

External and Virtual Private Network (VPN) Service

*Network Services/Open Systems
February, 2020*

Rate

Monthly, per account*: \$13.00

**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.*

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

Roles and Responsibilities

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

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

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actions incurred during their session in accordance with all State of Nebraska and agency standards and policies.

Requesting Service

To order the service, contact the Office of the CIO Service Desk (402- 471-4636) or 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

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

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>

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402-471-4636 or 800-982-2468