Information Technology Division

New Employee Information

Information Technology Department

The Information Technology Department consists of 11 employees who support the agency's 500 plus employees. Positions include a department manager, an infrastructure support analyst who serves as an assistant to the department manager. Three GIS application developers, two web application developers, one business analyst, two infrastructure support technicians and one employee who manages the help desk, also assists with infrastructure support and the agency's IT purchases.

The Information Technology Department is customer driven and service oriented in order to provide the highest quality technical support.

Help Desk

The help desk is here to serve Game and Parks employees on a wide variety of computer issues including:

- New computer set up
- Software installation
- Hardware issues
- Application development
- GIS development
- Assist with support for new technology purchases

All requests for assistance from the Information Technology department should be started by contacting the NGPC Help Desk. The help desk will route the issue to the appropriate IT technician. This assures that our customers receive the quickest resolution to their issue.

You can contact the help desk by phone at (402) 471-6019 or by email at ngpc.helpdesk@nebraska.gov.

Once we receive your issue, we will either be able to assist you immediately over the telephone or a technician will contact you. Turn-around time is based on priority. You should be contacted within one to two business days.

Common Software

- Microsoft Office (Excel, Outlook, Word, Powerpoint, Access)
- Microsoft Forefront (virus protection software)
- Office Communicator or Skype for Business
- Internet Explorer, Firefox and Chrome
- Adobe Reader, Adobe Flash, etc.
- Any other software that is applicable to your job

Computer and Peripheral Purchases

The following list of preapproved Items may be ordered through the Office Depot catalog or approved vendors. This list does not require prior approval from the Information Technology Department, however all purchases must be approved through your supervisor and your respective division.

Preapproved Items for Purchase

- Cables for connecting computer components
- Power cords/adapters
- Extender cables for keyboards/mic
- USB connectors
- UPS (uninterruptible power supply)
- Keyboards – computers and tablets
- Mice
- Printer toner and printer ink
- Blank CDs or DVDs
- Flash drives
- Software books
- Training CDs or DVDs (excludes software)
- Cases – laptops and tablets

All other computer and computer-related items must be purchased through the Information Technology Department. Examples of these include, but are not limited to the following:

All Other Items – Go Through IT

- Desktops, laptops and tablets
- Monitors
- Printers and scanners
- Projectors
- External hard drives (both portable and desktop)
- Laptop accessories – batteries, power supplies, docking stations
- Internal computer components (RAM, video card, network card, hard drive, etc.)
- Networking equipment – switches, hubs, etc.
- Software—new or renewal

Software Purchases

ALL software purchases and renewal (regardless of cost) must be purchased through Information Technology. Software can be defined as anything running on your computer or tablet or is licensed. Examples include but are not limited to mobile apps, widgets, blog themes, add-ons, filters, plug-ins, etc. This also includes any SAAS (software as a service). Some software is on a subscription basis (such as Adobe), which also needs to come through IT. If you are not sure, please contact IT.

Questions?

For questions with the purchasing process or to get pricing, please contact Tammy Crosby at (402) 471-5585 or email tammy.crosby@nebraska.gov.

“H” and “W” Drives

When opening “my computer,” there are two network drive letters (“H” and “W”).

The “H” drive will have the user’s name and the network location. This is what is referred to as the “H” drive or the “home” drive. Instead of storing working files on the “C” drive, all employees need to store documents on the “H” drive. This drive is the employee’s personal drive and files can only be viewed and modified by the user. The user can create folders to organize their files.

The “W” drive will again show the network location. This is what is referred to as the “W” drive or the “shared” drive. This drive is shared by all Game and Parks employees located in the Lincoln Headquarters office and several remote offices. The drive is organized by divisions (Administration, All Users, Engineering, Federal Aid, etc.). Each employee has access to the “All Users” folder along with their division’s folder. Depending on the needs of the division, employees will have access to the folders that are necessary for their particular role within the agency.

Email

Email can be accessed through Microsoft Outlook on your computer and can also be accessed on the Outlook Web App.

Microsoft Office Outlook

When in the office, the full version of Microsoft Outlook can be used. User name is your first name dot your last name and your email password. The full version of Outlook is a powerful tool for handling tasks, emails, meetings and to do lists.

Outlook Web App

When away from the office, the Outlook Web App can be accessed through your browser by typing “mail.nebraska.gov” into your browser’s address bar. User name is your first name dot your last name and your email password. Although the Web App isn’t as powerful as the full version of Microsoft Outlook, there is access to email and calendars.

Email Password Management

State of Nebraska NITC 8-101: Information Security Policy contains the minimum safeguards, responsibilities and acceptable behaviors required to establish and maintain a secure environment. It includes, but is not limited to the following:

4.7.4 User Password Management

Passwords are a common means of authenticating a user's identity to access information systems or services. Passwords must be implemented to ensure all authorized individuals accessing agency resources.

