

Core Transport Management Fee

December 30, 2014

Last updated: December 30, 2014

Per circuit (excludes private DSL)

\$192.00 per month

Effective: January 1, 2015

1. Rate

2. General Overview:

The core transport network provides very high bandwidth and redundancy for multiple agencies and purposes. It covers the costs of data circuits, large scale routers, software, and staffing. The Core Transport Management Fee also pays the cost of maintaining routers that connect data circuits to the Core Transport Network. Until recently, this was a service purchased from telecommunications providers and re-billed to agencies. It replaces the backbone recovery surcharge and related surcharges that had been included in the calculation of data circuit costs and re-billed to agencies as a pass through. It also substitutes for direct charges for router maintenance service contracts with providers.

WAN (Wide Area Network) services provide cost and personnel savings to customers. Cost savings are realized because of economies of scale, centralized administration, and centralized purchasing. Customers realize personnel savings by eliminating the need for agency personnel to support the WAN. The Office of the CIO provides quick response with installation and outages due to long-term relationships and business volume with service providers. The service offers secure private traffic between a remote site and the core network. Dedicated encrypted services can be provided where needed.

3. Service Description:

The Core Transport Management Fee applies to all circuit connections to the state's network, except public broadband. It pays the costs for providing and managing the state's core network that allows easy and secure data communications within state government.

The service includes:

- Circuit costs of the core transport network, including very large bandwidth connects between Omaha, Lincoln, and Grand Island, between North Platte and Scottsbluff, and between Scottsbluff and Lincoln;
- Redundant connections to disaster recovery sites
- Core router equipment
- Routers (or a share of switch equipment) that connect data circuits to the core network.

- Hardware maintenance.
- Labor costs to repair or replace equipment.
- Diagnosis and troubleshooting of core transport issues
- Network design, maintenance, and monitoring
- Coordination of installation with communications service provider

The service does NOT include:

- Costs of data circuits connecting to the Core Transport Network and dedicated to a specific agency.
- Support for subnetworks beyond the demarcation of the state's core network.

4. Roles and Responsibilities

Responsibilities of the Office of the CIO:

- Manage the state's core network;
- Contract with telecommunications providers;
- Provide security to protect the core network from external attacks or internal problems;

Responsibilities of the Customer:

- Report any problems and collaborate with the Office of the CIO in problem resolution;
- Comply with state acceptable use policy (<http://www.nitc.nebraska.gov/standards/7-101.html>)
- Comply with the NITC network architecture and security policies (<http://www.nitc.nebraska.gov/standards/index.html>)

5. Requesting Service

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

6. Billing Information:

Billing for the Core Transport Management Service 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.

The wide area network is available 24x7. Downtime is tracked by the Weekly Availability Report.

For further information, please contact:

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