

Secure File Transfer

December 30, 2014

Last updated: December 30, 2014

1. Rate (monthly)

\$75.00 per Admin User

2. General Overview:

Secure File Transfer Service provides a high level of security for sending and receiving files across a network or between networks. The Secure File Transfer Service utilizes Linoma Software's GoAnywhere Director and GoAnywhere Services products. It can connect to any system using ftp, sftp, scp, ftps (SSL/TLS), http, https, smtp, pop3 and IMAP. The service supports PGP & ZIP with AES encryption for additional security in transferring files, as well as S/MIME digital signatures and encryption for email. It also has a multistep process of transferring jobs to include conversion, encryption and detailed notification of status along with a complete audit trail of events. Secure File Transfer utilizes a DMZ for inbound transfers so that internal servers no longer need to be directly accessible from the Internet.

3. Service Description:

The service includes:

- Web based interface for setup and monitoring along with management of file transfers.
- Detailed audit capability for transfers including several ways or receiving notification of completion or failure.
- Integrated management of certificates used in secured transfers.
- The ability to create transfer accounts and transfer jobs using the integrated web management interface.
- Conversion of transfer protocols from any input method to any output method.
- No limits on number of transfers.
- No limits on size of transfers (although we will pick an upper number in the multiple Gigabyte range to limit transfers to a sub-hour process at typical speeds).
- DMZ based services component along with internal job director.
- Consultation and the configuration of individual transfers (a Time & Materials rate is established for setup and file transfer job creation).
- Troubleshooting of transfers (billed under a Time & Materials rate, with an option of purchasing direct maintenance through Linoma Software).
- Any integration of the product that would be desired to link into existing or new applications (added cost situation).

4. Roles and Responsibilities:

The service is managed and monitored by the Office of the CIO.

5. Requesting Service

Requests are made using the Help Desk Ticketing system. Contact the OCIO Help Desk at 402-471-4636 or by email at cio.help@nebraska.gov.

6. Requesting Service

The Office of the CIO uses a system of billing accounts, job codes and work orders for authorizing work and tracking costs for specific projects. The customer may designate which job code and work order to use or request a new job code and work order. 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:

The service is supported by the Open Systems Team and is available 24x7. 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