Changing your State of Nebraska Email Password:

1. Log into Outlook Web Access email at http://mail.nebraska.gov
2. In the upper right-hand corner, click on the Options button
3. Choose "Change Your Password"
4. It will prompt you for your old password
5. Enter a new password, verify it and click on the save button
6. The following are the minimum password requirements for State of Nebraska passwords:
    - Must contain at least eight (8) characters
    - Must not repeat any character sequentially more than two (2) times
    - You will receive an email to change your password at least every ninety (90) days
    - Cannot use any of the previous twenty-four (24) passwords
    - Password cannot contain your name
    - Must contain at least three (3) of the following four (4):
        - At least one (1) uppercase character
        - At least one (1) lowercase character
        - At least one (1) numeric character
        - At least one (1) symbol

Policy Name:
State Data Communications Network Acceptable Use Policy
(From Nebraska Game and Parks Commission's Policy Manual, Policy C-13)

Unacceptable Uses of State's Network:

- Users shall not intentionally seek information on, obtain copies of, or modify files, other data or passwords belonging to other users, or represent themselves as another user unless explicitly authorized to do so by that user.

- It is unacceptable for an individual to use the state's network to gain access to information or resources not considered public record without the granting of permission to do so by the owners of such resources.

- Downloading of software in violation of license agreements (for questions on software licensing, please contact Tammy Crosby at (402) 471-5585).

- Intentionally develop programs that harass other users or infiltrate a computer or computing system.

- Use the state's network for fund-raising or public relations activities unrelated to an individual's employment by the State of Nebraska.

- Use of state's network for recreational games.

- Use for private or personal business ventures such as a second source of income, other family member business interests, etc.

For a full policy listing, please see Nebraska Game and Parks Commission's Policy Manual, Policy No. C-13 – "State Data Communications Network Acceptable Use Policy."

Employee Outreach Program

The Employee Outreach Program provides opportunities for all staff to learn about and become engaged in our outreach and educational programs. It is an excellent opportunity to expand horizons, learn something new and also help support the Agency's outreach events.

All NGPC permanent staff are required to work at least one educational or outreach event during each calendar year beginning in 2014.

Staff will need to consult with their supervisor and then sign up. Employee work time and schedules should be adjusted to avoid overtime. Travel expenses are reimbursable per policy.

Log-In Instructions

In order to sign up for an outreach event, employees must have an email address and log into the system for the first time.

First-Time Log-In/Account Check

Quick Steps

- Go to Outreach Event Listing & Registration
- Hover the mouse over **Sign in** and it changes to **Sign in to Manage Your Profile**
- Click on it
- Enter your complete email address and first name. Click **Next**
- Your first name and email address are populated in the fields on the Create Participant Profile page
- Fill in the required fields on the profile page
- When complete, click on **Create Participant Profile**

Password Management

- Go to Outreach Event Listing & Registration
- Hover the mouse over **Sign in** and it changes to **Sign in to Manage Your Profile**
- Click on it
- Enter your complete email address and first name. Click **Next**
- If you haven't set a password, click on **Don't Know Password / Reset Password**
- A password will be emailed

Event Registration

Quick Steps

- Go to Outreach Event Listing & Registration
- Click on an event to get more information about it
- Click on the **Click Here to Register** button
- Enter your email address and first name
- Click **Next** button
- Enter your password and click **Sign in to CERVIS**
- Choose your event
- Click on **Register for selected event**
- You will receive an email that you have successfully registered for the event

Frequently Asked Questions

What do I do if I'm locked out of my email account?
You can call the IT Help Desk at (402) 471-6019. Someone can reset your password.

I've tried three times to get into E1 and now I think I'm locked out. What do I do?
You can contact Staci Anderson in Human Resources for assistance at (402) 471-5496.

How do I reset my email password myself?
Log into Outlook web access by typing "mail.nebraska.gov" into your browser's address bar. Log into your email and in the upper right-hand corner there is an options button. Click on that and choose "Change Your Password." It will ask for your old password. Then you will need to select a new password, verify it and hit the save button. Once accepted, this is your new email password. If you log into the STN domain, this is also your computer log-in password.

What is the stone domain?
The stone domain (spelled STN) is the State of Nebraska network. Game and Parks Commission offices currently on this network include the Lincoln HQ office, Ak-Sar-Ben Aquarium, North Platte, Norfolk, Kearney and Mahoney State Park. The network includes shared storage (including back-up), managed virus protection and Windows updates.

Should I shut off my computer when I leave?
Computers on the STN domain should be left turned on Monday through Thursday and can be shut down before the weekend. This allows computers to receive necessary updates as well as new virus definitions. These normally run any time between Monday and Thursday. It is not harmful if an employee is gone for an extended period and the computer is left on in order to receive these important updates.

I'm having problems with my computer, what should I do?
For all computer issues, contact the Commission's Help Desk at (402) 471-6019 or email to ngpc.helpdesk@nebraska.gov.

Once I put a request into the Commission's Help Desk, how long will it take until I get assistance?
The Help Desk enters all requests into help desk tracking software. All entries are handled on a priority basis. You should be contacted within one to two business days.

How do I configure my work email on my personal cell phone or tablet?
In order to configure your work email onto a personal device, you must get approval from your supervisor and fill out a form NITC 5-204 Attachment A. Please contact IT for a copy of this form.

I had some items in my Deleted Items folder on my email and now they're gone. What happened?
Emails are held in the Deleted Items folder for 90 days and are then automatically deleted.