

Remote Utility

Site Support
July 2021

Debit Code: 612

Rate: FY22/FY23 \$66.00/user/Month

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

| Transaction | Rate FY22/FY23 | Debit Code |
|-----------------------------|--------------------------------------|------------|
| First Year Initial Licenses | Rebilled at cost | NA |
| Renewal * | \$66.00/month over renewal period | 612 |

*This service is tied to a contract. You are committing to this service for the length of the contract which is one year starting at the beginning of the fiscal year.

General Overview

Remote Utility Support enables agency IT staff (with appropriate level of access) to securely access and support nearly any remote computer or mobile device. Troubleshoot endpoints, provide remote assistance, train remote employees, or perform system maintenance.

Service Details

Licenses for the Remote Utility Support service are concurrent for each agency. The Remote Support Representative Client provides multiple methods for establishing a support session with the endpoint/end-user. Features of the client include: screen sharing; managing multiple remote sessions simultaneously; in-session chat function between representative and end-user; representative chat function (between representative and representative)

The service includes:

- User account creation and management
- Standardized user and group permissions/settings
- Regular client and system updates

Remote Utility

The service does not include:

- Initial licenses are rebilled.

Roles and Responsibilities

Responsibilities of the Office of the CIO include:

- Provide user account to customer (integrated with STN domain account)
- Manage licenses and security policies within the application
- Provide the Remote Support Representative Client via download from the remote support portal
- Manage/maintain the virtual appliance infrastructure

Requesting Service

To request use of the RFL system please 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

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. Customers 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

402-471-4636 or 800-982-2468