

# External and Virtual Private Network Service (VPN)

Data Communications  
July 2021

**Rate:** FY22/FY23 \$13.00/each/month

*\*Use of the State's VPN infrastructure currently is included in the Network Device Fee for State Employees and on-site contractors who work in buildings on the State's Local Area Network.*

Description	Rate FY22/FY23	CSB Product Code
External and VPN Services	\$13.00/each/month	0000U-02

All OCIO rates can be found at: <https://cio.nebraska.gov/financial/serv-rates.html>

## General Overview

The Office of the CIO (OCIO) solution provides secure and controlled access from devices that connect from outside of the State of Nebraska network to a desktop, server or device inside the State of Nebraska network to employees, contractors, vendors and any other agent granted remote access privileges.

## Service Details

### The service includes:

- Access to the OCIO hosted solution and required licenses for a single named user
- Redundant appliances with a high degree of availability for 24 X 7 X 365 remote access to State resources
- Access Rule configuration and management
- Security group management
- User account management

### The service does not include:

- Support of client (end user) devices that are not related to the health of the infrastructure. There will be a Time and Material rate for assistance in troubleshooting end user devices.
- Any work not explicitly listed in this section as included in the service will be billed at the published Time and Materials Staff Rate.

## ***External & Virtual Private Network Service (VPN)***

### **Roles and Responsibilities**

#### **Responsibilities of the Office of the CIO include:**

- The OCIO is responsible for the management and configuration of the infrastructure and support groups.

#### **Responsibilities of the customer include:**

- The customer is responsible to provide agency-specific Access Rules and clearly define requirements to the OCIO staff for configuration.
- Computers connecting to State resources must contain an anti-virus program with current signatures and most current security patches.
- Remote access users are responsible for **ALL** actions incurred during their session in accordance with all State of Nebraska and agency standards and policies.

### **Requesting Service**

Contact the OCIO Help Desk at 402-471-4636 or submit a Service Request via the Service Portal:

<https://serviceportal.ne.gov>

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

The service infrastructure is available 24 X 7. VPN support personnel are on call 24x7 to diagnose and correct system problems related to the infrastructure. External user support is available Monday through Friday from 8:00am to 5:00pm. Problems specific to a workstation will be diagnosed and corrected Monday through Friday from 8:00am to 5:00pm.

### **Cost and Billing Information**

CSB uses a combination of accounts, Job Codes and Billing Numbers for authorizing work and tracking costs for specific activities. The customer may designate which job code and billing number to use. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the organization.

### **Customer Support and Escalation**

Customers may contact the service desk 24x7. For assistance please call 402-471-4636 or, for less urgent problems submit tickets by visiting <https://serviceportal.ne.gov>.

**For further information, please contact:  
The Office of the CIO Service Desk**

**Request this Service: <https://serviceportal.ne.gov>**

**402.471.4636 or 800.982.2468**