

Personal File Share Service

Network Services - Open Systems

January 26, 2017

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 based upon per named user account per month. Personal File Share Service is billed as Debit Code 190.

2. General Overview:

The personal file sharing service delivers secure file-sync document sharing. It is intended to allow users to securely share files with an external contact. All data is encrypted at rest. In most cases, this service is not intended for long term use or file sharing. This service is not the same as Secure File Transfer Protocol (SFTP) which requires the external contact to log in to get the documents. Links to access documents shared with this service will appear as a download link in the recipients email account

3. Service Description:

Unless otherwise specified, files shared with this service will be stored temporarily in the private cloud. Files will be deleted after 30 days.

Documents sent and required to be kept longer than 30 days, such as a Disaster Recovery Plan, will be stored in a Public Cloud. Agencies will pay the OCIO Storage rate as published in the OCIO Service Catalog for these files. See Section 1 for a link to current OCIO published rates. Billing data will run monthly. Any files shown on the usage report on that month, will incur storage costs for the files shown on such usage report.

These files will not be replicated. This should not be the original or single copy of any data.

This is not a file storage service.

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 audit trail upon request
- Provide 30 day retention policy and manage documents stored accordingly

Responsibilities of the Customer:

- Create Service Request in OCIO Service Manager to request this service

Personal File Share Service

- To understand their Agency policies regarding classification of their data and what is and is not appropriate for this service
- Maintenance of their Public Cloud folder

5. Requesting Service:

Requests are made using the Service Desk Ticketing system. Contact the OCIO Service Desk at 402-471-4636 or by email at 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 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.

In addition to monthly billings per user named account for this service, Agencies will be charged the storage rate for any documents kept over 30 days in the Public Cloud. Please refer to the Service Catalog as referenced in section 1 for current storage rates.

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

402-471-4636 or 800-982-2468

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