

Advanced Network Support

December 30, 2014

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1. Rate:

Ask for quote

2. General Overview:

The Office of the CIO has extensive expertise in network management with the systems and tools in place to achieve optimum network performance and security. In addition to managing the state's core network, the Data Network Team of the Office of the CIO is available to advise and assist agencies with the architecture and management of their own subnetworks. This assistance benefits both parties by insuring compliance with state standards and compatibility with the state's core network.

3. Service Description:

Assistance can range from quick, informal discussions to extensive assistance in designing and implementing network components.

There is no charge for activities that fall into the category of coordination and advice regarding compliance with state network standards and compatibility with the state's core network. Projects or resolving problems with an agency's subnetwork that require intensive involvement of OCIO staff may be billable.

4. Roles and Responsibilities:

Responsibilities of the Office of the CIO include:

- Providing expertise and assistance in a timely manner;

Responsibilities of the customer include:

- Designating who within an agency is authorized to request service and make decisions regarding the agency's subnetwork;
- Complying with state network standards and NITC network architecture and security policies;
- Working with the OCIO in resolving network issues.

5. Requesting Service

Contact the OCIO Help Desk at 402-471-4636 or by email at cio.help@nebraska.gov.

6. Billing Information:

Billing is processed through CSB (Communications System Billing). 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 your organization.

7. Service Hours, Response Times and Escalation:

Customers may contact the help desk 24 X 7. Help can be obtained by calling 402-471-4636 or, for less urgent problems, directing e-mail to cio.help@nebraska.gov. Customers can also open tickets by visiting <https://ciohelpdesk.nebraska.gov/user/>. The help desk web site can be accessed at http://www.cio.nebraska.gov/tech_serv/help_desk.

For further information, please contact:

Office of the CIO Help Desk
cio.help@nebraska.gov
402-471-4636 or 800-982-2468