

# Network Nebraska Catalog of Services

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## Introduction

At this time, this document is designed as guidance for providers and potential providers of services. Foreseeably, this catalog could be migrated to a database to also present services by a service category, individual provider, type of institution, or other options.

Potential fields for each catalogued service:

- Service name
- Offer or service available date (is there a separate date needed for pricing effective date?)
- Billing rate
- Unit of billing
- Service Provider (Entity)
- Service contact information (Individual, e-mail, or phone number)
- For More Information URL

## Services Provided by Network Nebraska

### Basic / Included services

Each Participant agrees to a Memorandum of Agreement with the State of Nebraska Office of the Chief Information Officer to receive Network Nebraska services. This MoA generally describes the services that may be expected by Network Nebraska Participants as a component of membership. Services in this section of the catalog are covered by member Participation Fees.

### Fee-based or Subscription Services

Services offered by Network Nebraska over and above those covered by Participation Fees will be fee- or subscription-based. Those services, and their fees, will be described in this section.

Example 1: Commodity Internet contracts

Example 2: Co-location rack space within a University or State-owned Data Center

Example 3: Co-location rack space within a University or State-controlled Aggregation Point

## Services From Member Centers of Excellence

### Network Nebraska Members Offering Services to Other Members

Certain members of Network Nebraska may be interested in offering services to groups of members or the entire membership. Billing may be handled through the Nebraska Department of Administrative Services, but that is not a requirement for the service. While Network Nebraska may need to provide some guidance, the billing arrangement will be a function of the service provider.

In some cases, related services offered between members may be omitted because the service providers have additional formal/legal relationships with the billed entities, or the services are offered via another official capacity. This omission is appropriate when services are not offered equally to all members, or to an entire subset of the membership. For instance, if the ESU Coordinating Council (ESUCC) offers a service to all K-12 entities but not higher education, membership in Network Nebraska is not a condition of the service, nor are all members eligible to subscribe to the service, so the ESUCC-school relationship pre-empts the Network Nebraska membership and the service may not be listed.

### Affiliate Members

Network Nebraska does not currently have a separate category for Affiliate membership; however, that membership category could be interpreted as libraries, museums, zoos and other non-profit institutions in Nebraska with an educational purpose. Affiliate members will benefit greatly from a listing of services in the Network Nebraska catalog, as members will have a clearinghouse of local virtual field trips and other technology-based resources available.

## Externally Provided Services

### State Master Contracts

#### Wide Area Network Connectivity

The State of Nebraska Purchasing Bureau, in collaboration with the Office of the CIO, and on behalf of the Participants of Network Nebraska, has bid for Wide Area Network circuits since the inception of the network. By developing longer term contracts, and consolidating all data circuits under an annual competitive bid, providers have been able to focus their engineering and legal resources to a single bid response and potentially be awarded dozens of circuits. This is the current method most Network Nebraska Participants utilize to connect to the Network Nebraska backbone.

#### Technology Equipment Purchases

The State of Nebraska, multi-state compacts, and occasionally other entities within the state, are able to negotiate purchase contracts for technology hardware and software on behalf of entities within the state of Nebraska. This catalog could serve as a clearinghouse of such contracts including links to the agreements or product pricing.

### Cooperatively Purchased Services

#### Aggregate Purchasing of Identical Service

Frequently, educational institutions are interested in (usually software or online database) services from a particular vendor. The institutions, as members of Network Nebraska, could cooperatively negotiate pricing for such services.

#### Use of Aggregated Purchasing Power to Improve Member Connectivity To Services

Certain online services require a higher performance level of connectivity from the vendor web site than may be available via the general Internet access. While it is technically possible to give such types of connectivity priority over others, the human decisions and communication to adequately prioritize such services are difficult. When the service is provided to enough institutions, even if aggregate purchasing of the service is not accomplished, it may be possible to negotiate alternate connectivity into the Network Nebraska backbone. When negotiating this type of connectivity, multiple options may be available; and as no such activity has yet happened, it is difficult to know exactly how each option could be made available.

**Option 1: Telecommunications Connectivity into Network Nebraska POP.** The vendor would be given the option to utilize a telecommunications provider to provide a link from the Network Nebraska POP to the vendor data center. This is not likely to be a solution for higher priority access, as the connectivity in high-

demand times would be limited to the size of the connection from Network Nebraska to the vendor location.

**Option 2: Locate Servers in Network Nebraska Data Center.** If the vendor's server security is self-contained, or if the vendor has the ability to create a local cache or mirror, it may be in their interest to locate servers in the Network Nebraska Data Center. The vendor would be required to negotiate hosting location and rates with Network Nebraska.

**Option 3: Locate Servers in a Preferred Data Center with telecommunications services provided via Network Nebraska aggregated circuit.** If the volume of vendor services in this category is sufficient, Network Nebraska may exercise an option to contract telecommunications services to an SAS 70 or SSAE 16 compliant data center, to be named a Preferred Data Center for vendor hosting. This would provide a vendor with an appropriate local option for hosting even when security is an important consideration to the vendor, while also maintaining affordability. Network Nebraska should develop appropriate policies governing the telecommunications aggregation and IP address allocation, including the costs borne by members and vendors.