, recoverability, and overall manageability of their desktop environment, reducing IT costs and increasing productivity. Connections to virtual desktops or applications are possible from thin clients, PC clients, and mobile clients, using their STN (e-mail) credentials.

Service Details

Users will have access to a virtual desktop or applications approved by the OCIO management team.

The service includes:

- Access to a virtual desktop
- Access to virtual applications that are approved and licensed to run within a virtualized environment

The service does not include:

- Application licenses
- Troubleshooting equipment outside of the state network

Virtual Desktop Infrastructure

Roles and Responsibilities

The OCIO is responsible for maintaining the VDI infrastructure, including storage and networking. The OCIO will assist in troubleshooting from the virtual desktop client on a state-issued device up to and including the operating system.

Application troubleshooting will be the responsibility of the vendor or application owner.

Requesting Service

Agency management should contact the OCIO Service Desk to schedule a meeting to discuss details. An estimated number of VDI users and a list of software they need would accelerate implementation.

Service Expectations, Hours, Availability and Reliability

The Virtual Desktop Infrastructure will be considered a 24/7 service except for scheduled down-time for maintenance. Notification for expected outages will be sent out via the change management 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 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