

Microsoft Enterprise Cloud Suite



Network Services - Open Systems March 19, 2018

1. Rate:

Please refer to the Service Catalog (http://www.cio.nebraska.gov/sla/pdf/RPT5_WEB_RATES_PUBLISHED.pdf) for the current rate. This charge will be per named user account per month.

2. General Overview:

The Microsoft Enterprise Cloud Suite provides the State of Nebraska with Microsoft 365 services through the OCIO's centrally-managed Microsoft Government Cloud tenant. The OCIO service provides Active Directory integrated, enterprise-class functionality for delivering, licensing, auditing, and supporting features of the Microsoft 365 service. As the OCIO evaluates application and feature offerings with the State of Nebraska on-premises requirements, the OCIO will make the client aware of new implementations. The Microsoft Enterprise Cloud Suite service provides for both cloud and on-premises licensing.

3. Service Description:

The service includes a number of application and features that will continue to expand over time. The Enterprise Mobility Suite provides functionality for Azure Active Directory Premium, Mobile Device Management (Intune), Azure Multi-Factor Authentication. The Office 365 Government E3 provides functionality for Exchange. Collectively, these services make up the State of Nebraska's Azure Software-as-a-Service (SAAS) offering. As the OCIO evaluate the service offerings and needs of the State agencies, the OCIO will update this service description with new implementations.

Azure Active Directory Premium

This service provides the advanced features needed to provide cloud-based single-sign on (SSO) with an unlimited number of cloud-based services and applications. It also provides the features needed to provide a cloud-based self-service password reset and account management portal (<https://passwordreset.microsoftonline.com>). It also provides reporting and auditing capabilities for the State of Nebraska's on-premises directory and cloud-based counterparts.

Mobile Device Management (Intune)

This service provides the advanced features required to manage mobile devices by providing a securely delivered and monitored solution, where compliance can be enforced and applications can be delivered centrally.

Azure Multi-Factor Authentication

This service provides the advanced features required to secure on-premises and cloud-based applications (e.g., Cisco AnyConnect VPN, Windows RemoteApp, with an added layer of protection by requiring an additional factor beyond username and password. This is achieved through text messaging, phone call, mobile device application, or an OAUTH token. Please see the OCIO Multi-Factor Authentication service description for more information.

This service does not provide Microsoft Azure Infrastructure-as-a-Service (IAAS) or Platform-as-a-Service (PAAS) offerings.

4. Roles and Responsibilities:

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

Responsibilities of the Office of the CIO:

- Provide user named account to customer
- Provide synchronization and federation services of the State of Nebraska's on-premises Active Directory environment
- Manage licenses on Azure Active Directory accounts
- Coordinate rollout of new services to clients
- Serve as an interface between the client and Microsoft using the OCIO's Premier and Enterprise support agreements to resolve issues
- Provide documentation for how to consume the services

Responsibilities of the Customer:

- Educate users through OCIO and Microsoft service documentation and video, as well as empower them to utilize cloud-based productivity tools
- To understand their Agency policies regarding classification of their data and what is and is not appropriate for this service

5. Requesting Service:

This service is part of the FTE/Contractor user account costs and can be requested by the standard agency onboarding process. Please contact the OCIO Service Desk at 402-471-4636 or by email at cio.help@nebraska.gov if you have any questions.

6. Billing Information:

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. Customers may designate which job code and work order to use or request a

new job code and work order if necessary. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the agency.

7. Service Hours, Response Times and Escalation:

Customers may contact the Service Desk 24x7 using the contact information below. Customers can also view the Service Desk Website and open service requests by visiting <http://www.cio.nebraska.gov/servicedesk/index.html>

For further information, please contact:

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

<http://www.cio.nebraska.gov/servicedesk/index.html>