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OFFICE OF THE CIO

Managed Domain Service

January 16, 2014

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1. Rate (per User) $5.75 per Month

2. General Overview:

The Managed Domain Service provides the end user with the following services: file and print server, workstation patch management and deployment, managed anti-virus, and application deployment. Centralized management of these services reduces infrastructure costs and staff resources. The Managed Domain Service is available for agencies that are part of the State's Active Directory forest.

3. Service Description:

File and Print Server Services

- Agency Home and User Shares on clustered fileservers
- The nodes of the cluster are physically located in two different data centers with redundant networking between the two sites.
- Backend storage utilizes the Office of the CIO's enterprise SAN storage architecture, with replication between two data centers.
- Includes backup of home and user shares, with the option for encryption.
- Print server support and management, including printer assignments via group membership.
- Home and user shares are designed for documents and should not be used for database files, backup dumps, installer packages and other system data. Additional storage for these purposes may be purchased at the published rate and will be provisioned as appropriate for the data.
- Currently, there are no data storage limitations. In the future, a per-user cap for storage and backup may be necessary to prevent excessive usage by a few accounts driving up costs for all users. The amount included would be aggregated based on the allowed quantity per account times the number of Managed Domain accounts within the.
- Workstation Patch Management and Deployment
- Management and deployment of Microsoft security patches and updates are handled via Microsoft Windows Server Update Services (WSUS) and Group Policy.
- In addition to Operating System patches, service packs and updates, WSUS also allows for management of updates for the majority of Microsoft applications (i.e. Office suite and others). Major updates, such as Service Packs and application changes are installed to a

select group of workstations and/or servers for testing, and deployment is coordinated with agency customers.

- Patches and updates for other common applications (i.e. Adobe Reader, Flash and Java) may be managed through the OCIO's System Center infrastructure.
- Agencies participating in the Managed Domain Service can also utilize this service at no charge for servers. Server updates are approved and downloaded to servers, but not automatically installed. Agency administrators retain full control over installation of patches.

Managed Anti-Virus service

- Provides cross-platform security and control for desktops and laptops, protecting against viruses, malware and unwanted applications.
- Service is provided for each user falling under the Managed Domain Service rate and includes
- Software deployment and configuration.
- Centralized management of definitions, including manual update of definitions when needed.
- Monitoring of infections and threats.
- Removal of previous antivirus when automated through System Center. The service does not include manual removal of previous antivirus software.

Application Deployment Services

- Includes management and configuration of agency computer collections and automated deployment of standard software (i.e. Microsoft Office, Adobe Reader, etc.).
- Development and testing of specialized packages will be billed at the published Server Support rate. Deployment of final package to workstations is included in the Managed Domain Service rate.
- The Managed Domain Service does not include other desktop support functions unrelated to the services listed above. Diagnosis and resolution of desktop hardware or software problems are available from the Open Systems Team on a time and material basis, or through the PC and lop top lease programs.

4. Roles and Responsibilities:

The Open Systems Team of the Office of the CIO will provide the services outlined under the "Service Details" section.

Customers must provide a point of contact for coordination with the Open Systems Team. Some services, such as patch management, are done automatically during off-hours and require the end user to leave the device turned on and connected to the State's network.

5. Requesting Service

Contact the Office of the CIO Help Desk (402- 471-4636 or CIO.Help@nebraska.gov).To order the

service.

*The current rate of $5.75 reflects the inclusion of Forefront Endpoint Protection (anti-virus) licensing in the new Microsoft Enterprise Agreement.

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. 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 the agency.

7. Service Hours, Response Times and Escalation:

Support is available 24 x 7 by calling the Office of the CIO Help Desk (402- 471-4636). The on-call staff will identify the problem and the appropriate people necessary to address the issue. During regular office hours (7am – 6pm) the Help Desk will route the call to the appropriate technical team.

During off hours the call will go to the Office of the CIO Operations personnel who will log the call and contact on-call members of the appropriate technical team.

The Managed Domain Service is available 24 x 7 x 365.

For further information, please contact:

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