

# Firewall

December 30, 2014

Last updated: December 30, 2014

## 1. Rate: (per month)

\$150.00 for each firewall

## 2. General Overview:

A firewall is a network security system that controls the incoming and outgoing network traffic based on an applied set of rules. A firewall provides a barrier between a trusted, secure internal network and another network (e.g., the Internet) that is assumed not to be secure and trusted. The Office of the CIO maintains a central firewall that protects the State's network from external attacks and stops any traffic originating within the network that violates rules or would disrupt state business. In addition, some agencies have unique requirements that require separate firewalls protecting their sub-networks. The OCIO firewall service provides an economical solution to meet those needs.

## 3. Service Description:

Firewalls are a critical element in an entity's overall security profile and network management. A firewall guards against intruders by allowing authorized users to access the network, according to the security policies defined. It also optimizes access by identifying internal network components and allowing more direct communication between these components, if necessary. Firewalls protect confidential information by restricting access to information based on certain levels of trustworthiness. Other benefits include:

- Preventing Denial of Service (DoS) attacks, as much as possible.
- Controlling access to the network.
- Detecting possible fraudulent use.
- Controlling access to privileged services.

However, simply installing a firewall does not provide protection on all levels. Below are some of the functions a firewall cannot carry out:

- It does not prevent viruses, worms or Trojans from entering.
- It does not detect intruders. (This is a function of IDS).
- It does not monitor network traffic.

The firewall service includes:

- Provision of the firewall hardware and software ;
- Redundancy of the firewall system and routing;
- Port filtering, web filtering, and botnet scanning;

- Application control managed by the user.

The service does not include:

- Training;
- Resolving firewall-related problems on the agency's subnetwork that are not visible from the State's network;

### 4. Roles and Responsibilities:

The Office of the CIO is responsible for:

- Hardware and software updates;
- Maintaining service contracts;
- Providing assistance in using the service;
- Providing assistance with diagnosing and resolving firewall issues.

The customer is responsible for:

- Designating who within an agency is authorized to request service and make decisions regarding management and configuration of the firewall;
- Adhering to NITC security standards (<http://www.nitc.nebraska.gov/standards/>);
- Compliance with any other security requirements that are unique to the agency;
- Determining the security requirements that will govern the firewall's rules;
- Working in collaboration with the Office of the CIO to implement and resolve firewall issues.

### 5. Requesting Service

Contact the OCIO Help Desk at 402-471-4636 or by email at [cio.help.nebraska.gov](mailto: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:

The firewall service operates 24 x 7 with a high level of availability.

Customers may report problems to 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](mailto: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](http://www.cio.nebraska.gov/tech_serv/help_desk).

**For further information, please contact:**

Office of the CIO Help Desk  
[cio.help@nebraska.gov](mailto:cio.help@nebraska.gov)  
402-471-4636 or 800-982-2468