

# Load Balancer

*Network Services - Open Systems*

*March 3, 2017*

## 1. Rate:

Please refer to the Service Catalog ([http://www.cio.nebraska.gov/sla/pdf/RPT5\\_WEB\\_RATES\\_PUBLISHED.pdf](http://www.cio.nebraska.gov/sla/pdf/RPT5_WEB_RATES_PUBLISHED.pdf)) for the current rate for this service. There are 20 virtual instances in the load balancer environment. The Department of Administrative Services (E1) has requested a virtual instance that will not be managed by the OCIO therefore one virtual instance will be solely dedicated for that purpose. Load Balancer for the purposes described above will be billed as Debit Code 229.

## 2. General Overview:

A load balancer is a device that acts as a reverse proxy and distributes network or application traffic across a number of servers. Load balancers are used to increase capacity (concurrent users) and reliability of applications. It is an application delivery controller (ADC).

## 3. Service Description:

This service includes hardware and software required for basic functionality. This service does not include training or support for the agency from either the OCIO or the vendor. Support requested through the OCIO for this service will be billed at our published hourly rates plus the cost of any expenses incurred by the OCIO on the customer's behalf (time and materials).

## 4. Roles and Responsibilities:

The hosting hardware will be managed and monitored by the OCIO. The guest VPX is solely the responsibility of the customer.

## 5. Requesting Service:

Requests should be made using the Service Desk ticketing system. Contact the OCIO Service Desk at 402-471-4636 or by email at [cio.help@nebraska.gov](mailto:cio.help@nebraska.gov).

## 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

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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/helpdesk/index.html>.

#### **For further information, please contact:**

**Office of the CIO Service Desk**

**[cio.help@nebraska.gov](mailto:cio.help@nebraska.gov)**

**402-471-4636 or 800-982-2468**

**[http://www.cio.nebraska.gov/tech\\_ser/help\\_desk](http://www.cio.nebraska.gov/tech_ser/help_desk)**