NEBRASKA
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Secure E-mail
OFFICE OF THE CIO

December 10, 2014

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1. Rate

monthly per account

$1.20

2. General Overview:

Secure e-mail is a service that uses existing email accounts to transfer sensitive information securely between internal (@nebraska.gov) staff and external (@yahoo.com, @gmail.com, etc.) individuals. To use the system, an internal person must be an Authorized Secure e-mail user and an external person must be a Registered Secure e-mail user. Authorized and Registered users are configured by the Office of the CIO as part of the secure e-mail service.

The system is integrated with the State's Active Directory, Exchange and IronPort infrastructures. To send an email via secure e-mail an authorized individual (internal) need only to include the string [Send Secure] including the brackets in the subject line of their outgoing message. This may be done manually or via an Outlook plug-in that adds a "Send Secure" button to the Outlook toolbar.

When the Exchange system recognizes that the recipient of the email is not an internal mailbox, it will route the email to the IronPort infrastructure. Once there, the IronPort infrastructure will detect the subject string and verify that the sender is an Authorized Secure e-mail user. If the sender is authorized, the email will be encrypted and attached to a notification email as a securedoc.html attachment. If the sender is not an authorized user, the email will be bounced back to the sender, explaining that the [Send Secure] string is for secure e-mail authorized users only.

After the email is processed, the external recipient will receive a notification email explaining that an encrypted email has been received. The notification email will include instructions on how to view the secure email. When the securedoc.html attachment is opened, the recipient's internet browser will send a request to the IronPort encryption servers in order to verify that the recipient is registered. This process occurs in the "background." If the recipient is registered, the secure e-mail system will prompt the user for their password in order to authenticate. Once authenticated an encryption key will be delivered to the recipient's browser.

The message will be decrypted and displayed for the recipient to view and reply if needed. If the recipient is not registered, the secure e-mail system will begin the process of registration. Registration consists of answering a few questions and setting a password. This is a onetime process for the external recipient; once registered they can view the encrypted email.

An external individual must be registered in order to send information securely to the State of Nebraska. Once registered, the user may log onto the Secure e-mail website (https://res.cisco.com/websafe/) using their email address and the password created during the registration process. Once authenticated on the website, a new email may be composed.

The Secure e-mail system was brought online in November of 2008 and currently supports approximately 6,000 authorized internal users and 6,000 registered external users. The system averages roughly 1,000 emails per day.

3. Service Description:

The service includes:

- Ability to send and receive encrypted email to internal and external partners
- Ability of external partners to initiate sending email to state employees
- Self-registration by external partners
- Redundant system with high degree of availability for mission-critical situations;
- End-user documentation (via web)
- Option to put expiration date on email
- Option to put read receipts on email
- No one (not even the system administration) other than the sender and recipient of secure email has access to the encryption key
- Trouble-shooting for appliance/system related problems
- End-user training or assistance (other than documentation available on web site)
- No ability to recover deleted or expired email

Benefits include:

- Protection of sensitive information in emails
- Regulatory compliance (e.g., HIPPA, NITC security standards)

4. Roles and Responsibilities:

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

5. Requesting Service

Requests are made using the Help Desk Ticketing system. Contact the OCIO Help 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. The customer may designate which job code and work order to use or request a new job code or 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:

Customers may contact 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. 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. The service is supported by the Open Systems team and generally is available 24x7.

For further information, please contact:

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