

External User License Fee

*Open Systems
November 2022*

Description	Rate FY22/FY23	Debit Code
External User Account	\$13.00/each/month	252

All OCIO rates can be found at: [RPT5_WEB_RATES_PUBLISHED.pdf \(nebraska.gov\)](#)

General Overview

The Office of the CIO (OCIO) solution provides secure and controlled access from devices that connect to a desktop, server, or device inside the State of Nebraska network.

Service Details

The service includes:

- Access to the OCIO hosted solution and required licenses for a single named user
- Access Rule configuration and management
- Security group management
- User account management

The service does not include:

- Support of client (end user) devices. There will be a Time and Material rate for assistance in troubleshooting end user devices.

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Roles and Responsibilities

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

Responsibilities of the Agency include:

- The Agency 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.
- Disabled accounts will still incur a fee.

Requesting Service

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

[OCIO External User Request Service \(ne.gov\)](https://serviceportal.ne.gov)

Service Expectations, Hours, Availability and Reliability

The service infrastructure is available 24 X 7. 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>

402.471.4636 or 800.982.2468