

# Virtual Desk Infrastructure

*Network Services-Open Systems*  
*May, 2019*

## Rate

Monthly, Per User: \$85.00

## 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. Access to these resources are possible from within internal state network or from approved external devices connected via VPN.

### 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

## 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.

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### **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 with the exception of scheduled downtime 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 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**